Clinical Software Selection

What should you consider when choosing a practice management system?

Infrastructure

Question	Comment
Do you have sufficient space on site for hardware, such as servers? How will you keep this equipment secure?	
How do long term costs for server-based technology compare to those for cloud-based technology?	
What IT support do you have, either in-house or on call? Will they handle anti-virus, security, and product updates, and perform regular data back-ups?	
What are your models of care? Do you offer hybrid care, including video consultations?	
Do you need mobile access to your software, such as at residential aged care facilities or during home visits?	

Features

Question	Comment
What functions do you consider 'must-have'?	
What type of billing do you do?	
How do you want patients/clients to book appointments?	
How do you communicate with patients/clients, and team members?	
What safety features will enhance your care delivery?	
Do you want a paperless practice?	
Do you require electronic prescribing?	
Can you set shortcuts for common tasks such as correspondence, pathology, and radiology requests?	
Can you upload to the My Health Record?	
Do your patients/clients want access to their data?	
Does the system integrate with secure messaging software?	

Your users

Question	Comment
Is your team tech-savvy? Is the system sufficiently user-friendly?	
What does your team look like? Do you provide multidisciplinary care? Does the software have the flexibility to support GP, specialist, allied health, and other users' needs?	
Do your staff service one clinic or several?	
Does the system enable easy access on the move, or do you need to log into a server or desktop remotely?	

Training and Support

Question	Comment
What level of training is provided during onboarding? Is additional training available if needed?	
Does the vendor offer timely, real time support to address any issues that may arise?	

Forward thinking

Question	Comment
Is the system scalable enough to easily accommodate team growth?	
How 'connectable' is it when it comes to securely receiving data from, and sharing with, other systems?	
Would it be beneficial to have access to inpatient and outpatient care records?	
Is there a roadmap for continual improvement and innovation for the platform?	

Every practice team has unique workflows and preferences. Each PMS has strengths and weaknesses. Finding a flexible, robust solution that can meet most of your needs, means you're on the right track.

To learn how MediRecords can help your team, please contact us at sales@medirecords.com.