EMR/EHR Software Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Length of call: \_\_\_\_\_\_\_\_\_\_\_ Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*We are looking for a EMR/EHR software that does an excellent job specifically with tattoo removal. It’s a free service that we provide, consequently, no billing of any kind, and tattoo removal is the only procedure we’ll be offering, nothing else.*

When was your company established?

How long has the software been in use?

What would be the best examples of how your software specifically supports a tattoo removal practice?

Is your software designed for a certain size practice/organization?

* Is it scalable to multiple offices - any limits?
* If we add other locations, can they live in the same space and/or be operated separately? *(The reference to partition refers to rights to see all or only see what’s at your specific location. Analyzed refers to separate reports for each office location or combined.)*

What features/functions does the software perform? What does it all do?

* Are there ways to hide features/functions that we would not need - for example, billing and non-tattoo related procedures?

What sets your software apart from the competition?

* What are considered its greatest strengths?

Do you have templates specific for tattoo removal specialty? *(Meaning places to record the office visit and procedure is set up to enter information typically gathered and commonly used when performing laser tattoo removal.)*

What do they all offer (skin color, skin type, laser settings at each session, etc.)?

Does this software support picture taking and importing them into the patient’s record at each appointment?

* Is there a limit to how many pictures can be saved with each appointment?
* Can they be shared later in an album of sorts by date to view the clients/patients progress over an extended period of time (before and after)?

How does your software handle appointment reminders? 2-way text messaging, emails, automated call reminders, etc.?

* Are these features included in the base subscription price?

Our clients may have more challenges in attending their appointments, and possibly a higher no-show or cancellation rate.

* Does your software allow scheduling more than person for the same time?

Does your software allow clients to complete registration, medical history, and medical release forms, upload photo ID etc., all electronically and submit before their appointment? (We will want to see how this is done during the demo process. And obviously with other key features).

* If yes, Does the software offer an alert when upload is completed and ready to be reviewed by the office before their appointment

What are computer system requirements?

* Is cloud storage and backup included in the base subscription price?
* How long are the files backed up - forever?
* What type of format (Excel, CSV, etc.) is used to export our data?

Who are your main competitors?

* What makes yours better?

Is your software meant to be used “out of the box,” or does it need customization?

* Do you offer customization?
* If so, how does that work? Is the software forward compatible if it's been customized?
* Is customization included in the base subscription price?
* Typically how long does it take to get up and running with the software?
* How difficult is it to start using your software and is this something we can do on our own, or if we need your help is it included in the base subscription price
* Are software updates included in the base subscription price and will it affect my use?

Is training and ongoing support included in the base subscription cost and how is it provided?

* Phone support and screen sharing included?
* Not limited to instant messaging or email?

***Non-Profit Discounts***

* Do you offer members of the National Association of Free & Charitable Clinics (NAFC) free or discounted rates like other providers? What about other available non-profit discounts?

***Third Party Reviews***

Has it been reviewed by any third party unrelated non-sponsored entities? If so, ask that they email links to the reviews.

***Third Party Integration/API***

Does your software support third party integration of 2-way texting? If so, which ones? Any other third party integration programs/apps available?