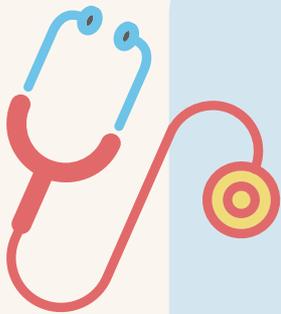


Questions to Ask an MSP for Your Healthcare Business

Check List

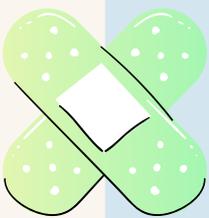
In an industry where many lives are at stake, one wrong move can lead to disastrous consequences.

That's why it is crucial to ask the right questions and thoroughly assess potential managed IT service providers (MSPs) for your healthcare business. Here are some critical questions to consider:



Experience and expertise

- What is your experience working with healthcare businesses?
- Can you provide references from other healthcare organizations you have worked with?
- Do you have expertise in HIPAA compliance and other relevant healthcare regulations?



Services

- What types of services do you offer? Are they tailored to the specific needs of healthcare organizations?
- What is your process for onboarding new clients and transitioning from an existing MSP or in-house IT team?
- How do you ensure effective communication and collaboration with our internal IT team, if we have one?
- Do you offer 24/7 support or after-hours support in case of emergencies?
- How do you handle vendor management and integration of third-party healthcare systems?
- Can you provide information about the size and qualifications of your technical support team?
- What is your process for evaluating and recommending new technologies or solutions for our healthcare business?



Cybersecurity

- How do you ensure the security of our sensitive healthcare data and protect against unauthorized access or breaches?
- How do you handle backups, disaster recovery, and business continuity planning?
- What is your approach to system monitoring and proactive maintenance?
- How do you manage software and hardware updates and upgrades?
- Do you offer training or educational resources for our staff regarding IT best practices and security awareness?

Pricing

- Can you provide details about your pricing structure? Is it based on a monthly retainer, fixed fee, or usage-based?
- What services are included in the base price, and are there any additional services or features that may incur extra costs?
- Do you offer discounts or special pricing for non-profit healthcare organizations or smaller clinics?



This checklist should serve as a starting point, so feel free to tailor it to your specific needs and add any additional questions vital to your healthcare business.

[Schedule a meeting with us now](#) and get answers to these questions and more.

