



Technology Solutions.....With Integrity



Laser Logics, Inc. is an Authorized Distributor of SuiteMed IMS Software

## Top 10 Barriers to EHR Adoption

1. People – it is hard to get sponsorship from senior leaders, find clinician champions, and hire the trained workers to get the EHR rollout done. **(The #1 concern by far.)**
  - Our core team is comprised of specialists in networks, security, medical office management, human resource management, business continuity management, accounting, and certified medical coders/billers/credentialing specialists, whose expertise is in guiding the processes of selection, implementation, training, customization, and on-going maintenance of your SuiteMed EHR system.
  - Utilizing the expertise and talents of our team can assist in getting commitment from all involved at all levels of the practice by providing the answers to hard questions, providing a written detailed projected ROI early in the selection process, and demonstrating the many unique features of the SuiteMed EHR that work together to tremendously improve efficiency and productivity in all areas of your practice.
2. Cost – the stimulus money does not flow until meaningful use is achieved. Who will pay in the meantime?
  - Our team will review in detail the turn-key EHR and technology needs for your practice to determine your base cost. We will then project out for 5 years your total cost and cash flow expectations, even including sales tax computations.
  - We can then pair your practice with one of our medical technology leasing companies to work out a payment plan that works for your practice. Your practice will have the option to lease to own at 100% of the entire package cost of software, implementation, training, and hardware needs.
3. Vendor product selection/suitability – it is hard to know what product to choose, particularly for specialists who have unique workflow needs.
  - SuiteMed's EHR is so highly customizable that we are able to program and set it up to follow your unique workflow. In many instances SuiteMed's built-in tools enable us to actually improve upon many of your work protocols to automate certain portions to improve productivity and efficiency for all providers and staff.

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4. Infrastructure/IT reliability – many IT departments cannot provide reliable computing and storage support, leading to EHR downtime.
  - Our company has 20 years of IT experience and can offer a turn-key EHR product with each sale including network topography, security, virus protection, redundant mirroring of data on servers, off-site HIPAA-compliant remote backup for business continuity planning, as well as computer repair and upgrades. This completely eliminates wasted time trying to coordinate efforts between the EHR vendor, PC support person, hardware technicians, etc.
  - Our off-site backup and redundant mirroring of data on servers provides the greatest blanket of protection against both data loss and downtime. Even with a catastrophic server failure the practice can be back up and running within a matter of a few hours without loss of essential data.
  
5. Privacy – there is significant local variation in privacy policy and consent management strategies.
  - A significant strength of SuiteMed is the ability to customize the system to incorporate local, state, and Federal privacy policies.
  - The process of obtaining necessary signatures on privacy policies can be automated within SuiteMed with reminders and alerts set to ensure appropriate signatures are obtained and current.
  
6. Interoperability – applications do not seamlessly exchange data for coordination of care, performance reporting, and public health.
  - SuiteMed was designed from the ground up by healthcare professionals who understand what is needed to be able to use technology to enhance patient coordination of care and increase efficiency and productivity with fewer resources.
  - SuiteMed can easily customize interfaces that may be needed, for example HL7 interfaces with labs (Quest and LabCorp already have interfaces), access to childhood immunization records by interfacing with state immunization registries, etc.
  - PQRI and E&M coding is built within SuiteMed with suggestions and questions to guide you through each process.

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7. Computer Illiteracy/training – many clinicians are not comfortable with technology. They are often reluctant to attend training sessions.
  - Laser Logics began over 20 years ago as a turn-key training company for corporations on the use of Microsoft Windows, Word, Excel, PowerPoint, and Access.
  - Our core team, with management-level skill sets, understands the unique situation of incorporating something new into the work place, which enables them to better aid your staff in managing this change.
  - Our team is American based, eliminating the possibility of problems understanding foreign dialects during the training and implementation process.
  
8. Fear of lost productivity – clinicians are concerned they will lose 25% of their productivity for 3 months after implementation. Administrators are worried that the clinicians are right.
  - Our dedicated trainers work with practice staff by performing 1-hour to 2-hour targeted sessions remotely as well as one-on-one training during the first 2 weeks of Go Live via a predetermined schedule customized to your practice.
  - A separate “Training” server is provided to allow staff to have hands-on experience practicing what they learn during each session which is invaluable to the staff both to reinforce their training as well as identify areas where more training may be needed before Go Live.
  - Practices who commit to providing staff with uninterrupted training time away from distractions will ensure training success.
  
9. Politics/naysayers – every organization has a powerful clinician or administrator who is convinced that EHRs will cause harm, disruption, and budget disasters.
  - SuiteMed provides project management services to ensure your move to an EHR is as smooth as possible.
  - Disruption to the office is avoided by SuiteMed being fully prepared for training and Go Live (to the extent that each office has committed to total commitment and involvement of staff).
  - The Return On Investment documentation provided to each practice factors in reduced appointment scheduling for the first two weeks of Go Live and makes allowances for reduced income as staff are being trained
  
10. Usability – products are hard to use and not well engineered for clinical workflow.
  - SuiteMed is a user-friendly EHR containing robust tools that was designed to conform to your physician/clinician workflow.
  - Our workflow specialist works closely with your office to set up SuiteMed to mimic your protocols while using “Link With” features to actually improve efficiency within each protocol.

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