

Vendor Evaluation Matrix

Instructions: Score each vendor on a scale from 1 (poor) to 5 (excellent) on each of your prioritized items. Total up your ratings for each vendor to help make your comparisons. Write the names of the vendors you are comparing in the watermark space provided in vendor columns. Use the blank rows at the end of the worksheet to ask your own questions.

Functionality/Usability	Priority	Vendor A	Vendor B	Vendor C	Vendor D	Vendor E
Charting						
Can the system accommodate (and potentially improve) my workflow?						
Can I easily build and/or customize “off-the-shelf” templates?						
Does the system offer a variety of data entry options, e.g., dictation, voice recognition, structured notes, etc.?						
Can I make subsequent edits and addendums to clinical documentation?						
Does the system alert me about unfinished portions of the clinical documentation and can I bypass it if necessary?						
Can I access other such clinical information as previous labs, progress notes, etc. from a patient’s “electronic chart” while charting?						
Does the system allow me to multi-task, e.g., create task, order lab, etc. while charting?						
Does the system allow me to forward patient information to staff, other physicians, etc. via e-mail, electronic faxing, messaging, etc.?						
Does the system ensure that only authorized clinicians can sign clinical documentation?						
Prescriptions						
Can I complete a prescription within a few clicks?						
Can I look up medication information and is this information valuable?						

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How extensive (and how sensitive) is the system's interactions checking capability, e.g., drug-drug, drug-allergy, drug-food?						
How accurate is the system in identifying drug-condition warnings, e.g., pregnancy?						
Can I refill a medication within a few clicks? Can previous sigs be viewed from the refill screen?						
Can the system handle multiple drug formularies?						
Can the system send prescriptions electronically to pharmacies in my local market?						
Lab and Results Management						
Can I complete a lab order within a few clicks?						
Can the system send lab orders electronically to laboratories, hospitals, etc. in my local market?						
Can I pull up and review lab results within a few clicks?						
Can the system receive lab results electronically from laboratories, hospitals, etc. in my local market?						
Does the system notify me of abnormal lab results and provide normal ranges?						
Can the system show me trending of results over time?						
Can I create and/or customize "off-the-shelf" order sets?						
Decision Support						
Does the system utilize clinical information from all parts of the chart to provide decision support?						
Does the system alert me when patient data indicates intervention is recommended?						
Can I access medical literature, clinical guidelines, etc.?						
Disease and Population Management						
Assuming good data entry for all patients, can I query the system and identify patients that have a particular condition, are on a certain medication, etc.?						

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Does the system track patients for follow-up and send out reminders?						
Can I create ad-hoc reports or am I limited to ones provided off-the-shelf? Can I customize these reports?						
Does reporting module handle “and/or” queries together?						
Health Record Management						
Can I look up a patient by a number of different criteria, e.g., name, MRN, SSN, etc.?						
Does the system provide a summary view of a patient’s health status?						
Does the system handle other such clinical documents as x-rays, reports, etc.?						
Does the system allow me to maintain patient lists, e.g., problems, allergies, medications, etc.?						
Can I organize patient information within the system in a similar way to my paper charts?						
Clinical Tasking & Messaging						
Can I access and manage various tasks, e.g., sign progress notes, review labs, etc. within a few clicks?						
Can I task or message someone else in the practice and do it with a few clicks?						
Does system alert me of overdue tasks and urgent lab results?						
How disruptive are the alerts, are they customizable and can they be overridden?						
Can I manage tasks and messages from a computer other than my own?						
Financial considerations						
Roughly how much could the system cost my clinic?						
Can you offer an Application Service Provider (ASP) option, purchase option, or monthly subscription option?						
Roughly how much do the software licenses cost?						

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About how much will on-going maintenance and upgrades cost?						
How often will a support person(s) be available once the system goes "LIVE" in case of any system difficulty?						
How are the licenses issued? Concurrent user versus per practitioner?						
TOTAL SCORE						
