

# 8-Point Checklist: Choosing a Resilient Clinical Documentation Platform



Health information management professionals are trusted to protect, interpret, and transmit patient data. Your records must be accessible, safe and secure.

Transcription, speech, EHRs, scribes, and other clinical documentation platforms are important allies to achieve these goals. However, they must be resilient. Downtime isn't an option. Patient care, physician productivity, revenue cycle operations, and patient privacy is at stake.

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## Here are eight best practices for HIM professionals to choose a resilient clinical documentation solution:

1

### Verify flexible documentation input options for your clinicians

In the event of a disaster, it may be necessary for clinicians to document anytime, anywhere. Ensure flexibility for clinicians to dictate on a computer, recorder, telephone, or a mobile app just in case.

2

### Confirm administrative power

Features like an interactive online dashboard allow your HIM and transcription team to easily analyze and adjust workloads as required. Documentation data is also extremely valuable to improve physician performance, enhance revenue cycle, and streamline HIM workflow.

3

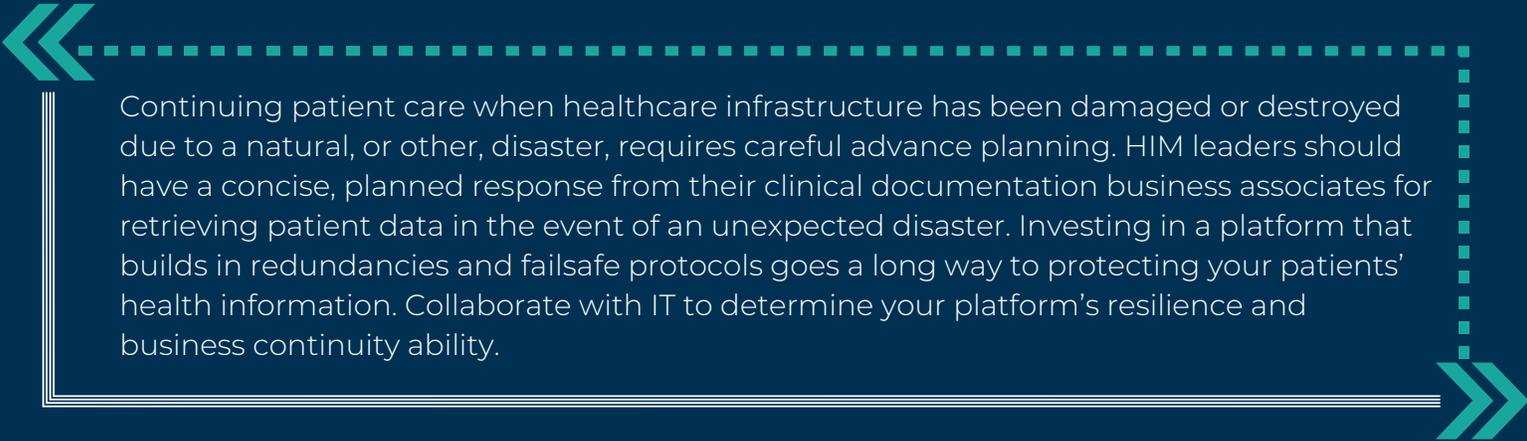
### Validate interoperability with EHR systems

Your platform should serve as a complementary solution for physicians to directly document into the EHR, with the ability to automatically upload transcribed notes.

4

### Consider your average Recovery Time Objective (RTO) and Recovery Point Objective (RPO) if there is a system disruption

RTO and RPO are related, and both are necessary to application and data recovery. They are also different metrics with varying purposes. Be sure to review RTO and RPO averages with your IT team and clinical documentation business associates.



Continuing patient care when healthcare infrastructure has been damaged or destroyed due to a natural, or other, disaster, requires careful advance planning. HIM leaders should have a concise, planned response from their clinical documentation business associates for retrieving patient data in the event of an unexpected disaster. Investing in a platform that builds in redundancies and failsafe protocols goes a long way to protecting your patients' health information. Collaborate with IT to determine your platform's resilience and business continuity ability.

5

**Review your partner's business continuity management policy.**

When was it last created, updated and reviewed? Who needs to review from your organization? Ask for annual updates from the business associate.

6

**Inspect what you expect**

Know how often your business associate performs fail over testing in a live environment. This is an important step to protect your clinical documentation systems and data.

7

**Validate whether your platform is single or multi-tenant.**

Multi-tenant systems streamline the deployment of new features, upgrades, and security updates. They are best practice in healthcare IT.

8

**Confirm your platform's data centers are cloud-based**

Cloud-based can mean a lot of things so it's important to specifically know if your clinical documentation vendor is using tier 3+ security, is located in multiple geographic locations, and continually monitors and replicates their systems.

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**View our blog post with more details, tips and best practices.**

**Keeping Your Clinical Documentation Safe, Secure and Accessible:  
a Business Continuity Checklist For The New Now**