Wm. T. Oravecz is Managing Partner of WTO Associates LLC. “Bill” has developed a program management practice focused on effective implementation and support of the various facets of healthcare IT initiatives, including EHR selection/implementation strategy, planning and management, Healthcare Information Security audit and certification compliance, HIPAA 5010 and ICD-10-CM/PCS transition/compliance.

Bill has 26 years of healthcare technology experience, holding various senior management positions with major IT solutions and healthcare technology firms. He holds a MBA from University of Connecticut and an SM in Radiology from Pritzker School of Medicine at the University of Chicago. Contact him at: woravecz@wto-associates.com.
Definition of an EHR Contract

A legal binding agreement between a medical practice/hospital and an EHR systems vendor for software/hardware and services in support of the installation, training, operation and maintenance of an EHR system that should have demonstrable, meaningful clinical use in accordance with the Federal HHS and CMS rules.
Before We Begin

Should I draft a Request for Proposal?

- A Request for Proposal (RFP) is a key communication document for your medical practice/hospital and potential EHR vendors.
- This document can be used to solicit proposals from EHR vendors that will serve as the basis for selection and final negotiation of the EHR contract.
- Engaging a consulting Program Manager to facilitate the RFP development and solicitation process will save time and aggravation.
- Allows your medical facility to have an internal agreement and expectations of delivery.

Analyzing the Contract

- Matching the contract with items in your RFP.
- Clearly defined responsibilities in the contract for both you and vendor.
- Ongoing maintenance costs.
- Define contract pricing for 3–5 years out.

Analyzing the Contract

- Get credentials of trainers involved with implementation.
- Understand performance improvement costs.
- Understand any costs associated with performance upgrades.
Examining the Negatives

Vendor fails to deliver

Examining the Negatives

Vendor fails to deliver

Opting to end a contract

Examining the Negatives

Vendor fails to deliver

Opting to end a contract

Vendor support post contract
Negotiate the Contract

- Vendor offerings
- Vendor’s interest in you
- Win-Win is always the best deal
- If it is not in the contract, it has never been agreed to
- Assume nothing
- Know who you are negotiating with

Negotiation Fundamentals

- Don’t put all your eggs in one basket
- Beware of strangers bearing gifts
- Check references, do a site visit
- If it doesn’t feel right, don’t do it
- Engage a Program Manager to keep negotiation on track

Summary

- Contracting with an EHR Vendor maybe the largest contract your practice/hospital has ever done
Summary

Contracting with an EHR Vendor may be the largest contract your practice/hospital has ever done.

Engage the assistance of a Program Manager to facilitate the development and management of the EHR Contracting Process.

The RFP or Request for Proposal or Requirements Document is a key document repository to keep your practice/hospital requirements clear and consistent.

Seek out independent references of your vendors of choice.
Thank you for joining us!

If you have further questions about *EHR Contracts and Contract Negotiations*, log in to our Subscribers Only page and visit our “Ask Our Experts” forum.

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**Summary**

- Contracting with an EHR vendor may be the largest contract your practice/hospital has ever done.
- Engage the assistance of a Program Manager to facilitate the development and management of the EHR Contracting Process.
- The RFP or Request for Proposal or Requirements Document is a key document/repository to keep your practice/hospital requirements clear and consistent.
- Seek out independent references of your vendors of choice.
- Always have a leverage position and don’t put all your eggs in one basket.

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**Wm. T. Oravec Contact Info**

E-mail: woraveczi@wtow-associates.com

Website: www.wto-associates.com

Phone: 203.788.4292

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