

THE FRICTION YOU HAVE STOPPED SEEING

#	CATEGORY	CAN YOU ANSWER THIS HONESTLY?	YES	NO	NOT SURE
01	Failed IT Management	Can you name the last 3 things your IT provider proactively fixed before you noticed them?			
		When was the last time they walked you through a strategic plan (not a service review)?			
		Can you point to a project they started but never finished?			
02	Lack of Visibility	Could you tell me right now how many open IT tickets your practice has?			
		Do you receive monthly reporting on system performance and security posture?			
		Has your IT partner ever benchmarked you against similar-sized practices?			
03	Growing Pains	When you opened your last location, how many weeks before tech was fully operational?			
		Do new clinicians have full system access on day one, or does it take a week?			
		Do you have a documented plan for how IT scales when you add your next location?			
04	Productivity Drag	How long does a clinician wait to log in and open the first chart of the day?			
		How often does staff use a workaround because a system is "being weird today"?			
		How many minutes per day does each physician spend waiting on a slow system?			
05	Support Failures	When was the last ticket resolved within 4 hours of submission?			
		Do you have a named human at your IT provider who picks up the phone?			
		What is the longest a non-emergency ticket has been open in the last 90 days?			
06	Process Gaps	Is there a documented runbook for what happens during an EHR or internet outage?			
		When a staff member leaves, is there a defined offboarding process for IT access?			
		Do you have a current inventory of devices, software licenses, and warranty status?			
07	Cybersecurity Exposure	When was your last formal security risk assessment, and do you know what it found?			
		Has every clinician and admin completed cybersecurity training in the last 12 months?			
		Do you know whether your backups have been tested by actually restoring from them?			

YOUR FRICTION SCORE — count the No + Not Sure responses across all 21 questions.

0–5 No/Not sure Well-instrumented. Confirm your answers really track this well.	6–10 One or two categories with real friction. Fix the worst one, not all.	11–15 Structural friction. Most practices we work with start here.	16+ Friction is no longer hiding. Question is order and pace, not whether.
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If 2+ categories stood out, book a 20-minute IT Diagnostic.

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