Questions to ask your EHR and Practice Management Vendors about ICD-10 Readiness

ICD-10 is one of the hottest topics in the electronic healthcare management industry today. As such, Pulse is here to help you focus on the transition, not the hype.

Pulse wants to help your practice understand what ICD-10 means for your specific specialty and in an effort to help you prepare your practice; we have put this list of questions together that you should ask your current Electronic Health Records & Practice Management vendors.

1. What date will you be ready for ICD-10?

2. When will you be able to show me how ICD-10 will work in my Electronic Health Record (EHR) and Practice Management (PM) Systems?

3. Will both your EHR and PM solutions be able to support ICD-10?

4. Is your software going to run on the same platform and database that we are currently using or is a new one going to be used?

5. Am I going to be able to use the same templates and content that I currently have or will I need to re-customize them all for the new ICD-10 compliant software?

6. When can I begin testing your ICD-10 compliant EHR and PM systems?

7. When will your ICD-10 compliant EHR and PM be released to me?

8. Will your EHR and PM systems support both ICD-9 and ICD-10 codes?

9. Will I be able to search for ICD-9 and ICD-10 codes in your ICD-10 compliant systems?

10. Will you help me test my ICD-10 compliant EHR and PM system with the payors?

11. How much will you charge to upgrade my ICD-9 to ICD-10 solution?

12. Will I need new hardware to accommodate your ICD-10 upgrade?

13. What tools, training and support will you provide to me and my staff so we can ready our practice for ICD-10?

14. Will support for my current products be discontinued after October 1, 2015?

15. Do you know when most payors will begin accepting ICD-10 codes for pre-authorizations for dates of service that will take place after October 1, 2015?