Before You Move To Any Hosting Platform

With the issue of Microsoft no longer going to support Server 2008 after January 14, 2020, many practices are facing difficult decisions:

• Do we upgrade our local server to Server 2012, or do we move to a hosted environment?
• Should we go with the EHR company's platform, or use a third-party vendor?

Before you make the move to any hosting environment, you should ask you hosting provider the following questions:

1. What are the steps involved in moving to the hosted environment?
2. Do my local computers need to be configured to work in the hosted environment? If so, who configures the computers? Is there a charge?
3. **Interfaces** - Will all my interfaces (3rd party software solutions) work on Day One?
4. **Printing** - Will my printing work as it does today on my local server? If not, what will be affected?
5. **Scanning** - Will my scanning work as it does today on my local server? If not, what will be affected?
6. I am told that I have to buy Remote Scan for all my scanners at $250 per scanner - is this true?
7. Will there be other practices on the same hosted server with me? If so, how many?
8. Can another practice do anything to cause my hosted EHR environment to have bad performance?
9. How many times in the last 365 days has the hosting company been offline? How long?
10. Has the hosting provider ever been affected by a Ransomware attack, or any issue that made the system unavailable for more than 4 hours?
11. What happens if the hosted system goes offline? Can we still see patients?
12.On the first day of my "Go Live" on the new hosted environment, do I have a dedicated resource to contact directly for support, or do I have to go thru normal channels?
13. Do we need redundant internet and a firewall with fail-over capability?
14. Can I get a 3 references of someone who has gone live on the hosted environment in the past 30 days?