

# Considerations for Selecting a Technology Vendor



California Telehealth  
Resource Center

2022 Edition



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This toolkit was developed in collaboration with the National Telehealth Technology Assessment Resource Center (TTAC), a HRSA funded national telehealth resource center, that aims to create better-informed consumers of telehealth technology by offering a variety of services in the area of technology assessment.

## Table of Contents

CTRC Considerations for Selecting a Technology Vendor Toolkit.....	1
<b>Folio 1: Considerations for selecting a Technology vendor .....</b>	<b>4</b>
<b>Key Questions to Ask Equipment Vendors V.5 .....</b>	<b>4</b>
<b>Suggestions for a phased approach to Vendor Selection.....</b>	<b>8</b>
<b>Folio 2: .....</b>	<b>11</b>
<b>Questions You Should be Prepared for a Vendor to Ask .....</b>	<b>11</b>
Questions Vendors Should Ask Customers .....	11



## ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

## CTRC Considerations for Selecting a Technology Vendor Toolkit

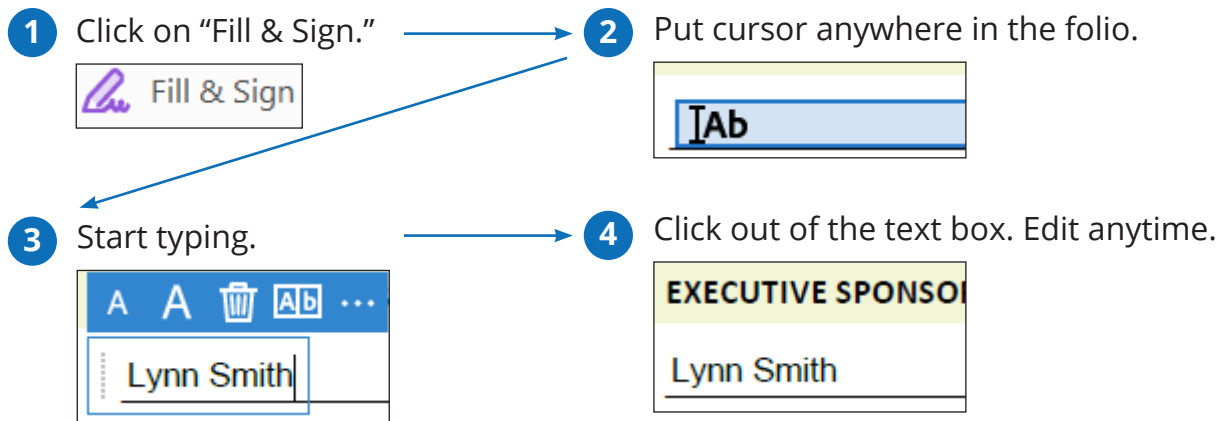


## How to Use this Toolkit

Divided across [x] searchable folios, find basic definitions, key considerations, and stepwise processes to tailor an RPM program to the needs of your unique practice. Folios can be used sequentially or as free-standing references for various RPM topics.

To search each folio using keywords, press CONTROL + F on your keyboard (COMMAND + F for Mac).

Print out each folio and use pen and paper to make notes in the provided spaces or use free Adobe Acrobat Reader software to type directly into the document.



If you need assistance with any of the content presented in this toolkit, please [click here](#).

### Folio 1: Customer Vendor Questions

- Key Questions to Ask Equipment Vendors V.5
- Suggestions for a phased approach for Vendor Selection



**FOLIO 1: CONSIDERATIONS  
FOR SELECTING A  
TECHNOLOGY VENDOR**



**Key Questions to Ask Equipment Vendors V.5**

How long has the company been in business? Is it financially stable?

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How long has this product been offered?

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How many clinicians currently use this product?

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What are the hardware and software requirements for this platform?

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What upload and download speeds are necessary to enable the software to run smoothly?

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Can a third party (such as an interpreter) access the platform and participate in an encounter?

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# Considerations for Selecting a Technology Vendor

## Folio 1: Considerations for Selecting a Technology Vendor



Does the product support pre- and post-visit questionnaires? If so, how are the data collected and stored?

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Does the platform have data analytics capabilities?

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Does the platform have report generating capabilities?

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What are the equipment and software requirements for patients?

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Does the platform require the patient to download an application onto a personal computer, phone, or tablet?

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Does this product allow for pre-visit check-ins to make sure the appointment is properly set up and operating smoothly?

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What are the login requirements?

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What is the virtual waiting room experience like for the patient?

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What accessibility features does the platform have to enable telehealth delivery to persons with disabilities?

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Can the product be fully integrated into my EHR? At what cost?

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Does the product have a HIPPA Business Associate Agreement in place?

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Does the product capture patient history and records that can be transferred or exported to my EHR?

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What is the cost structure and pricing algorithm across one-time fees and ongoing costs?

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What are the costs for customization?

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How are the software licenses organized, issued, and priced?

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What is my ROI? My cost per patient? My cost per provider?

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Is any PHI stored on the platform?

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How many days will your team be onsite for implementation?

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How are system failures addressed?

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# Considerations for Selecting a Technology Vendor

## Folio 1: Considerations for Selecting a Technology Vendor



Does the system regularly require scheduled downtime?

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What is this system going to cost (turnkey)?

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How will your solution help increase revenue?

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How will the equipment integrate with equipment we already have?

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How do we bill for telehealth services with your solution?

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How long will it take to get the system operational?

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How fast can you get this turned on if I do no customization?

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How will this align with our privacy and security policies already in place?

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Can you provide references from your existing customers?

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What are the clinical problems you have been able to solve for other customers?

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How are your solutions different than other vendors? Advantages of your solution?

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What does the final deployment of the product look like?

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What is the training model for this product?

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How much training is required? Can it be delivered virtually?

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What are the costs associated with installation, training, and onboarding?

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What is the long-term strategy for your product and the projected product lifespan?

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### **Suggestions for a phased approach to Vendor Selection**

Familiarize yourself with current telemedicine technologies and the vendors in this space.

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Make sure to get organizational involvement and support from all stakeholders in the organization—need representation from clinical, IT, and administrative departments.

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Build a well-defined use case—determine goals and budget and know what success will look like for your facility when project is complete.

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Request for Information Phase (RFI)--Information gathering and research: develop questionnaire and send out to 5 vendors.

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# Considerations for Selecting a Technology Vendor

## Folio 1: Considerations for Selecting a Technology Vendor



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Review and internalize responses, determine system requirements and minimum equipment performance specifications, build scoring system to evaluate vendors.

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Request for Quotation Phase (RFQ)—Request a price quotation from at least 3 selected vendors (based on requirements).

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Bring vendors in for presentations and Q/A with internal stakeholders (clinical, IT and admin).

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Make vendor selection based on the scoring system.

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#### Folio 2: Questions You Should be Prepared for a Vendor to Ask

- Questions Vendors Should Ask Customers





**FOLIO 2:**

**Questions You Should be Prepared for a Vendor to Ask**

**Questions Vendors Should Ask Customers**

What problem are you trying to solve? What are you trying to accomplish?

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Scale and Scope of project? How many providers are you trying to work with?

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What is the reach of the project?

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Are the goals the same for all the stakeholders?

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What are the different viewpoints of the stakeholders and how are they all aligned?

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Where are they on maturity curve for telemedicine? Do they have any current telehealth activities? Are they just expanding an existing program or add new services?

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What are the immediate challenges? Service lines?

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Any specific use cases that have already been defined or prioritized?

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What telehealth technology is already in place? What electronic health record and/or PACS system is already in place?

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What is the organizational structure around their telehealth program? Corporate structure? Support structure?

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What are the known details and status of the project? How is it funded? What are the timing constraints?

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# Considerations for Selecting a Technology Vendor

## Folio 2: Questions You Should be Prepared for a Vendor to Ask



What does the ideal outcome look like? How are you going to measure success?

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What is the real bottom line budget for this project? Are there multiple phases of funding? What is the timetable for phases?

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