

# EHR

ELECTRONIC HEALTH RECORD

# GUIDE

REAL PRACTICE MANAGER REVIEWS

# 2021

BY

THE  MEDPM COMMUNITY

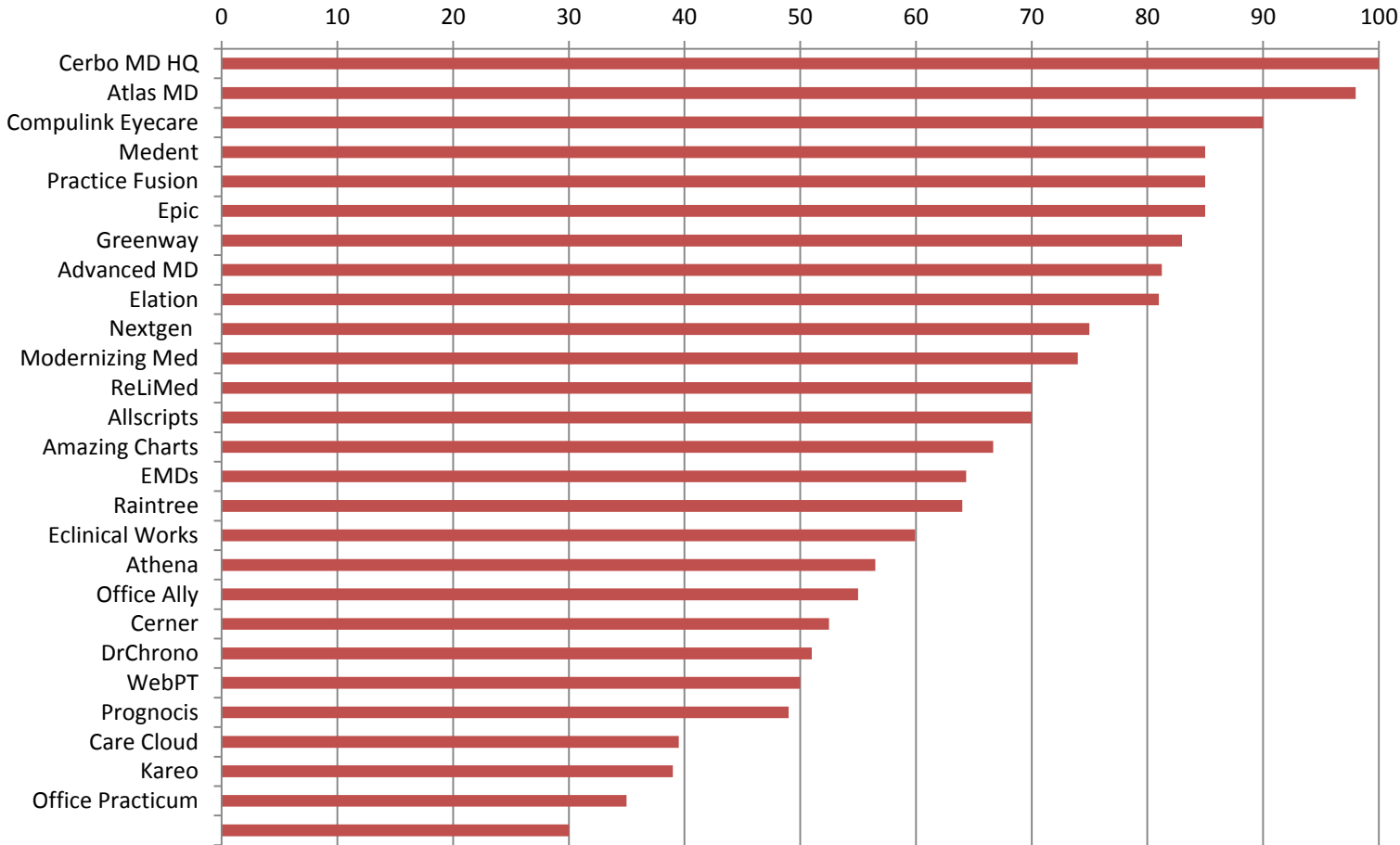
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# SUMMARY

## MedPM EHR Satisfaction 2021



# AdvancedMD

EHR:



Office:

10876 South River Front Parkway, Suite  
400, South Jordan, UT 84095

Website:

<https://www.advancedmd.com/>

Avg Satisfaction Score: 81.25

Price: See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	AdvancedMD
Q2: What do you like about your EHR?	There is a report building feature where you can create any report you need. It's very user friendly. Cloud based.
Q3: What do you dislike about your EHR?	Receipts suck. Itemizations suck. If you are a small practice, you are not a priority.
Q4: How much do you pay for your EHR?	\$4400 monthly, 3 providers, 2 midlevels, includes PM EHR Report building appointment reminders (voice email and text) patient portal ...etc basically all the bells and whistles offered in addition to statements which was approximately \$775 last month.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 years
Q7: What specialty is your practice?	General and Bariatric Surgery
Q8: # of Providers in your practice?	3 MDs 2 mid levels
Q9: Overall Satisfaction (1-100)?	80

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## Manager 2

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Q1: What EHR does your practice use?	AdvancedMD
Q2: What do you like about your EHR?	The format of the EHR, easy to use, has a PM system also, the phone support is impeccable.
Q3: What do you dislike about your EHR?	Nuanced issues such as not being able to have multiple users edit the note at the same time, printing medical records is a lot of work because they use word merge.
Q4: How much do you pay for your EHR?	\$537.34 - monthly for 2 high level providers for EHR and PM and for 2 E-prescribe for Controlled Rx subscriptions
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 years
Q7: What specialty is your practice?	Addiction Medicine, Psychiatry, Counseling
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	90

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## Manager 3

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Q1: What EHR does your practice use?	AdvancedMD
Q2: What do you like about your EHR?	Flow.
Q3: What do you dislike about your EHR?	We outsource billing and we never know what is going on.
Q4: How much do you pay for your EHR?	We pay a percentage on claims processed, this gives us the ehr and the pm side. With about 80 billable providers we pay around \$35,000 per month.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 years
Q7: What specialty is your practice?	Multi-specialty Medical mental health chiropractic physical therapy pain management urgent care recovery and detox partial hospitalization.
Q8: # of Providers in your practice?	80 - including billable case managers and other paraprofessionals.
Q9: Overall Satisfaction (1-100)?	65

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## Manager 4

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Q1: What EHR does your practice use?	AdvancedMD EHR
Q2: What do you like about your EHR?	Completely customizable. Can enter information using radio buttons, drop downs, free text, and dictation.
Q3: What do you dislike about your EHR?	So many options that I don't have time to learn everything to utilize them in our practice!
Q4: How much do you pay for your EHR?	Technically free because we use AdvancedMD's RCM and charged a percentage of collections.
Q5: Do you pay for other supplemental software?	Yes EPCS
Q6: How long has the practice used this EHR?	1-5 years
Q7: What specialty is your practice?	Family Medicine
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	90

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# Allscripts

EHR:



Office:

Chicago, Illinois

Website:

<https://www.allscripts.com>

Avg Satisfaction Score:

70

Price:

See reviews

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	All Scripts
Q2: What do you like about your EHR?	Fairly user friendly once learned.
Q3: What do you dislike about your EHR?	It does not link up appropriately with the PM (scheduler). A lot of work is duplicated when appointments are changed.
Q4: How much do you pay for your EHR?	This I do not know since we are a satellite office which is part of a hospital group. Sorry!
Q5: Do you pay for other supplemental software?	YES We use Touch MD for patient education and that is about \$1200 per year. Also, Intellipract (patient contact software) for elective patients at \$1500 per year.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Plastic & Reconstructive Surgery
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	85

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## Manager 2

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Q1: What EHR does your practice use?

Allscripts

Q2: What do you like about your EHR?

Not much.

Q3: What do you dislike about your EHR?

Two separate softwares for the PM and EMR, even though they are both "Allscripts" products. They interface, but you still have to toggle between the two modules rather than having it all in one module.

The reports are rather restrictive. For any in-depth reports you are charged for customized reports to be produced.

The company seems to nickel and dime for everything. Any additional features seem to be additional fees.

Q4: How much do you pay for your EHR?

[We host our own server, so not a cloud-based product]  
-We had to purchase individual licenses per provider. We purchased the MD licenses 12+ years ago and they were each approximately \$10K. We purchased a mid-level license about 2 years ago and it was \$7K.

Then we had to pay for a license per provider for using their clearing house - PayerPath. This license is billed out each month at \$110/provider billing that month.

Then we have monthly fees for maintenance/support. It is approximately \$450/month per physician and approximately \$160/month per mid-level provider.

They have additional fees for their patient portal, but we did not use the Allscripts portal, so I'm not sure about the fees for their portal.

Q5: Do you pay for other supplemental software?

YES

We pay approximately \$150/month for a third-party patient portal that interfaces with Allscripts.

Q6: How long has the practice used this EHR?

10+ Years

Q7: What specialty is your practice?

OBGYN

Q8: # of Providers in your practice?

2 Physicians and 1 Physician Assistant

Q9: Overall Satisfaction (1-100)?

55

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# Amazing Charts

EHR:



Office:

West Warwick, RI

Website:

<https://www.amazingcharts.com>

Avg Satisfaction Score: 66.67

Price: See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	<b>Amazing Charts</b>
Q2: What do you like about your EHR?	Very user friendly / intuitive.
Q3: What do you dislike about your EHR?	1) Billing & Scheduling features are not useful so we use OpenPM for practice management with an interface. 2) Imports & lab tracking could be improved. 3) Referral & Order management needs improvement.
Q4: How much do you pay for your EHR?	\$5485 annually for 3 users. Updox \$5880 annually (efax and importing to EHR) OpenPM \$16800 annually (scheduling, billing, invoicing, clearinghouse)
Q5: Do you pay for other supplemental software?	YES
Q6: How long has the practice used this EHR?	6-10 YEARS
Q7: What specialty is your practice?	Family Medicine with Obstetrics
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	80

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## Manager 2

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Q1: What EHR does your practice use?	Amazing Charts
Q2: What do you like about your EHR?	Affordable
Q3: What do you dislike about your EHR?	Not very intuitive. Customer service is hit or miss.
Q4: How much do you pay for your EHR?	\$3000 - \$4000/year
Q5: Do you pay for other supplemental software?	YES AmazingReminders -- \$49/month
Q6: How long has the practice used this EHR?	10+ YEARS
Q7: What specialty is your practice?	Primary Care (limited urgent care)
Q8: # of Providers in your practice?	1 (part-time APRN)
Q9: Overall Satisfaction (1-100)?	50

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## Manager 3

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Q1: What EHR does your practice use?	Amazing Charts
Q2: What do you like about your EHR?	Clinically clear and simple to use as it allows for mostly text use for H&P elements and assessments. Also allows for templates and auto population of prior text entry.
Q3: What do you dislike about your EHR?	The referrals and order tracking.
Q4: How much do you pay for your EHR?	Unsure
Q5: Do you pay for other supplemental software?	YES
Q6: How long has the practice used this EHR?	6-10 YEARS
Q7: What specialty is your practice?	Family Practice
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	70

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# Athena

EHR:

Office:

Website:

Avg Satisfaction Score:

Price:

Other Resources:



<https://athenahealth.com>

56.5

See reviews

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Athena Health
Q2: What do you like about your EHR?	It is very simple.
Q3: What do you dislike about your EHR?	Too much clicking and you have to purchase all components in order to get patient portal.
Q4: How much do you pay for your EHR?	\$665 per provider
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Family Medicine
Q8: # of Providers in your practice?	5
Q9: Overall Satisfaction (1-100)?	80

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## Manager 2

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Q1: What EHR does your practice use?	Athena
Q2: What do you like about your EHR?	Integration.
Q3: What do you dislike about your EHR?	Not always easy to use.
Q4: How much do you pay for your EHR?	Unsure.
Q5: Do you pay for other supplemental software?	YES Phreesia
Q6: How long has the practice used this EHR?	Less than 1 Year
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	86

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## Manager 3

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Q1: What EHR does your practice use?	Athena
Q2: What do you like about your EHR?	Color grids that change as a patient moves through their visit.
Q3: What do you dislike about your EHR?	Nesting....in order to find the relevant information needed on a patient there are dozens of clicks, and also duplicates of certain workflows such as follow up orders.
Q4: How much do you pay for your EHR?	\$1700 per month, single provider
Q5: Do you pay for other supplemental software?	YES Epion, previsit forms collection and telehealth services provided through Athena EHR but at an additional cost.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Pediatric Orthopaedic
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	50

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## Manager 4

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Q1: What EHR does your practice use?	Athena
Q2: What do you like about your EHR?	Great for clinical side of things.
Q3: What do you dislike about your EHR?	Billing sucks.
Q4: How much do you pay for your EHR?	6.14% of revenues with cap of \$2,360
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	OBGYN
Q8: # of Providers in your practice?	2-3
Q9: Overall Satisfaction (1-100)?	73

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# Manager 5

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Q1: What EHR does your practice use?

Athena

Q2: What do you like about your EHR?

I'm not sure if we like anything about athena.

Q3: What do you dislike about your EHR?

Billing is extremely difficult! They almost get in the way and make things way more difficult than it needs to be. Also frustrated with the scrolling and opening multiple screens to complete a simple task. The training was not nearly enough to get us started nor learn about the program from beginning to end. There are other frustrations such as doctor needs dictation, but the ones I have listed are our biggest complaints. Biggest complaint about athena is that they sold us on the idea that they were an all-in-one company that would take care of our one provider clinic. They do not provide billing as they described. (The program is over complicated and causes daily frustration. We are changing soon!)

Q4: How much do you pay for your EHR?

5% of income monthly (one provider). Currently paying between \$4000-6000/month and pay an in-house biller/coder to fix all billing messes.

Q5: Do you pay for other supplemental software?

Yes  
ginger cube, dictation software, quickbooks, adp

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Q6: How long has the practice used this EHR?	Less than 1 Year
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Q7: What specialty is your practice?	Surgery - General and Trauma
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Q8: # of Providers in your practice?	1
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Q9: Overall Satisfaction (1-100)?	0
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## Manager 6

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Q1: What EHR does your practice use?	Athena
Q2: What do you like about your EHR?	Clinicals and documentation are great.
Q3: What do you dislike about your EHR?	Not able to retain control over billing.
Q4: How much do you pay for your EHR?	At least \$5000 monthly for 1 MD and 2 PAs, we have a 6.12% of our collections going to Athena monthly.
Q5: Do you pay for other supplemental software?	Yes Dragon for dictation
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	PM&R
Q8: # of Providers in your practice?	1 MD, 2 mid level providers
Q9: Overall Satisfaction (1-100)?	50

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# Atlas MD

EHR:



Office:

Kansas

Website:

<https://www.atlas.md>

Avg Satisfaction Score:

98

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Atlas.md
Q2: What do you like about your EHR?	No check boxes and it is specifically made for direct primary care clinics. Ease of use, no coding.
Q3: What do you dislike about your EHR?	It is difficult to fax attachments from the EHR.
Q4: How much do you pay for your EHR?	\$300 per physician per month
Q5: Do you pay for other supplemental software?	Yes Rcopia for controlled prescribing. I think \$400 annually.
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Primary Care
Q8: # of Providers in your practice?	2 Physicians
Q9: Overall Satisfaction (1-100)?	98

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# CareCloud

EHR:

Office:

Website:

Avg Satisfaction Score:

Price:

Other Resources:



<https://www.CareCloud.com>

See reviews

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Care Cloud
Q2: What do you like about your EHR?	Billing, schedule and charts are all together in one application
Q3: What do you dislike about your EHR?	Speed of loading, it constantly crashes, issues with features not working on a regular basis
Q4: How much do you pay for your EHR?	We have a practice contract with 6 providers around a few thousand yearly
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Psychiatry
Q8: # of Providers in your practice?	6
Q9: Overall Satisfaction (1-100)?	26

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## Manager 2

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Q1: What EHR does your practice use?	CareCloud
Q2: What do you like about your EHR?	Easy to use and easy for patients to communicate within our EHR through our Breeze Portal
Q3: What do you dislike about your EHR?	Constant downtime, frequent updates that never quite get the fixes right.
Q4: How much do you pay for your EHR?	Concierge service is included with our EHR with that our price varies monthly. \$1000.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Rheumatology
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	53

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# Cerbo MD HQ

EHR:



Office:

Portland, OR

Website:

<https://www.cer.bo>

Avg Satisfaction Score:

100

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Cerbo MD HQ
Q2: What do you like about your EHR?	It is very user friendly. Flexible. Lots of amenities.
Q3: What do you dislike about your EHR?	Nothing.
Q4: How much do you pay for your EHR?	\$199 per doctor FT \$129 per doctor PT \$119 for NMD \$99 for PA \$49 for an MA
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	BHRT and spa
Q8: # of Providers in your practice?	6
Q9: Overall Satisfaction (1-100)?	100

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# Cerner

EHR:



Office:

Kansas City, Missouri

Website:

<https://www.Cerner.com>

Avg Satisfaction Score:

52.5

Price:

See reviews

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Cerner
Q2: What do you like about your EHR?	Commonwell interface, ease of charting.
Q3: What do you dislike about your EHR?	Additional Expenses for additional functionality which I feel should be included. Not as friendly to my specialty as I would like.
Q4: How much do you pay for your EHR?	\$ 900 month for 2 providers
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Podiatry
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	75

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## Manager 2

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Q1: What EHR does your practice use?	Cerner
Q2: What do you like about your EHR?	Nothing.
Q3: What do you dislike about your EHR?	Difficult to get procedures built. All areas in a different "part" that is not like another. Unable to resolve issues in up to 6 months.
Q4: How much do you pay for your EHR?	\$8,000,000
Q5: Do you pay for other supplemental software?	YES Unknown
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Hospital, rural health clinic, OR, physicians services
Q8: # of Providers in your practice?	30
Q9: Overall Satisfaction (1-100)?	'skipped'

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# Compulink Eyecare Advantage

EHR:



Office: Newbury Park, CA

Website: <https://www.Compulinkadvantage.com>

Avg Satisfaction Score: 90

Score:

Price: See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Compulink Eyecare Advantage
Q2: What do you like about your EHR?	Best PM of all the eyecare specific ones. Can include primary payor info for secondary claims without having to manually enter. EHR side has several templates and is very customizable.
Q3: What do you dislike about your EHR?	It's glitchy sometimes and support's answer is almost always to update even if that won't actually fix your problem.
Q4: How much do you pay for your EHR?	\$247/month/provider (I believe including the clearinghouse.)
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Optometry
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	90

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# DrChrono

EHR:



Office:

Sunnyvale, CA

Website:

<https://www.drchrono.com>

Avg Satisfaction Score:

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	DrChrono
Q2: What do you like about your EHR?	Simple to use.
Q3: What do you dislike about your EHR?	Reporting
Q4: How much do you pay for your EHR?	Not sure.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	General Surgery and Veins
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	51

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# EclinicalWorks

EHR:



Office:

Westborough, MA

Website:

<https://www.eclinicalworks.com>

Avg Satisfaction Score: 59.9

Price: See reviews

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	EclinicalWorks
Q2: What do you like about your EHR?	Can modify templates
Q3: What do you dislike about your EHR?	Cost, lots of clicks
Q4: How much do you pay for your EHR?	I think it's \$600 per FTE approximately but they allow for partial licenses. Then \$0.10-0.15 per message sent. We are at about \$1250/month
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	3 (but it's 1.5 FTE)
Q9: Overall Satisfaction (1-100)?	65

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## Manager 2

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Q1: What EHR does your practice use?	eClinicalworks
Q2: What do you like about your EHR?	All in one (scheduling, charting, billing), patient portal, billing module is ok.
Q3: What do you dislike about your EHR?	A lot more than I like. Too many clicks, not fully functional, lots of bugs, support is lacking, quality metric reporting is lacking, it is too expensive
Q4: How much do you pay for your EHR?	It's miscellaneous per provider so it would be difficult to break down.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Family Practice
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	60

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## Manager 3

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Q1: What EHR does your practice use?	EClinical Works
Q2: What do you like about your EHR?	Ease of Use, Good organization of information.
Q3: What do you dislike about your EHR?	We loved ECW till the last update. Many more clicks. Can't use special characters -- ex: you have to spell can not instead of can't
Q4: How much do you pay for your EHR?	I don't remember the install fees. We pay \$600 for EMR & PM Package.
Q5: Do you pay for other supplemental software?	YES Education and Dartnet are \$10 each monthly. Scribe and Bi directional interface are \$25 monthly. Population Health Integration is \$149 monthly.
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Family Medicine
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	70

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## Manager 4

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Q1: What EHR does your practice use?	EClinical Works
Q2: What do you like about your EHR?	It's very user friendly from creating schedules, billing, charting, etc.
Q3: What do you dislike about your EHR?	Because we have a 3rd party vendor who houses the server we have limited control as a practice.
Q4: How much do you pay for your EHR?	Right now we pay nothing because my provider is part of a clinical integrated program through an IPA.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	Less than 1 Year
Q7: What specialty is your practice?	Interventional Pain
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	61

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## Manager 5

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Q1: What EHR does your practice use?	eClinicalWorks
Q2: What do you like about your EHR?	Telehealth, email, text, logs of who touched what in accounts
Q3: What do you dislike about your EHR?	Reporting, appearance (looks like dos), support.
Q4: How much do you pay for your EHR?	Monthly for 2 providers and 1 clinic, \$1000-ish.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Family Practice
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	59

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## Manager 6

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Q1: What EHR does your practice use?	ECW
Q2: What do you like about your EHR?	Nothing at all.
Q3: What do you dislike about your EHR?	Everything...reporting is awful, too many clicks to do anything, poor customer service, scheduling.
Q4: How much do you pay for your EHR?	Do not know..new to this clinic and this emr.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	ENT
Q8: # of Providers in your practice?	9
Q9: Overall Satisfaction (1-100)?	33

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## Manager 7

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Q1: What EHR does your practice use?	eCW
Q2: What do you like about your EHR?	It is user friendly and easy to train on.
Q3: What do you dislike about your EHR?	Too much to list. The updates are almost always a disaster, customer service is subpar.
Q4: How much do you pay for your EHR?	Each full time provider with telehealth included is around \$825 a month.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Psychiatry
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	60

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## Manager 8

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Q1: What EHR does your practice use?	E Clinical Works
Q2: What do you like about your EHR?	Colors for appointments, storage for letters, eligibility checks.
Q3: What do you dislike about your EHR?	Not able to send secure emails with chart info.
Q4: How much do you pay for your EHR?	Not sure...MSO pays.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Infertility
Q8: # of Providers in your practice?	6
Q9: Overall Satisfaction (1-100)?	75

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## Manager 9

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Q1: What EHR does your practice use?	Eclinicalworks
Q2: What do you like about your EHR?	Claims submission.
Q3: What do you dislike about your EHR?	Customer service.
Q4: How much do you pay for your EHR?	\$ 15,000 annually.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Cardiac
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	50

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# Manager 10

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Q1: What EHR does your practice use?	Eclinical works
Q2: What do you like about your EHR?	User friendly.
Q3: What do you dislike about your EHR?	A lot of down time and slow at times.
Q4: How much do you pay for your EHR?	\$ 799 per provider per month.
Q5: Do you pay for other supplemental software?	Yes Billing.
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	70

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# Manager 11

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Q1: What EHR does your practice use?	E-clinical
Q2: What do you like about your EHR?	The accessibility is great. I don't mind going through a process to get me to the information I need.
Q3: What do you dislike about your EHR?	The billing section and cost of fees as well as little to no training. Your company should make a training website so we could have a reference in case we haven't worked with the program before or we have difficulty working in one of the databases.
Q4: How much do you pay for your EHR?	\$1,000 flat monthly.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	PCP
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	70

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## Manager 12

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Q1: What EHR does your practice use?	ECW
Q2: What do you like about your EHR?	Simple to use.
Q3: What do you dislike about your EHR?	Every time there is an update something goes wrong. Once we get used to doing it one way there is then another update and have to do it another way :(
Q4: How much do you pay for your EHR?	Not sure.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Primary Care
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	76

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# Manager 13

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Q1: What EHR does your practice use?	eClinical works
Q2: What do you like about your EHR?	Simple to use.
Q3: What do you dislike about your EHR?	Everything else 😊 The accounting is all driven by claims. If your providers are not good at getting their notes done in a timely manner, the whole process comes apart and many workarounds are needed in your billing department. Also, support is subpar and the system has severe technical issues.
Q4: How much do you pay for your EHR?	Approx \$550 per provider per month Plus fees for statements generated by clearing house fees. There are also other add-on fees for additional features
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Podiatry
Q8: # of Providers in your practice?	8
Q9: Overall Satisfaction (1-100)?	30

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# Elation

EHR:

Office:

Website:

Avg Satisfaction Score:

Price:

Other Resources:



San Francisco, CA

<https://www.elationhealth.com>

81

See review

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Elation
Q2: What do you like about your EHR?	The ease of documentation for our providers. I really enjoy the ease of seeing everything in one screen/window, which means less unnecessary searching.
Q3: What do you dislike about your EHR?	I wish that they had a specific setup for sale of in clinic supplements. Contacting support with the ease of a phone call instead of just an email would be nice.
Q4: How much do you pay for your EHR?	\$399.00/Per 6 months \$7,182.00/Per 6 months for 3 providers
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Naturopathic Physicians
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	81

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# EMDs

EHR:



Office:

Austin, TX

Website:

<https://www.emds.com>

Avg Satisfaction Score:

64.3

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	eMDs
Q2: What do you like about your EHR?	User friendly. Offers a lot of tracking tools if used correctly. Interfaces with other vendors. Built in patient portal and e-prescribing.
Q3: What do you dislike about your EHR?	A lot of what seem like unnecessary clicks.
Q4: How much do you pay for your EHR?	\$34,000 annually which includes licenses for all users and providers (10 providers), maintenance, AMA and CPT licenses, electronic prescribing, EPCS, patient portal, user access to Merck's and Medscape, updates as needed.
Q5: Do you pay for other supplemental software?	YES Updox for faxing, texting, appointment reminders, text messages.
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Nephrology
Q8: # of Providers in your practice?	10
Q9: Overall Satisfaction (1-100)?	85

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## Manager 2

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Q1: What EHR does your practice use?	EMDS
Q2: What do you like about your EHR?	Clinical documentation.
Q3: What do you dislike about your EHR?	Reporting.
Q4: How much do you pay for your EHR?	'skipped'
Q5: Do you pay for other supplemental software?	YES Phreesia, Rhinogram, DashboardMD
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	13
Q9: Overall Satisfaction (1-100)?	60

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## Manager 3

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Q1: What EHR does your practice use?	<b>Solution Series</b>
Q2: What do you like about your EHR?	Billing module works well, all parts are integrated and work smoothly with charts , messages, billing
Q3: What do you dislike about your EHR?	Not adopting quickly, not updated to reflect modern needs. To have telehealth , reminders I had to get extra services
Q4: How much do you pay for your EHR?	About 3.5K per provider per year. But all integrated parts are extra
Q5: Do you pay for other supplemental software?	YES Updox: telehealth, messages, portal, reminders, clearing house. I can also have Electronic prescribing of controlled substances, cannot afford it
Q6: How long has the practice used this EHR?	10+ years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	48

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# Epic

EHR:



Office:

Verona, WI

Website:

<https://www.epic.com>

Avg Satisfaction Score:

85

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Epic
Q2: What do you like about your EHR?	Lots of people have it including the main hospital for our patients.
Q3: What do you dislike about your EHR?	Paying for it, too man clicks, too slow, uploading medical instructions.
Q4: How much do you pay for your EHR?	'skipped'
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	5
Q9: Overall Satisfaction (1-100)?	75

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## Manager 2

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Q1: What EHR does your practice use?	Epic
Q2: What do you like about your EHR?	The workqueues and inbaskets make it easy to follow up.
Q3: What do you dislike about your EHR?	Too many clicks!
Q4: How much do you pay for your EHR?	We are private practice but use a local hospital's Epic that they maintain. We pay roughly \$2500 a month. We are charged per number of OV. 18 providers.
Q5: Do you pay for other supplemental software?	Yes Bird Eye for reviews and texting patients. \$200 a month.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Gastroenterology
Q8: # of Providers in your practice?	18
Q9: Overall Satisfaction (1-100)?	95

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# Greenway

EHR:



Office:

Tampa, FL

Website:

<https://www.greenwayhealth.com>

Avg Satisfaction Score: 83

Price: See reviews

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Greenway Primesuite
Q2: What do you like about your EHR?	Not much
Q3: What do you dislike about your EHR?	Everything especially the billing piece
Q4: How much do you pay for your EHR?	'skipped'
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	10+ years
Q7: What specialty is your practice?	Pulmonary & Critical Care
Q8: # of Providers in your practice?	15
Q9: Overall Satisfaction (1-100)?	'skipped'

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## Manager 2

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Q1: What EHR does your practice use?	Greenway Health PrimeSuite
Q2: What do you like about your EHR?	Ease of use
Q3: What do you dislike about your EHR?	PCMH reporting templates
Q4: How much do you pay for your EHR?	\$2500 monthly
Q5: Do you pay for other supplemental software?	YES \$350 / month
Q6: How long has the practice used this EHR?	6-10 years
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	72

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## Manager 3

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Q1: What EHR does your practice use?	Greenway
Q2: What do you like about your EHR?	It is very user friendly.
Q3: What do you dislike about your EHR?	The support is not the greatest at getting back to you ASAP.
Q4: How much do you pay for your EHR?	I just started and do not have that information available right now.
Q5: Do you pay for other supplemental software?	YES Dragon for dictations, it was a one-time cost, we do not pay monthly.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Pediatric Orthopedic Surgery
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	92

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## Manager 4

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Q1: What EHR does your practice use?	Intergy
Q2: What do you like about your EHR?	Someone answers when I call. The issues are solved most time in the same call. They are USA based. I don't need to open a ticket and wait.
Q3: What do you dislike about your EHR?	It takes a bit for regulatory updates to happen.
Q4: How much do you pay for your EHR?	By provider license...monthly.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Pulmonary, sleep, critical care
Q8: # of Providers in your practice?	7
Q9: Overall Satisfaction (1-100)?	85

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# Kareo

EHR:



Office:

Irvine, CA

Website:

<https://www.Kareo.com>

Avg Satisfaction Score:

39

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Kareo
Q2: What do you like about your EHR?	Not much so far
Q3: What do you dislike about your EHR?	There's no live person for you to talk to that actually can help you do something, you have to put in a help ticket for everything.
Q4: How much do you pay for your EHR?	\$600 a month 1 provider
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	Less than 1 year
Q7: What specialty is your practice?	Primary Care
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	39

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# Medent

EHR:



Office:

Auburn, NY

Website:

<https://www.medent.com>

Avg Satisfaction Score:

85

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Medent
Q2: What do you like about your EHR?	EMR is user friendly. Appointment scheduling is user friendly too.
Q3: What do you dislike about your EHR?	Billing & Reporting isn't user friendly.
Q4: How much do you pay for your EHR?	\$8k/month for 11 providers
Q5: Do you pay for other supplemental software?	YES Office 365 & Microsoft Azure costs roughly \$\$3-4k/month for 25 users.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Neurosurgery
Q8: # of Providers in your practice?	11
Q9: Overall Satisfaction (1-100)?	85

---

# Modernizing Medicine

EHR:



Office:

Boca Raton, FL

Website:

<https://www.modmed.com>

Avg Satisfaction Score:

74

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Modernizing Medicine
Q2: What do you like about your EHR?	That it is Dermatology specific
Q3: What do you dislike about your EHR?	Reporting
Q4: How much do you pay for your EHR?	\$ 2842.00 monthly
Q5: Do you pay for other supplemental software?	YES Updox fax \$149.00
Q6: How long has the practice used this EHR?	Less than 1 Year
Q7: What specialty is your practice?	Dermatology
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	45

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## Manager 2

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Q1: What EHR does your practice use?	EMA from Modernizing Medicine
Q2: What do you like about your EHR?	Dermatology specific charting and workflows.
Q3: What do you dislike about your EHR?	Direct mail not yet user friendly. Faxes to other providers do not always go through completely.
Q4: How much do you pay for your EHR?	'skipped'
Q5: Do you pay for other supplemental software?	
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Dermatology
Q8: # of Providers in your practice?	6
Q9: Overall Satisfaction (1-100)?	75

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## Manager 3

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Q1: What EHR does your practice use?	Modernizing Medicine
Q2: What do you like about your EHR?	Specialty specific software designed by physicians.
Q3: What do you dislike about your EHR?	Still learning the ins and outs.
Q4: How much do you pay for your EHR?	\$690/month per physician \$460/month per mid-level \$740/month for faxing up to 10,000 pages.
Q5: Do you pay for other supplemental software?	YES \$2400 year for scanning software that integrates. We also use Phreesia for patient intake of demographics but that is not necessary.
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Dermatology, ENT, Audiology
Q8: # of Providers in your practice?	13
Q9: Overall Satisfaction (1-100)?	86

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## Manager 4

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Q1: What EHR does your practice use?	<b>Modernizing Medicine</b>
Q2: What do you like about your EHR?	More cohesive functionality.
Q3: What do you dislike about your EHR?	It's still new, so some things are still not available. ie: showing the patient account balance on the main patient page.
Q4: How much do you pay for your EHR?	\$550 each provider for EHR access \$325 each provider for PM access \$99 each provider for patient reminders \$29 each provider for patient surveys
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Otolaryngology, Audiology
Q8: # of Providers in your practice?	5
Q9: Overall Satisfaction (1-100)?	90

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# Nextgen Office

EHR:



Office:

Irvine, CA

Website:

<https://www.Nextgen.com>

Avg Satisfaction Score:

75

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Nextgen Office
Q2: What do you like about your EHR?	The system is easy to use and their tech support is amazing.
Q3: What do you dislike about your EHR?	Patient portal is difficult to access
Q4: How much do you pay for your EHR?	2 Providers, ehr and practice management, elig, claims, clearinghouse, text messaging and emails \$1000/mo
Q5: Do you pay for other supplemental software?	YES dr dial reminder calls \$100/ mo
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Podiatry and Wound Care
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	85

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## Manager 2

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Q1: What EHR does your practice use?	Nextgen
Q2: What do you like about your EHR?	Ability for other providers in the organization to be able to chart in the same chart as the PCP. Easier for continuum of care between pcp and specialist.
Q3: What do you dislike about your EHR?	Too many clicks, too many ways to do the same thing and always more updates.
Q4: How much do you pay for your EHR?	Not sure.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	10+ Years
Q7: What specialty is your practice?	Geriatrics, Weight Management, Culinary Medicine
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	50

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## Manager 3

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Q1: What EHR does your practice use?	Nextgen
Q2: What do you like about your EHR?	User friendly, billing integration. Rarely down for technical issues.
Q3: What do you dislike about your EHR?	Delay in resolving some issues.
Q4: How much do you pay for your EHR?	With billing incorporated only a approx. 6% plus taxes of total collections.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	OBGYN
Q8: # of Providers in your practice?	4 Physicians and 1 NP
Q9: Overall Satisfaction (1-100)?	90

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# Office Ally

EHR:



Office:

Vancouver, WA

Website:

<https://www.officeally.com>

Avg Satisfaction Score:

55

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Office ally
Q2: What do you like about your EHR?	It's available through the web. It has both clinical and revenue cycle modules built in.
Q3: What do you dislike about your EHR?	It is a very disjointed workflow, navigation is challenging, it has performance issues during mid day, we often lose saved work, reports are not user friendly, it's outdated and not commonly used so harder to train or interface with other services. Minimal integration options.
Q4: How much do you pay for your EHR?	Less than \$300 a month, month to month.
Q5: Do you pay for other supplemental software?	YES Ring Central for Fax \$80 a month Softros (Internal IM) \$100 per year.
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Family Practice
Q8: # of Providers in your practice?	1
Q9: Overall Satisfaction (1-100)?	55

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# Office Practicum

EHR:



Office: Fort Washington, PA

Website: <https://www.officepracticum.com>

Avg Satisfaction Score: 35

Price: See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Office practicum
Q2: What do you like about your EHR?	That you can validate the insurance for all patients scheduled with one click.
Q3: What do you dislike about your EHR?	Messaging.
Q4: How much do you pay for your EHR?	\$ 1,500 / month.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years.
Q7: What specialty is your practice?	Pediatrics
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	35

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# Practice Fusion

EHR:



Office:

San Francisco, CA

Website:

<https://www.practicefusion.com>

Avg Satisfaction Score: 75

Price: See reviews

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Practice Fusion
Q2: What do you like about your EHR?	Can do all charting on 1 tab.
Q3: What do you dislike about your EHR?	Cannot trend
Q4: How much do you pay for your EHR?	4 providers and 6 staff for \$600 a month.
Q5: Do you pay for other supplemental software?	YES Kareo billing \$600 / month
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Primary Care
Q8: # of Providers in your practice?	4
Q9: Overall Satisfaction (1-100)?	75

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## Manager 2

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Q1: What EHR does your practice use?	Practice Fusion
Q2: What do you like about your EHR?	Cheep. Not many clicks.
Q3: What do you dislike about your EHR?	No billing- we have to buy separate.
Q4: How much do you pay for your EHR?	\$265 one provider, per month, not including billing
Q5: Do you pay for other supplemental software?	YES Kareo Billing about 300 per mo for billing interface, which is used by our in office billing person.
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Family Medicine
Q8: # of Providers in your practice?	3
Q9: Overall Satisfaction (1-100)?	95

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# Prognosis

EHR:



Office:

Houston, TX

Website:

<https://www.prognocis.com>

Avg Satisfaction Score:

49

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	Prognosis
Q2: What do you like about your EHR?	Not great, but with 2 MD's about to retire, price was right!
Q3: What do you dislike about your EHR?	Difficult to navigate especially for MD's.
Q4: How much do you pay for your EHR?	\$300 per month
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	Less than 1 Year
Q7: What specialty is your practice?	Neurology
Q8: # of Providers in your practice?	2
Q9: Overall Satisfaction (1-100)?	49

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# Psyquel

EHR:



Office:

San Antonio, TX

Website:

<https://www.psyquel.com>

Avg Satisfaction Score:

30

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	<b>Psyquel</b>
Q2: What do you like about your EHR?	The support staff is very friendly, and the counselors really like the client notes function. Unfortunately, that's all the positives I can muster.
Q3: What do you dislike about your EHR?	In a nutshell: Accounting and reporting functions. Financial data (any data) can be changed or deleted by most users, with zero "paper trail" of the transaction. And months aren't "closed"...ever. I can go back 2 years and change or just delete any financial data I want. The monthly client statements are cluttered and complicated. Online payments are applied to DOS's that have already been paid. Payments in the office have to be entered manually for each DOS. For example, if I get a \$100 check for ten \$10 copays, I have to enter it as 10 completely separate checks. Finally, they refuse to provide instructions. "Just pick up the phone and call if you have a question." This is beyond impractical. I gave up and started writing my own instruction manual to get some consistency across +/-

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	30 employees.
Q4: How much do you pay for your EHR?	About \$5,000/month for 27 counselors.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Private practice behavioral health
Q8: # of Providers in your practice?	27
Q9: Overall Satisfaction (1-100)?	30

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# Raintree Systems

EHR:



Office:

Temecula, CA

Website:

<https://www.raintreeinc.com>

Avg Satisfaction Score:

64

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	<b>Raintree Systems</b>
Q2: What do you like about your EHR?	Flexible templates for almost ever function which are text based. There are also more advanced PHP based templates that end users can modify.
Q3: What do you dislike about your EHR?	Documentation is click heavy with many modal windows.
Q4: How much do you pay for your EHR?	Approximately \$1800/mo for just the platform (on premise hosting on our hardware). Claims, reminders are extra cost.
Q5: Do you pay for other supplemental software?	YES Clearinghouse is Waystar
Q6: How long has the practice used this EHR?	10+ years
Q7: What specialty is your practice?	Physical, Occupational, Speech Therapy (Pediatric)
Q8: # of Providers in your practice?	14
Q9: Overall Satisfaction (1-100)?	64

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# ReLiMed

EHR:



Office:

Cary, North Carolina

Website:

<https://www.relimesolutions.com>

Avg Satisfaction Score: 70

Price: See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	ReLiMed
Q2: What do you like about your EHR?	Easy to use, basic but can be customized to fit your needs.
Q3: What do you dislike about your EHR?	A bit outdated, have to customize everything and set up your own templates.
Q4: How much do you pay for your EHR?	\$150 per provider per month
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	1-5 Years
Q7: What specialty is your practice?	Primary & Urgent Care
Q8: # of Providers in your practice?	5
Q9: Overall Satisfaction (1-100)?	70

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# WebPT

EHR:



Office:

Phoenix, AZ

Website:

<https://www.webpt.com>

Avg Satisfaction Score:

50

Price:

See review

Other Resources:

# Medpm Community Reviews

## Manager 1

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Q1: What EHR does your practice use?	WebPT
Q2: What do you like about your EHR?	The simple schedule format and marketing options to keep in contact with our patients.
Q3: What do you dislike about your EHR?	The expensive text message reminders and the amount of errors it has throughout the day.
Q4: How much do you pay for your EHR?	\$6 per day, per provider with unlimited clerical accounts.
Q5: Do you pay for other supplemental software?	No
Q6: How long has the practice used this EHR?	6-10 Years
Q7: What specialty is your practice?	Physical Therapy
Q8: # of Providers in your practice?	11
Q9: Overall Satisfaction (1-100)?	50

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