

Navigating the large field of telehealth vendors can be daunting and overwhelming. With the right guidance, it can be easy to manage. Over the years, our experts have compiled critical success factors for picking a good telehealth partner.

Consider the following questions:

#### Is the platform suited for your specialty?

- Inpatient telehealth will be considerably different, compared to primary care, behavioral health, or physical therapy.
- Be sure the platform can hit all the requirements unique to your health system, hospital, or medical practice.

#### Can you customize the platform to meet your needs?

#### Does the vendor offer a turnkey telehealth solution that fully integrates into the electronic health record (EHR)?

- Many platforms are not fully integrated, and you pay an additional cost for the interface development.

#### What are you trying to accomplish with the platform and how well is it suited to meet those goals and objectives?

- If the goal is to reduce admissions, then a system with reminders and alerts to help the patient follow up with their treatment plan would be helpful.

#### Do you understand the economics of the system?

- Will you be charged per user, per visit, or per charge?
- Are there subscription, license, maintenance, and support fees?

#### Does the platform have medical-grade features and functions?

- Can you capture a charge and code the visit within the platform, or will the provider have to access a second system for capturing charges?

#### Does the platform have compliance features and functions to protect patient privacy and electronic Protected Health Information (ePHI)?

#### How is the ease of use for both the patient and the provider?

#### Can a patient easily initiate a telehealth visit and does the app have a built-in method for collecting payments?

#### Does the vendor take responsibility for breaches if a defect in their system causes the breach?

- Review the data security policies to determine the responsible party.

#### Can the vendor demonstrate and document a return on investment?

#### Does the contract have any unfavorable terms and conditions?