



Allscripts Tops Competitors in New Client Satisfaction Report From Black Book™ Research

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Company earns fourth consecutive top client satisfaction rating as Top Inpatient EHR Vendor for Community Hospitals in 2020 Black Book survey

CHICAGO--(BUSINESS WIRE)--May 6, 2020-- Allscripts (NASDAQ: MDRX) has been recognized as the top-rated inpatient EHR vendor for hospitals 101-250 beds, according to new survey results from Black Book Research.

An annual survey of user experience and client constancy, the report features responses collected from 319 community health systems and hospitals, more than one-fifth of all community hospitals in the U.S. Based on responses from more than 2,000 individual users of electronic health records, Allscripts ranked number one in 10 of 18 client satisfaction key performance indicators compared with top competitors.

Allscripts earned the #1 ranking in categories including: Innovation & Optimization; Trust, Accountability, Transparency, Ethics; Reliability; and Best of Breed Technology and Process Improvement.

In addition, Allscripts also achieved top ratings for integrated cloud EHR revenue cycle management offerings to small hospitals and top ratings for rehabilitation health systems, according to Black Book.

"Allscripts regularly ranks above other leading HIT vendors in client satisfaction, which speaks to the company's focus on ensuring its clients have what they need to care for their patients," said Doug Brown, Managing Partner and President, Black Book. "The consistent results show a company both focused on meeting the needs of its clients both today and for the long-term."

"Our success has always been powered by our unwavering commitment to our clients and the role we play helping enable positive outcomes for their patient communities," said Paul Black, Allscripts CEO. "I'm proud that Allscripts has earned top honors in client satisfaction four times running, especially considering Black Book's extensive and objective methodology for conducting its surveys. That makes this recognition even more meaningful and shows that our partnership philosophy is yielding positive results with our client base."

Black Book Research is a full-service healthcare-centric market research and public opinion research company and premier provider of competitive intelligence, market research, opinion mining, sentiment analysis, services evaluation and strategic consulting services to companies worldwide. To ensure survey integrity and accurate, comprehensive results, Black Book's methodology is crowd-sourced and represents a broad spectrum of EHR users. For more information, visit www.blackbookmarketresearch.com.

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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