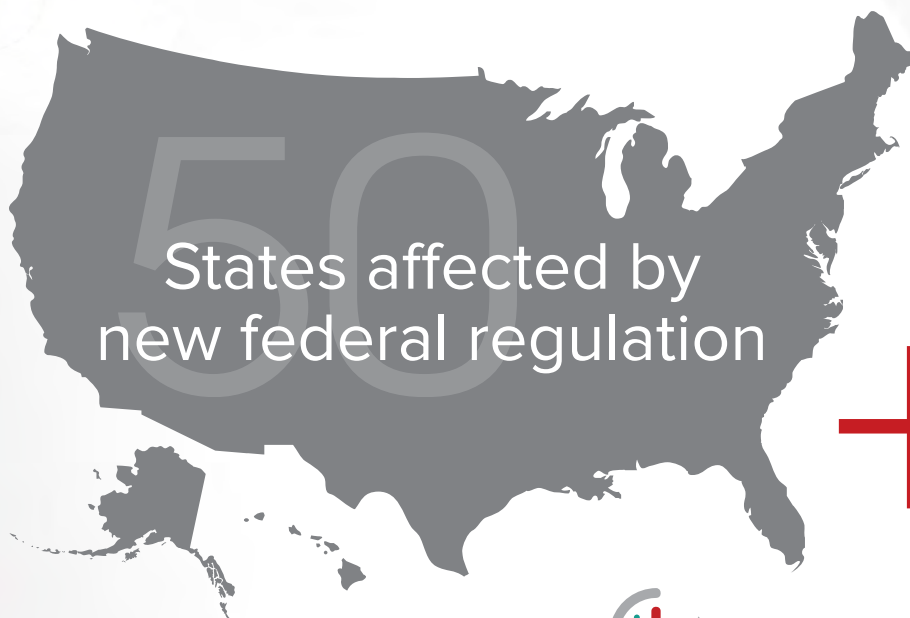


The *True Cost* of ePrescribing Regulatory Changes for EHR Developers



112
+
New laws enacted
in 35 states



Timeframe: Aug 2017 - July 2018

Risks of Missed Changes in EHR Software and the **Benefits** of Staying Current



RISKS:

- Dissatisfied customers
- Staff time expense – help desk calls, routine updates, emergency “hot” fixes, inefficiency
- Lost opportunity to use development staff for productive work to create new value for customers



BENEFITS:

- Proactive vs. reactive
- Improved brand reputation
- Higher degree of customer confidence
- Efficient use of expensive staff resources
- Incorporate regulatory changes as part of normal product development

The Price Tag: Hypothetical “Midsize EHR Company” Spends The Following Resources **Each Month** To Keep Current On ePrescribing Regulations, Including EPCS.*



Help Desk Calls

\$18,000

- 1 call/month for each customer
- 1% (5) are related to missed regulatory issues
- Each regulatory call requires 3 hours of staff time for call time, triage and research



Hot Fixes

\$50,000

Each hot fix to address major missed regulatory changes takes **5 hours per customer** and involves:

- Product Management Team
- Development Team
- Q/A
- Distribution- Installation



Intangible Costs

\$\$\$

Cannot be quantified

- **Customer Satisfaction:** Physicians are legally liable for their prescriptions. If their software is not current, vendors risk customer dissatisfaction and possible loss
- **Opportunity Cost for Hot Fixes:** EHR staff not involved in hot fixes can allocate their time to other essential, revenue-generating work

*Assumptions: 500 customers nationwide. A blended staff cost of \$100/hour is used for all calculations.



SOLUTION:

- Dissatisfied customers
- Staff time expense – help desk calls, routine updates, emergency “hot” fixes, inefficiency
- Lost opportunity to use development staff for productive work to create new value for customers

Take a tour of the Electronic Prescribing State Law Review online at www.pocp.com



Point-of-Care
PARTNERS | HEALTH IT
MANAGEMENT
CONSULTANTS