

Keys to choosing your technology partner

Identifying a telehealth provider

Identify a telehealth provider who will structure a solution that **meets the guidelines** of your state and provides a **proven secure platform** online and via mobile technology. Use this guide to help you determine what you need and want out of a telehealth technology partner.

Offerings should include:

- Integration with the Electronic Health Record (EHR)
- Strict compliance with industry safety and security standards
- Dedicated yet portable tablets/stations
- Personalized consumer resources

| Integration with the EHR | | | |
|---|-------------------------------------|--------------------------|--------------------------|
| | Netsmart | Vendor B | Vendor C |
| All documents, referrals, treatment planning, orders, discharges, medication, electronic prescriptions, billing and more are integrated into the EHR. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to launch a virtual visit with an open-access model for virtual appointments, which can be either on-demand or scheduled. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Offers a single source of information—no need to spend time logging in and out of disparate solutions and reconciling different workflows. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Allows you to compile information from multiple care settings across the healthcare ecosystem and integrate securely to provide a comprehensive view of the individual. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Compliance and security | | | |
|--|-------------------------------------|--------------------------|--------------------------|
| | Netsmart | Vendor B | Vendor C |
| HIPAA-compliant | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| HITRUST-certified | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Access, exchange and use of all electronically accessible health information is handled under applicable state or federal law. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Prohibits the interference with exchange and use of health information. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Dedicated and portable resources

| | Netsmart | Vendor B | Vendor C |
|---|-------------------------------------|--------------------------|--------------------------|
| Dedicated tablets/stations are portable and able to be moved throughout the office setting. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resources are easy to use to connect individuals with a broad network of providers and specialists. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Personalized consumer resources

| | Netsmart | Vendor B | Vendor C |
|--|-------------------------------------|--------------------------|--------------------------|
| Easy to use either online via a consumer portal or mobile device. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Offers access to educational resources and 24/7 self-help. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Intuitive for individuals to launch telehealth sessions, securely message with their care team, and complete requested assessments/forms/consents as needed. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Includes a “how-to” component that offers user-friendly assistance to individuals using the web and mobile platforms. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |