



Checklist for Evaluating IT Providers

- ◇ Does the provider specialize in healthcare IT and understand industry-specific challenges like HIPAA compliance?
- ◇ Can they demonstrate experience with critical systems such as EMR and patient scheduling?
- ◇ What are their Service Level Agreements (SLAs) for uptime and issue resolution?
- ◇ Do they offer 24/7 monitoring and support for uninterrupted operations?
- ◇ How do they approach data security and ransomware protection?
- ◇ Can they provide scalable solutions tailored to the growth and complexity of your practice?
- ◇ Are they proactive in identifying and mitigating potential vulnerabilities?
- ◇ What partnerships or certifications (e.g., Cisco) do they bring to ensure cutting-edge solutions?
- ◇ Are they employee-owned or similarly invested in long-term client success?
- ◇ What is their approach to compliance audits and keeping systems up-to-date with regulatory changes?