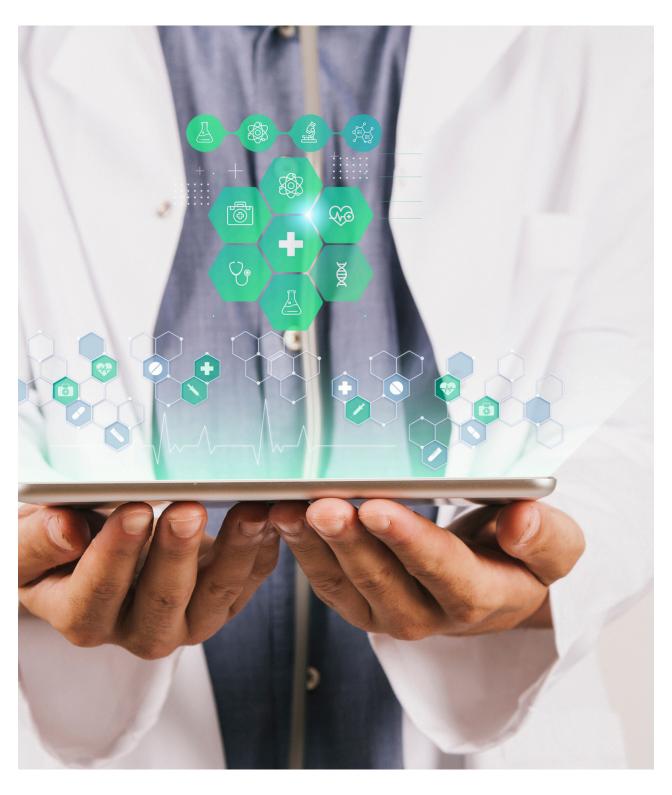**CAPMINDS**

IT Vendor Checklist for Digital Transformation in Healthcare

1. Overview of Company & Product

☐ Proven experience with healthcare clients (HIPAA-compliant work).
☐ Expertise with OpenEMR customization, integration, and support.
☐ Strong portfolio of healthcare IT projects.
☐ Good understanding of HL7, FHIR standards, and interoperability.

2. Technical Capabilities

☐ Installation and configuration expertise (cloud or on-premises).
☐ OpenEMR upgrades and patch management support.
☐ API development for OpenEMR (for integrations with labs, pharmacies, etc.)
☐ Data migration services (from legacy EHRs to OpenEMR).
☐ Strong knowledge of database management (MySQL/MariaDB).
☐ Familiar with third-party module integration (billing, telehealth, patient portal)

3. Security and Compliance

☐ HIPAA, GDPR, and local data protection law compliance.
☐ Support for encryption (at rest and in transit) for OpenEMR data.
☐ Role-based access control (RBAC) implementation.
☐ Audit logging and monitoring expertise.
☐ Regular vulnerability testing and security updates.

4. Customization and Scalability

☐ Ability to customize workflows to fit practice or hospital needs.
☐ Scalability planning (from small practices to enterprise setups).
☐ Custom module and feature development capabilities.
☐ Mobile app integration or development support (if needed).

5. Integration

☐ Lab system integrations (e.g., LabCorp, Quest Diagnostics).
☐ Imaging (PACS) and Radiology Information Systems (RIS) integration.
☐ Payment processing integration (Stripe, Authorize.net, etc.)
☐ Telehealth platforms (Zoom, Doxy.me, etc.) integration with OpenEMR.

6. Training and Support

☐ End-user training services for clinical and administrative staff.
☐ Admin/IT training for managing OpenEMR.
☐ 24/7 technical support availability.
☐ Documentation and SOP creation.
☐ Multi-language support (if applicable).

7. Hosting and Infrastructure Support

☐ Secure cloud hosting (AWS, Azure, DigitalOcean, etc.) expertise.
☐ High-availability and disaster recovery setup.
☐ Backup and data restoration solutions.
☐ SSL certificates and firewall setup.

8. Cost Transparency

☐ Clear breakdown of setup, customization, licensing, and maintenance costs.
☐ No hidden fees for API access, customizations, or hosting.
☐ Scalable pricing for growing needs.

9. Project Management

☐ Agile or Scrum methodology experience.
☐ Clear project timelines and milestone tracking.
☐ Dedicated project manager assigned.
☐ Regular reporting and communication setup.

10. References and Reputation

☐ Client references (especially healthcare organizations).
☐ Online reviews or case studies available.
☐ Open-source contribution record (optional but a plus).