

Lexington-Fayette County Health Department

650 Newtown Pike

Lexington, KY 40508

rfi.ehr@lfchd.org

Subject: Request for Information - Electronic Health Record

To Whom It May Concern,

I hope this letter finds you well. I am writing to inquire about the electronic health record (EHR) solutions offered by your esteemed company. As a local health department, we are currently seeking a robust and efficient EHR system that can effectively manage and streamline our patient records, improve clinical workflows, and enhance overall healthcare delivery.

To help us evaluate the suitability of your EHR product for our organization, we kindly request your assistance in providing us with the following information:

- I. Product Overview:
  - a. Briefly describe the key features and functionalities of your EHR system.
  - b. What differentiates your EHR solution for Health Departments/public health entities from other products in the market?
- II. Integration and Interoperability:
  - a. What steps are required for your EHR system to integrate with existing healthcare information systems (e.g., laboratory systems, pharmacy systems, billing systems)?
  - b. How does your EHR facilitate data exchange and interoperability with external healthcare providers and Kentucky Department of Public Health?
- III. User Interface and Usability:
  - a. Can you provide a demo of your EHR interface to demonstrate its user-friendliness?
  - b. What measures have you taken to ensure ease of use and minimize the learning curve for healthcare professionals?
- IV. Data Security and Privacy:
  - a. How is patient data protected within your EHR system?
  - b. Are your security measures compliant with relevant healthcare data protection regulations (e.g., HIPAA)?
- V. Customization and Scalability:
  - a. Is your EHR system customizable to accommodate our specific workflow requirements?
  - b. How scalable is your solution in terms of accommodating future growth and increasing patient volumes?
  - c. Do you have any experience working with public health clinics?
- VI. Training and Support:

- a. Do you provide comprehensive training programs to help our staff effectively utilize the EHR system?
- b. What type of technical support and maintenance services do you offer post-implementation?

We would greatly appreciate if you could send us the requested information by 5:00 pm ET on September 30<sup>th</sup> 2023 to assist us in making an informed decision. Additionally, if there are any relevant case studies, customer testimonials, or references that showcase the successful implementation of your EHR system, we would request that you make these available. If these exist, please prioritize any related to public health implementations.

Please address all correspondence regarding this request for information to the undersigned. We thank you in advance for your time and consideration, and we look forward to the opportunity of exploring a potential partnership with your company.

Should you have any questions or require further clarification, please do not hesitate to contact us at 859-288-2345 or [rfi.ehr@lfchd.org](mailto:rfi.ehr@lfchd.org). Thank you for your attention, and we anticipate your prompt response.

Sincerely,

Matthew Bone

Chief Technology Officer

Lexington-Fayette County Health Department

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