



Allscripts' UK growth recognised in KLAS EMR report

Independent research shows high levels of customer satisfaction with the Sunrise electronic patient record, at a critical time for NHS healthcare technology

Manchester, October, 2018 -- Allscripts' rapid growth in the UK and high levels of customer satisfaction have been recognised in a KLAS performance report into the European electronic medical record market.

The independent research, which tracks contract wins and the views of healthcare professionals about vendors and products, says Europe is "one of the most dynamic and competitive EMR markets in the world."

In this environment, Allscripts has gone from having one English customer for its Sunrise electronic patient record in 2011, to *eight* today.

KLAS reports that the five go-lives covered by its research "have progressed successfully". It also summarises structured interviews with customers by saying: "Customers like the product and feel it is powerful and can do a lot. Customers are generally pleased with what they have achieved."

Steven Brain, vice president and managing director, UK, Allscripts, said: "This is an exciting time for healthcare IT in England. We have a new health and social care secretary who has made technology one of his three priorities, and a new ten year-plan for the NHS in development that will be 'digitally enabled at its heart'.

"Trusts are looking for digitisation partners to support their electronic patient record ambitions and help them share information and insights across increasingly integrated healthcare economies. So, it is good to see that KLAS has recognised the progress made by Allscripts, and the confidence of our customers in our product and team.

"We are the only company that can provide a clinical wrap for trusts that enables them to retain their patient administration system and core IT investments, while adding key clinical functionality. The KLAS research shows trusts can be confident in this approach."

The KLAS report is based on market intelligence and interviews with healthcare professionals about the products and services they use. The interviews are conducted using a standard quantitative evaluation methodology, from which performance scores can be calculated.

Allscripts was given an overall performance score of 80.1 out of 100 for the UK and Ireland; significantly above the market average. It scored particularly well on 'quality of implementation' (7.4 on a nine-point scale), overall quality of product (7.4), and forecasted overall satisfaction (7.6).

Nine out of ten customers interviewed said they would buy Sunrise again (89%) and that it was part of their long-term plan (90%). All the customers interviewed expressed confidence in cost (100% said Allscripts avoided unexpected costs).

In interviews, customers also praised the support they received from the Allscripts team in the UK, with comments including: "Allscripts was good during our entire implementation", "we have been working really well with them and are very happy with them", "other vendors sign on the dotted line and kind-of disappear, but that is not the case with Allscripts" and "Allscripts keep their promises whenever they can."



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About Allscripts

Allscripts (NASDAQ: MDRX) is a leader in healthcare information technology solutions that advance clinical, financial and operational results. Our innovative solutions connect people, places and data across an Open, Connected Community of Health™. Connectivity empowers caregivers to make better decisions and deliver better care for healthier populations. To learn more, visit www.allscripts.com, [Twitter](#), [YouTube](#) and [It Takes A Community: The Allscripts Blog](#).

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