

EVALUATION CHECKLIST

Comparing healthcare IT providers? Use these questions to evaluate your options.

The 9 essential components of a great business technology organization.

Extensive healthcare experience

Do they have extensive experience hosting practice management and electronic health record systems (EHRs)? Do they understand how you operate and the challenges you face?

Full suite of solutions

Do their IT solutions cover a variety of managed services that create accountability for IT spend, help you easily scale, and reduce physician burnout? Solutions should include network infrastructure, cybersecurity, disaster recovery, cloud services, voice, collaboration tools, and professional services.

Security services

Will their cybersecurity offerings protect your network, staff, and patient data? Available services should include threat monitoring, web antivirus, cloud backup, firewall and multi-factor authentication.

HIPAA & compliance standards

Does the provider have a strong understanding of the process, systems and reporting needed for you to meet HIPAA and other compliance regulations?

 Company 1 Company 2		
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Company 1

Company 2

Redundant, secure data centers

Are their cloud services in multiple data centers in different states? Are they redundant and secure, ensuring continuous and immediate access to your data and software?



Third-party security audits

Do they conduct a third-party security audit (i.e., SOC 1 and 2)? It is fair to expect total confidence in their processes.



24/7 support

Is the support team regionally located and committed to 24/7 support? Do they provide a Customer Success Manager to ensure your IT goals are met?



Expert engineers

Does their support staff include highly certified engineers who manage clinical systems that collectively see millions of patients per year? Is the engineering staff comfortable serving organizations like hospitals and private practices with multiple locations?



Technology partnerships

Do they hold gold-level partnerships with the world's top technology companies like Cisco, Microsoft, and Dell?

