

## Checklist for Telehealth Vendor Selection

These are some features used to determine which telehealth vendor is best for an organization. We recommend reviewing your organizational structure, workflows, staffing, and determine what your requirements are, and what are nice-to-haves based on the list below. Then evaluate each vendor based on those criteria.

### **Patient Experience, Access, and Equity**

- Call Masked as organization number/ preset number
- Requirements for download app or password
- Background blur for patients
- Ability to dial Puerto Rico / outside US phone numbers
- Interpreter Integration (both in house & external)
- Translation features (translate words in browser/ application, invite text translation, etc.)
- Patient waiting room function
- Follow up survey/ follow up texts
- Appointment reminder texts through platform
- Consent form built into patient experience

### **User Experience**

- OnDemand Video Dialing
- OnDemand Audio Dialing
- 3Way / Multi party calls
- Background blur for providers
- Workflow & handoff customizability
- Live messaging in call
- Document sharing in call
- Easy transition from audio-only call to video
- Provider to provider chat
- Link Expiration & Unique link
- Ability to screenshare to patients

### **Additional Considerations**

- Cost
- EHR Integration
- HIPAA compliance (REQUIRED no matter what)
- Organization specific security requirements
- Implementation time

