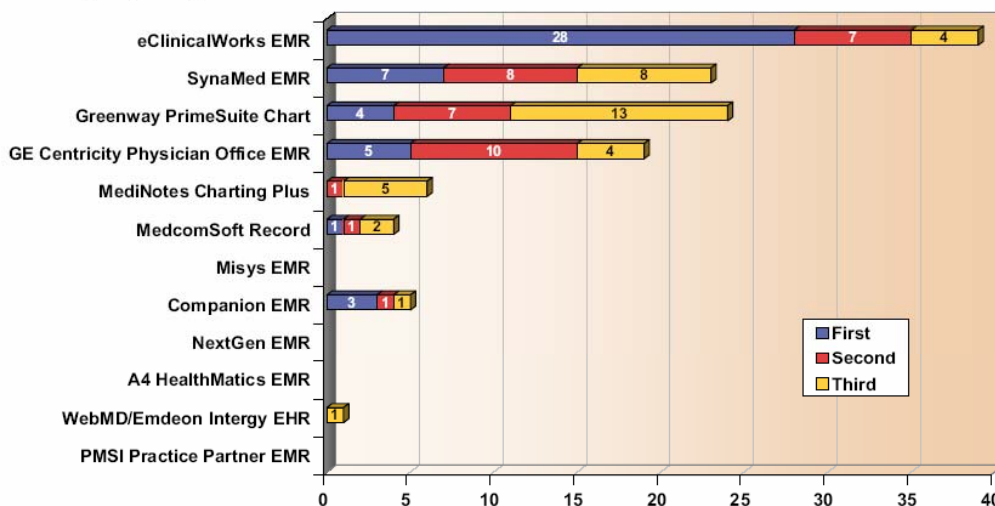


### Ambulatory EMR (1-5 Physicians) Performance and Business Indicators – Top 3

The KLAS Vendor Relationship Evaluation is comprised of 40 individual questions that cover everything from contracting and sales to implementation, service and upgrades. The chart below shows how many times a vendor/product is ranked first, second or third for a question. For example, if you look at the question, “Would you buy this product again,” the vendor that scored the highest for this question would get one tally for first place. The vendor scoring second highest would get a tally for second place and the vendor with the third highest score would get a tally for third place. Each of the 40 criteria that make up the KLAS performance evaluation is included below. Because of occasional ties in the rankings for specific questions, the number of first, second or third place rankings may not equal 40.



Rank	Vendor	Lowest Rated Area	Highest Rated Area	Buy Again	Keeps Promises	Technology Easy to Implement/Support	Works As Promoted	Recommend to a Friend/Peer
1	eClinicalWorks EMR	Quality of documentation, 7.5	Implementation within budget, 8.5	100%	85%	8.3	8.0	100%
2	SynaMed EMR	Interfaces met deadlines, 6.1	Implementation within budget, 8.4	95%	89%	8.3	7.6	95%
3	Greenway PrimeSuite Chart	Quality of custom work, 6.8	Commitment to technology, 8.1	92%	73%	7.8	7.8	89%
4	GE Centricity Physician Off EMR	Good job selling, 6.5	Works, w/ 3rd-party product, 8.2	94%	67%	7.6	7.8	100%
5	MediNotes: Charting Plus	Quality of implementation, 6.7	Commitment to technology, 7.8	91%	82%	7.6	7.6	89%
6	MedcomSoft Record	Vendor is improving, 6.3	Quality of interface services, 7.9	82%	65%	7.5	7.3	88%
7	Misys EMR	Works w/ 3rd-party product, 6.7	Implementation within budget, 7.7	91%	78%	7.4	6.9	85%
8	Companion EMR	Good job selling, 6.2	Quality of phone/web support, 8.1	93%	73%	7.5	6.5	92%
9	NextGen EMR	Interfaces met deadlines, 5.9	Commitment to technology, 7.6	80%	70%	6.5	7.1	88%
10	A4 HealthMatics: EMR	Interfaces met deadlines, 6.3	System response times, 7.3	85%	73%	7.3	6.9	88%
11	WebMD/Emdeon Intergy EHR	Errors addressed quickly, 6.3	Commitment to technology, 7.4	78%	76%	7.3	7.1	85%
12	PMSI Practice Partner EMR	Proactive service, 5.4	Helps your job performance, 7.1	81%	52%	6.0	6.8	83%