**Problem Statement**

1.

EHRs available today are incorporated with advanced functionalities like clinical decision support which plays a key role in improving the patient safety and health outcomes. So, it is important to train and educate the users of EHR to effectively use it to its full potential. Understanding various fields in EHR is necessary to input accurate information. Good usability of these functional EHRS had resulted in ease of communication between physicians with regard to interoperability and prevention of medical errors through constant alerts (Rizvi et al., 2017). Health information technology (HIT), EHRs, and patient portal are often interconnected and go hand in hand. A major challenge associated with poor EHR usability is disruption in the clinical workflow and care coordination which can result in user frustration and productivity loss (Rizvi et al., 2017). Physician burnout is another major issue commonly reported when the clinical staff are not properly trained (Khairat et al., 2019). The initial set up of EHR is quite expensive, improper usage can result in suboptimal utilization and deinstallation of the equipment (Staggers et al., 2013). Compromised patient safety is another usability failure as clinical decision support and evidence-based medicine included in EHRs is not utilized while formulating the diagnosis or treatment protocols. Improper data entry in EHRs can result in prescription errors (Patel et al., 2021, p. 167).

2.

EHRs include a lot of functionality to manage and streamline the clinical workflows. When used appropriately, this software saves a lot of time and improve the health outcomes due to their intensive documentation. Training the clinical staff on the advancements is crucial to compensate for burnout and undue stresses (Robinson & Kersey, 2018). Early education about EHRs to the clinical staff and physicians help them to understand various fields in EHR to prevent manual errors while documenting patient data and save their time to record this information. This in turn can maximize the valuable clinical time of clinician with patient. When knowledge about these technologies is gained and properly understood by the physician, tools like CDSS can be used while formulating diagnosis and medical prescriptions to avoid errors to improve patient safety and health outcomes. Ease of recording this information helps the clinical staff with seamless workflows.

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