

# 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"/>