

# The Rise of eClinicalWorks: Separating Fact from Fiction

AN INDEPENDENT REPORT FROM HEALTHCARE  
EXECUTIVES AND PROFESSIONALS

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97%

Percent that  
said total  
costs met  
expectations

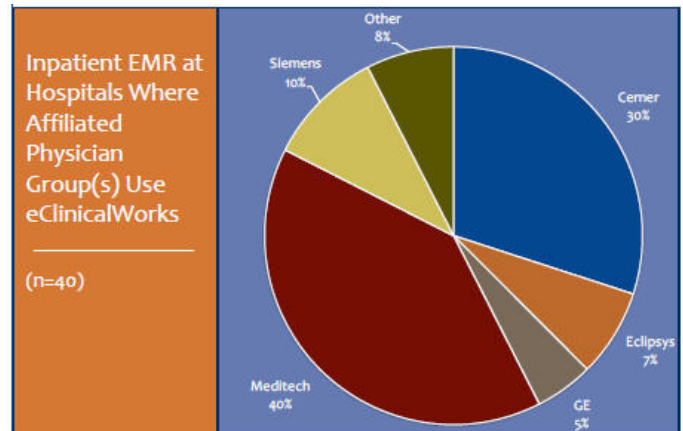
In just a few years, eClinicalWorks has gone from primarily a small physician practice solution with limited mindshare to one of the most considered solutions for any size or type of organization with physician practice EMR needs. Some liken the provider response to eClinicalWorks to the first reactions to Epic in its early days. It is rare to see a vendor with such a market impact in KLAS research...

... There have been some questions as to whether or not eClinicalWorks really does deliver as advertised. The high expectations set with product demonstrations leave physicians drooling. When combined with pricing that is publicly advertised to be much lower than the competition, this offering maybe too good to be true, or at least misleading. One provider selected eClinicalWorks "because they were one-third of the price of the others and had better functionality than the rest."

So, is eClinicalWorks the sensation that it claims to be? The answer from today's providers is definitely yes. Functionality, cost, and ease of use are the primary reasons why customers have purchased eClinicalWorks. Overall, 93 percent of customers stated that the EMR functionality met or exceeded their expectations, and 97 percent stated that the overall cost of adoption met expectations...

... Scalability is an issue that few EMR vendors have been able to address well, especially when starting in small practices with a product that is self-developed. NextGen, GE, and eClinicalWorks are vendors that have proven it can be done. The similarities and differences between NextGen and eClinicalWorks are very interesting. Both vendors provide robust, functionally-rich solutions, but their deliveries are worlds apart in cost, ease of implementation, and ease of use. So far,

The following text is from the recent KLAS Research report, titled "The Rise of eClinicalWorks: Separating Fact from Fiction"



eClinicalWorks has shown an ability to deliver the EMR to a wide range of organizations, including state agencies; IPAs; large, multi-specialty organizations; and even corporate practices with Wal-Mart and Target...

... Possibly the biggest challenge for any ambulatory EMR software vendor is providing an EMR that physicians will actually use. Many obstacles stand in the way of physician adoption, including slow response time, poor workflow, and too many screens and clicks; not so for eClinicalWorks. Physicians are drawn in by how easy the eClinicalWorks EMR is to navigate. They find the user interface appealing and intuitive, with minimal clicking. Current customers report that overall physician use is high across all modules within the EMR. These numbers hold true even in larger practices, which is somewhat of a surprise as physician adoption is an area where other vendors have traditionally struggled. The ability of eClinicalWorks to deliver an easy-to-use, robust solution at a significantly lower price comes through loud and clear as a distinct advantage.

93%

Said EMR  
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## Customer Quotes from the Report:

- We looked at 10 different systems. We chose the eClinicalWorks product because it was very simple and user friendly, and the cost was remarkable. Many of the systems we looked at cost \$80,000, which is a huge investment. We spent only \$10,000 on the eClinicalWorks software.
- I like the fact that eClinicalWorks is a fully integrated system from front to back. It is not an interfaced product; it is all on one database. That makes a huge difference to us. It is easy to train new staff members.
- We can tell that the system was designed with a physician behind it. This was clear to me the first time I watched a demo of the system. Our IPA evaluated six or seven systems, and they also chose eClinicalWorks.
- We chose eClinicalWorks because of their ability to do custom work for our needs. In addition, the system was user friendly. The vendor is constantly updating the software and is willing to take our ideas for enhancements into consideration.
- We wanted speed, speed, and speed. .. We knew we would be adding ancillary systems to our EMR, so we needed a partner who could be nimble. It was huge for us that eClinicalWorks always said they could do whatever we needed. We liked that it was a single platform, and cost is always a factor. I would have spent more money on another system, though, if it had proven to be the better solution.
- We selected eClinicalWorks because of its flexibility and the ability to customize the user interface. Our doctors like the physician workflow, and our executives believed that eClinicalWorks had the right long-term vision.
- We considered all the major vendors. We selected eClinicalWorks based on their ability to deploy quickly and the fact that the providers loved it.
- One of the reasons we chose eClinicalWorks is the public user forum, which is something I think people ought to look at seriously. The company does not sponsor it but does participate in it. The nice thing is that all of the good and the bad is laid out there, whereas other companies tend to hide the bad and only show the polish. That was a big factor in us making the decision. We looked at it and said if that is as bad as it gets, we can handle that.

Figure 38: How well has eClinicalWorks delivered against your expectations? - Functionality

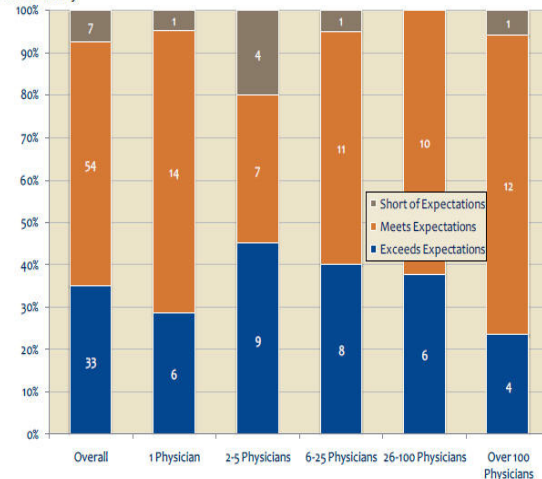
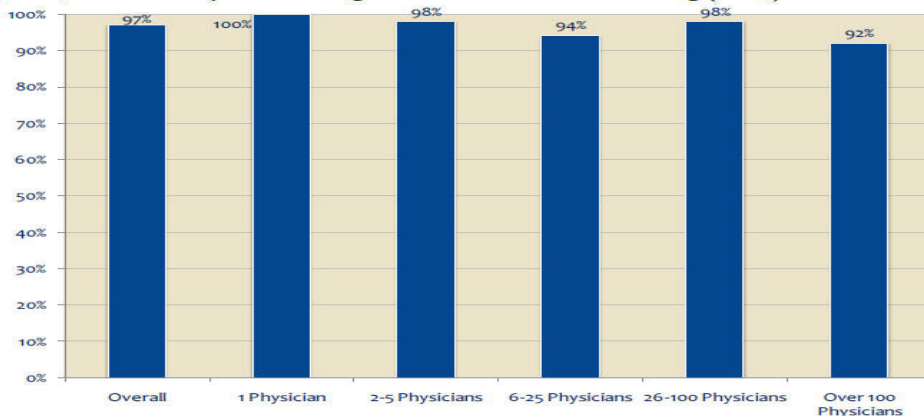


Figure 27: % of Live Physicians Using: Documentation and Charting (n=84)



**92% use unified EMR and Billing**