

Accepted Manuscript

Title: Perceived critical success factors of electronic health record system implementation in a dental clinic context: an organizational management perspective

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PII: S1386-5056(17)30220-4
DOI: <http://dx.doi.org/10.1016/j.ijmedinf.2017.08.007>
Reference: IJB 3546

To appear in: *International Journal of Medical Informatics*

Received date: 23-2-2016
Revised date: 24-8-2017
Accepted date: 28-8-2017

Please cite this article as: Yusof Haji Sidek, Jorge Tiago Martins, Perceived critical success factors of electronic health record system implementation in a dental clinic context: an organizational management perspective, *International Journal of Medical Informatics* <http://dx.doi.org/10.1016/j.ijmedinf.2017.08.007>

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Perceived critical success factors of electronic health record system implementation in a dental clinic context: an organizational management perspective

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Highlights

- The implementation of EHR is a complex, challenging process;
- The challenges lie both in the software practices and the overall management culture;
- Perceived EHR implementation success factors are grouped under six main categories: usability of the system, emergent behaviours, requirements analysis, training, change management, and project organisation;

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