How to Select a Telehealth Vendor

Evaluating the Telehealth Solution

As you assess the company's telehealth software, ask yourself:

- Does the product let me do everything I need to perform a telehealth visit?
- Will it work for my use case and my specialty?
- Is it missing anything that will cause potential workflow issues for me?

Usability

Is it easy to use?

- Can you customize the platform to fit your needs?
- On what devices, systems, and browsers is it designed to run?
- Is it cloud-based or does it require software installation?
- Does it have industry standard security? (encryption, signed BAA, HIPAA compliance)

Cost

What is the total cost to use this software?

Have a rough budget outlined and have the telehealth vendor walk through the various costs. The expenses can vary widely based on the technology and your use case.

Here are some examples of common costs:

- Monthly or annual subscription fee
- Equipment & set-up needed
- Training
- Support & implementation costs

Software Features

What functionality does the telehealth solution have?

- Does it support HD video?
- Does is have built-in ePrescribe?
- Does it have built-in billing?
- Is there a mobile app available? (Be sure to ask about iOS and Android.)
- How does it capture patient medical history and vitals
- Does the platform capture patient insurance?

Documentation:

- Does the software allow me to record visit notes?
- Do notes easily transfer/export to my EMR?
- Does it create a record that I can submit for billing or use as appropriate documentation of the visit?