



The information provided is based on self-reported answers submitted by **eClinicalWorks**. Although TMA doesn't guarantee pricing figures or complete accuracy at all times, TMA will work with **eClinicalWorks** to update the information as needed so the tool is as dynamic and up-to-date as possible.

*Please note: No EHR vendors are endorsed by the Texas Medical Association. TMA invited the top 9 vendors as self-reported by Texas physicians and EHR vendors.*

The information below is considered to be proprietary and is meant to be viewed by *members only*. It should not be shared with other vendors.

Product and Company Information	
Company name	eClinicalWorks
Address	2 Technology Drive, Westborough, MA 01581
Company contact information for potential buyers	<a href="mailto:sales@eclinicalworks.com">sales@eclinicalworks.com</a>
URL	<a href="http://www.eclinicalworks.com">www.eclinicalworks.com</a>
Product name and version	eClinicalWorks comprehensive EHR with unified Practice Management V10
What year was the product released?	Original product released in 1999; V10 was released in Q4 of 2013 and is Meaningful Use 2014 (Stage 2) certified
Does the product have a companion practice management system?	Yes, eClinicalWorks is a unified solution.
Does the eClinicalWorks practice management system utilize the same database as the EHR?	Yes, eClinicalWorks is a unified solution.
What operating platform does the product use?	Server Operating System: Windows 2008 R2 Server, Windows 2012 Standard R2, LINUX
Is your company a member of a patient safety organization (PSO)? If yes, which one?	No, eCW is not a member of a PSO at this time.
Does eClinicalWorks participate in the <a href="#">EHR vendor code of conduct</a> ?	Not in a formal way.
Is the product compliant with all Federal and Texas laws?	Yes.
Is this product server based?	Yes, if locally hosted, otherwise can be hosted on the eCW Private Cloud.
Is there an ASP/internet option?	V10e is the full EMR/PM solution that is accessible via web-browser. V10e gives providers and staff an alternative way to access the eClinicalWorks EMR/PM application and features a web-friendly, intuitive user interface. eClinicalWorks has designed V10e using the latest HTML5 technology to deliver a full-functioning EMR/PM solution that can be used anytime, anywhere, and on any device.
If so, please list ASP pricing here.	*\$599 per month per provider: Includes: EMR, Practice Management, Hosting, eprescribing, eBO Viewer, eClinicalMobile, Patient Portal, P2P, and implementation and training for 1 to 9 provider practices. Additional implementation services may be required for 10+ provider practices.

Targeted Users	
Practice size product for which product is intended	All sizes of practices, groups, and enterprises, ranging from single provider practices to enterprise-class health networks - eClinicalWorks is scalable to support any number of providers and concurrent users.
Practice size range of current installations	1-100+ physicians

Medical specialties for which system is designed	<table border="1"> <thead> <tr> <th colspan="2">eClinicalWorks database contains the following specialties:</th></tr> </thead> <tbody> <tr><td>Allergy</td><td>Oncology (Hematology)</td></tr> <tr><td>Behavioral Health</td><td>Ophthalmology</td></tr> <tr><td>Breast Surgery</td><td>Orthopedics</td></tr> <tr><td>Cardiology</td><td>Pediatrics</td></tr> <tr><td>Cardiothoracic Surgery</td><td>Physical Therapy/Pain Management</td></tr> <tr><td>Dermatology (with MOHS)</td><td>Podiatry</td></tr> <tr><td>Endocrinology</td><td>Plastic Surgery</td></tr> <tr><td>Ear, Nose, Throat (ENT)</td><td>Psychiatric</td></tr> <tr><td>Family Practice/Internal Medicine</td><td>Pulmonary</td></tr> <tr><td>Gastroenterology</td><td>Rheumatology</td></tr> <tr><td>Gynecology</td><td>Sleep Disorders</td></tr> <tr><td>Infectious Disease</td><td>Surgery (general)</td></tr> <tr><td>Interventional Radiology</td><td>Surgical Symptoms</td></tr> <tr><td>Nephrology</td><td>Urgent Care</td></tr> <tr><td>Neurology</td><td>Urogynecology</td></tr> <tr><td>Neurosurgery</td><td>Urology</td></tr> <tr><td>Obstetrics</td><td>Vascular Surgery</td></tr> </tbody> </table> <p>eClinicalWorks comes with a robust multi-specialty database that includes content for more than 35 specialties. Above you will find a sampling of the types of specialty practices that are currently using eCWs' solution.</p>	eClinicalWorks database contains the following specialties:		Allergy	Oncology (Hematology)	Behavioral Health	Ophthalmology	Breast Surgery	Orthopedics	Cardiology	Pediatrics	Cardiothoracic Surgery	Physical Therapy/Pain Management	Dermatology (with MOHS)	Podiatry	Endocrinology	Plastic Surgery	Ear, Nose, Throat (ENT)	Psychiatric	Family Practice/Internal Medicine	Pulmonary	Gastroenterology	Rheumatology	Gynecology	Sleep Disorders	Infectious Disease	Surgery (general)	Interventional Radiology	Surgical Symptoms	Nephrology	Urgent Care	Neurology	Urogynecology	Neurosurgery	Urology	Obstetrics	Vascular Surgery
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Neurosurgery	Urology																																				
Obstetrics	Vascular Surgery																																				
Medical specialties in which the system is currently installed	eClinicalWorks comes pre-loaded with specialty templates based on the specialty of the practice. Clients from the specialties listed above are using the eClinicalWorks solution.																																				
Is the product available to all Texas physicians?	Yes.																																				
How many Texas physicians currently use the product?	eClinical Works has approximately 7,000+ physicians using the eCW solution in Texas.																																				
How many physicians nationwide (including Texas) use the product?	eClinicalWorks has 115,000+ Physicians, 70,000+ Facilities, 24 Countries.																																				

Product Functionalities	
Which <a href="#">ONC certifications</a> does your product have?	Yes. eClinicalWorks v10 is compliant with the ONC 2014 Edition criteria and was certified as a complete EHR on July 24, 2013 by the Certification Commission for Health Information Technology (CCHIT), an ONC – ATCB, in accordance with the applicable Eligible Professional Certification criteria adopted by the Secretary of Health and Human Services. The ONC 2014 Edition criteria support both Stage 1 and 2 of CMS' Meaningful Use initiative. Most recently, eClinicalWorks V10 was certified for Stages 1 and 2 on July 31, 2014 by The Drummond Group.
When was the product most recently certified?	July 31, 2014 - The Drummond Group.
Will this product allow the user/physician to meet all of the meaningful use/ <a href="#">Advancing Care Information (ACI)</a> criteria?	eClinicalWorks is currently developing a MIPS dashboard (anticipated to be ready when MACRA-MIPS will be in effect in 2017). This dashboard will provide clinicians with their Composite Scores for ACI (ex: MU category - 25 points).
Do you have a Chronic Care Management (CCM) tool?	<p>Yes. eClinicalWorks provides the functionalities to meet the needs of CCM. eClinicalWorks CCM Module is a simple, integrated solution. Key benefits include:</p> <ul style="list-style-type: none"> <li>• Identify your eligible patients and alert the clinician during office visits or non-face-to-face visits</li> <li>• Manage your patient enrollment and program activities</li> <li>• Promote program awareness and increase patient enrollment</li> <li>• Evidence-based care plan content for 27 chronic conditions is integrated into the practice work flow</li> <li>• Built-in time tracker integrated into the workflow</li> <li>• CCM billing automation makes it simple to submit claims</li> </ul>
Does the product have a patient portal? Briefly describe its functionality.	Yes, eClinicalWorks Patient Portal features a streamlined user interface for both patients and providers while providing extensive functionality. The Web-based Patient Portal lets patients communicate securely with their physician over the Internet. Patients can view their Personal Health Record, view lab/imaging results, schedule appointments, request prescription refills, complete practice forms, and much more. In addition, eClinicalworks offers a patient mobile health app that provides the functionality of the Patient Portal on a smartphone. eClinicalWorks Enterprise Patient Portal (EPP), a secure Web-based communication module, facilitates communication between hospital systems, eCW ambulatory and non-eCW ambulatory EMRs within a community and its patients, through the use of eClinicalWorks Electronic Health Exchange (eEHX®), to better serve and improve the quality of care.

Does your system support encrypted communications with patients?	Yes, eClinicalWorks Web-based Patient Portal is a secure messaging system between the patient and office. Messages can be directed by the patient to various office personnel, and messages to the patient are secure, providing HIPAA compliance that regular e-mail cannot provide. eClinicalWorks' healow   health and online wellness is an integrated patient health app for iOS® and Android® platforms- patients can access their patient portal from their smartphone and receive interactive health alerts, appointment reminders and messages from their providers. healow   Open Access scheduling at healow.com has made its debut in the Dallas, TX area. This app gives patients the ability to search for providers by provider or practice name, specialty, or location.
Is your system <a href="#">Direct protocol enabled</a> ?	eClinicalDirect HISP is fully accredited under the Direct Trust Bundle and is Electronic Healthcare Network Accreditation Commission (EHNAC) certified since early 2015. eClinicalWorks simplifies interoperability in healthcare through DIRECT messaging for Meaningful Use Stage 2 using SMTP to transfer CDA documents and provide tightly integrated functionality within the eClinicalWorks EMR Referral workflows. CDA documents can be pushed to and received from any other provider with a Direct Address from any HISP that is part of Direct Trust Bundle. This seamless data transfer between systems promotes coordination of care between all healthcare settings (both inpatient and ambulatory) for accurate sharing of data at the point of care. Over 2500 eClinicalWorks physicians are live with Direct Messaging using the eClinicalDirect HISP. For more information on Direct Trust, please visit: <a href="https://www.directtrust.org/">https://www.directtrust.org/</a>
Does your product support the <a href="#">Federal Blue Button initiative</a> ? If so, how do patients access Blue Button?	Yes, patients can access their PHI via eClinicalWorks Patient Portal and the healow mobile health app.
Does the product have quality reporting capabilities based on nationally accepted performance measures, allowing compliance with PQRS, CQMs and other pay-for-performance opportunities?	Yes, eClinicalWorks provides the disease management, clinical decision support, and reporting tools necessary for practices to participate in Pay for Performance programs such as PQRS, Bridges to Excellence, and the Medicare Care Management Performance (MCMP) demonstration project. eClinicalWorks has incorporated PQRS (formerly known as PQRI) functionality and supports claims-based reporting of individual measures only. PQRS is enabled by the practice if they plan to participate in the program. eCW offers PQRS consulting services that provides guidance and assistance to meet PQRS measures.
Does your product include the basic functionality to pull data, run reports and meet the meaningful use/ <a href="#">Advancing Care Information (ACI)</a> reporting requirements? What is the cost for reporting capabilities?	Yes, eCW includes the basic functionality for reporting purposes to meet MU reporting requirements at no additional cost. If needed, additional reporting capabilities to create custom reports via Advanced eBO is available at \$500 one time fee per provider. eClinicalWorks is currently developing a MIPS dashboard (anticipated to be ready when MACRA-MIPS will be in effect in 2017). This dashboard will provide clinicians with their Composite Scores for ACI (ex: MU category - 25 points).
Do you have a meaningful use/ <a href="#">Advancing Care Information (ACI)</a> dashboard?	eClinicalWorks provides Meaningful Use, Adoption, Quality (MAQ) Dashboard tools to measure Provider and Practice performance on Meaningful adoption of an EHR, population health trends, and chronic disease/preventive care management. eClinicalWorks offers optional consulting services to assist clients with efficient ways to comply with MU Measures. Free interactive MU Roadshows are also offered and held in several cities throughout the U.S. eClinicalWorks is currently developing a MIPS dashboard (anticipated to be ready when MACRA-MIPS will be in effect in 2017). This dashboard will provide clinicians with their Composite Scores for ACI (ex: MU category - 25 points).
Is the product <a href="#">SureScripts</a> certified?	Yes. eClinicalWorks meets all 7 of the Surescripts transaction services criteria. <a href="#">Click here</a> to view the Surescripts certification Web page.
Does your product have the capability to electronically prescribe controlled substances (EPCS)? If so, is there an extra cost associated with it?	eClinicalWorks is approved for the ePrescribing of controlled substances (EPCS). We have worked with Surescripts and Exostar to support the industry's transition to a streamlined and secure process for EPCS. In accordance with strict regulations, healthcare providers who wish to e-prescribe controlled substances must complete a stringent identity proofing process and present a high-assurance digital credential to verify their identity and digital signature when they submit a prescription. eClinicalWorks will deliver easy-to-use, innovative, affordable EPCS functionality to its customers, using the Exostar ProviderPass token which includes remote identity proofing conducted in conjunction with Experian or via live web cam video. Providers use the EMR prescribing functionality in tandem with an activated OTP token to seamlessly e-prescribe controlled substances with a fully integrated workflow. Please refer to the certification link in the answer to the question in row 45. Please also refer to the pricing section below.
What voice recognition software comes standard with product?	eClinicalWorks does not come standard with any particular brand of voice recognition software but is compatible with various manufacturers of voice recognition devices. Dragon Medical by Nuance is recommended.
What voice recognition software is compatible with the product?	eClinicalWorks supports Dragon Medical by Nuance. Additionally, the eClinicalWorks Scribe solution makes dictation into the progress note easy by taking free text and transforming it into structured data. Providers enter the data through dictation (via Dragon) or typing free text, and with one click, that information automatically populates the patient progress note in the appropriate fields. This also enables the integrated use of order sets and templates by merging documents with just a few clicks.

How many physicians attended your last users' group meeting?	Approximately 4,000 providers attended the 2015 eClinicalWorks National Users Conference which was held in Nashville, TN October 16 - 19, 2015.
How often does eClinicalWorks hold users' group meetings for this product?	eClinicalWorks hosts a National Users Conference annually that is open for attendance by all eClinicalWorks clients. eCW also hosts Regional Conferences as well as roundtable sessions with various "focus groups" to learn what issues are of importance in different areas of healthcare IT. eCWUsers is an independent online forum where users can communicate with each other in an unmoderated environment.
List the hardware and software requirements to implement and run the product	For a list of hardware specifications, please refer to Exhibit - Hardware Specifications for complete information.
Does the company provide 24/7 technical support?	Yes, customers can log their support requests through the Internet 24 X 7 at <a href="https://my.eclinicalworks.com">https://my.eclinicalworks.com</a> .
<a href="#">Click here</a> to view a demo.	

COST					
	Solo-Physician Practice		2-Physician Practice		10-Physician Practice
Getting Started					
Software/license (base product, 1st yr)	\$599 per month per provider		\$599 per month per provider		\$599 per month per provider
Implementation and Training ( <i>vendor's charge</i> ) <sup>1</sup>	Included in monthly cost. Airfare not included.		Included in monthly cost. Airfare not included.		Included in monthly cost. Airfare not included. Project management and business analyst services recommended for 10 + provider practices. <u>Additional costs may apply.</u>
Practice Management (interface or additional software/license costs) <sup>2</sup>	Interface to 3rd party PM system: onetime fee \$5,000 plus 18% annual maintenance.		Interface to 3rd party PM system: onetime fee \$5,000 plus 18% annual maintenance.		Interface to 3rd party PM system: onetime fee \$5,000 plus 18% annual maintenance.
E-prescribing (module and/or interfaces)	Included		Included		Included
Technical Support	Included		Included		Included
Other Required Costs (hosting fees, required interfaces...)	N/A		N/A		N/A
Hardware	Hardware is not included in vendor software pricing. Please view the hardware requirements in the product functionalities section above.				
<b>Total Getting Started Cost</b>	\$599/month/provider <b>\$7,188 and up for 1st year</b>		\$599/month/provider <b>\$14,376 and up for 1st year</b>		\$599/month/provider <b>\$71,880 and up for 1st year</b>
Additional Costs/Optional Features					
Data Conversion	Included		Included		Included
Basic Interfaces ( <i>lab, radiology and dictation</i> ) <i>Price is a per interface charge</i>	Please contact eCW Sales Department				
Eligibility Verification ( <i>module and/or interfaces</i> )	Included in the cost of clearinghouse: \$948 (\$79 per month per provider)		Included in the cost of clearinghouse: \$1,896 (\$79 per month per provider)		Included in the cost of clearinghouse: \$9,480 (\$79 per month per provider)

Patient Portal	Included		Included		Included
Secure Messaging	Included		Included		Included
Reporting Tools, Software, Databases	Includes 250 standard canned reports		Includes 250 standard canned reports		Includes 250 standard canned reports
Scanning Software	Included		Included		Included
Voice Recognition Software	Not included with product (3rd party)				
Additional costs to accommodate ICD-10 codes	ICD-10-CM is included. However, IMO is available to be purchased through IMO \$65/year/provider		ICD-10-CM is included. However, IMO is available to be purchased through IMO: \$130 (\$65/year/provider)		ICD-10-CM is included. However, IMO is available to be purchased through IMO: \$650 (\$65/year/provider)
Electronic Prescribing of Controlled Substances (EPCS)	\$250 per year per provider plus \$40 per token per year		\$250 per year per provider plus \$40 per token per year		\$250 per year per provider plus \$40 per token per year
Public Health Registry Connections	TBD based on scope of work		TBD based on scope of work		TBD based on scope of work
Chronic Care Management (CCM) Tool	.99 per patient per month plus \$750 onetime implementation fee		.99 per patient per month plus \$750 onetime implementation fee		.99 per patient per month plus \$750 onetime implementation fee
Additional fees for remote locations	N/A		N/A		N/A
<b>Total Other Costs</b>	<b>\$948 and up</b>		<b>\$1,896 and up</b>		<b>\$9,480 and up</b>
<b>Ongoing Costs</b>					
<b>Ongoing Costs</b> (annual license, support and other ongoing fees or costs)	\$599/month/provider outlined above <b>\$7,188 and up for full year</b>		\$599/month/provider outlined above <b>\$14,376 and up for full year</b>		\$599/month/provider outlined above <b>\$71,880 and up for full year</b>
<p>1 This table represents vendor costs only in an effort to provide a vendor product comparison. Physicians will encounter additional implementation costs. The TMA therefore advises physicians to consider performing a detailed cost analysis to determine their actual EHR implementation costs. These total costs can sometimes exceed 2-3 times the vendor's initial estimate. The TMA provides more information on EHR implementations at <a href="http://www.texmed.org">www.texmed.org</a>. Common examples of additional costs and options are:</p> <ul style="list-style-type: none"> <li>-Other training costs (computer-based tutorials, hired trainers...)</li> <li>-Office staff back fill costs (while staff are in training, assisting with design, development and/or implementation)</li> <li>-Temporary labor (initial EHR data entry, scanning the paper-based medical records)</li> <li>-Self-service kiosks including software and services (Note: some EHR vendors provide this at an additional cost)</li> <li>-Temporarily reduced income (reduced schedule at EHR go-live; amount is variable and dependent primarily on the practice and EHR functionalities installed)</li> <li>-Office construction and furniture (shelves, counters, wall mounts, power outlets, chairs, carts, tables...)</li> <li>-Technical upgrade of office infrastructure (i.e. wireless network, upgraded network connectivity)</li> <li>-Additional hardware and devices including networking devices, scanners, printers or kiosk devices</li> <li>-Consultants or project manager to facilitate the implementation (large practices in particular should strongly consider using a consultant to help manage the EHR selection, implementation and post-implementation phases)</li> <li>-Other technical services</li> </ul> <p>2 The TMA recommends that physicians implement the EHR's practice management system if one is available; alternatively, the EHR should be interfaced to the physician's practice management system in order to optimize their office's work flow.</p>					

Interfaces and updates	
How often are CPT/ICD code updates provided?	ICD and CPT updates are available once a year.
Does eClinicalWorks have interfaces to any <a href="#">public health registries</a> ? If so, please list them. What is the cost to connect?	Texas Registry, Texas Immunization Registry, San Antonio Immunization Registry
Is there a charge to interface with ImmTrac? If so, how much?	There is no charge to interface with ImmTrac.
Which <b>public and private</b> HIEs have you interfaced to in the state of Texas?	eClinicalWorks interfaces with the Baylor Quality Healthcare Alliance, LLC, Sandlot, Seton, Greater Houston Health Connect, HIE-Texas (through Carequality), Memorial Hermann, and UTSW.
What do you charge your users for the interface from your product to an HIE?	Pricing varies depending on what interfaces you are looking to connect to, as well as the various requirements and type of connectivity.

Does your product connect directly to CMS for PQRS submissions? What is the cost for that connection?	<p>eCW has a PQRS CQM feature within the EMR and is a certified PQRS Registry and Data Submission Vendor. The cost of registry and DSV reporting will vary depending on the requirements and the type of connectivity. In addition to claims-based reporting (no charge), eClinicalWorks supports the following PQRS EHR-based reporting methods:</p> <p>PQRS Registry for individual Eligible Professionals PQRS Registry for Group Practice Reporting Option (GPRO) PQRS Data Submission Vendor for individual Eligible Professionals for PQRS only PQRS Data Submission Vendor for GPRO for PQRS only PQRS Data Submission Vendor for individual Eligible Professionals for PQRS and Meaningful Use Clinical Quality Measures (CQMs) combined</p>																																				
Does product support the Continuity of Care Document?	<p>Yes, eClinicalWorks meets the ASTM E2369-05 Specification for the Continuity of Care Record (CCR) which includes:</p> <p>Advance directives, alerts, allergies, encounters, family &amp; social history, functional status, health care providers, immunizations, insurance, medical equipment, medications, plan of care, problems, procedures, results, support providers, and vital signs.</p>																																				
Give us the top 5 practice management systems the product interfaces with. Provide a list of all practice management systems product has successfully interfaced with.	<p>The top five practice management systems eCW has interfaced with are as follows:</p> <p>1.athena 2. GE Centricity 3. Meditech 4. McKesson 5. Epic</p> <p>The eClinicalWorks solution is based on the open systems approach of system architecture. eCW implements open specifications for interfaces, services, and supporting formats to enable properly engineered components to be utilized across a wide range of systems with minimal changes, to interoperate with other components on local and remote systems, and to interact with users in a style that facilitates portability. eClinicalWorks has interfaced with hundreds of PM systems; below is a sample:</p> <table><tr><th colspan="3">Practice Management Interfaces</th></tr><tr><td>4UDR</td><td>DocStar</td><td>MedTrak</td></tr><tr><td>Accumedic</td><td>GberryMedFx</td><td>Mysis</td></tr><tr><td>Allscripts</td><td>Health Monitoring System</td><td>MSI Vision</td></tr><tr><td>Asterino &amp; Associates, Inc.</td><td>Healthland</td><td>Paragon</td></tr><tr><td>Athena</td><td>IDX</td><td>PeopleSoft</td></tr><tr><td>Banner Systems</td><td>In-Clinics</td><td>PulsePro</td></tr><tr><td>BillPro</td><td>Ingenix (Caretracker)</td><td>Sage Intergy</td></tr><tr><td>Boundary Medical</td><td>Invision</td><td>Salisbury</td></tr><tr><td>CardioDX</td><td>McKesson</td><td>SAP</td></tr><tr><td>Centricity</td><td>Medical Manager</td><td>Siemens</td></tr><tr><td>Chart Connect</td><td>Meditech</td><td>SMS</td></tr></table>	Practice Management Interfaces			4UDR	DocStar	MedTrak	Accumedic	GberryMedFx	Mysis	Allscripts	Health Monitoring System	MSI Vision	Asterino & Associates, Inc.	Healthland	Paragon	Athena	IDX	PeopleSoft	Banner Systems	In-Clinics	PulsePro	BillPro	Ingenix (Caretracker)	Sage Intergy	Boundary Medical	Invision	Salisbury	CardioDX	McKesson	SAP	Centricity	Medical Manager	Siemens	Chart Connect	Meditech	SMS
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Asterino & Associates, Inc.	Healthland	Paragon																																			
Athena	IDX	PeopleSoft																																			
Banner Systems	In-Clinics	PulsePro																																			
BillPro	Ingenix (Caretracker)	Sage Intergy																																			
Boundary Medical	Invision	Salisbury																																			
CardioDX	McKesson	SAP																																			
Centricity	Medical Manager	Siemens																																			
Chart Connect	Meditech	SMS																																			
How often are drug formularies provided?	<p>Updates to drug formularies are provided on a quarterly basis using the Auto Upgrade Utility over the Internet. Patient-specific formualry is updated on a weekly basis.</p>																																				
What disaster back-up protections do you offer?	<p>Please refer to the attached <a href="#">Exhibit for Disaster</a> back-up protections.</p>																																				
Does your product have the ability to transfer data/migrate to other EHR vendor’s products? If so, what is the cost for migration?	<p>No. eCW can provide a database backup copy at no cost.</p>																																				
Are you willing to submit to 3rd party usability testing of your product? For example: <b>SHARP Projects</b>	<p>eCW will not submit to 3rd Party usability testing at this time.</p>																																				