

Outpatient Facility Coding Alert

Reader Question: Keep These Points in Mind When Choosing MPM Software

Question: We're in the process of researching various practice management software vendors and systems. What kinds of things should we consider?

Minnesota Subscriber

Answer: The top consideration when choosing a medical practice management (MPM) software vendor and system is ensuring you get concrete answers to all of your questions. Add the following questions to your list to discover whether you're getting the best system for your practice:

- Will the software be able to send a claim/encounter form in the HIPAA standard content and data format to all payers?
- Is the entire system considered HIPAA-compliant?
- How are upgrades handled? Are they included in the initial cost? How often are upgrades performed? Do they require much system downtime and a new version of the software? It's important to check on how often the company will perform upgrades, the cost of those upgrades and the service level of the provider.
- What are the costs: initial, upgrade, maintenance, integration, etc.?
- Am I allowed/able to purchase add-ons such as an electronic health records (EHR) system from another company to ensure I get the best products for my practice? Does the vendor support integration, meaning will they work with another vendor to make sure their products work together?
- What training and follow-up support does your company provide to my office staff?