

# Vendor Information Intake Form



## BUSINESS INFORMATION

Company Name and Corporate Structure (LLC, B-Corp, C-Corp, etc.):

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Company Category:

- Population Health
- Clinical Decision Support
- Medical Device
- Big Data/Analytics
- Personalized Medicine/Precision Medicine
- Telemedicine
- Patient Education/Self-Care
- EHR Interoperability
- Other

Company Size and Stage of Development:

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Current Number of Customers:

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Current State of Financial Viability:

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In a few sentences, describe your company and your main value proposition:

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What differentiates you from your competitors?

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# Vendor Information Intake Form (Cont.)



## INFORMATION TECHNOLOGY

Does your product directly integrate with our EHR or do we need to copy/paste patient information from your dashboard to our EHR? If we have the option, how much more does EHR integration cost?

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What changes will I need to make to my health IT network to accommodate software or hardware to support your service?

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In a few sentences, walk us through your process of integrating with organizations' existing technology (EHR, PACS, etc.).

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What types of customization features exist?

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Do patients have access to their personal data?

- Yes
- No

How do you manage connectivity issues? What backup plans are in place should we experience a connectivity issue/downtime?

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# Vendor Information Intake Form (Cont.)



## DATA SECURITY/PRIVACY

Please provide documentation of:

- HIPAA and HITECH compliance
- Any possible third-party audits, including SOC 2 or HITRUST
- Results of penetration testing

How will your product keep my patients' information private—both in my office and at the patients' home?

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How will your product ensure that my patients' information is securely transmitted?

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How does your service manage user authentication and authorization?

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What privacy and security safeguards are included with your service, i.e., cloud-hosted services? (Note that privacy and security safeguards are required by HIPAA.)

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What process do you have in place to mitigate cyberthreats, i.e., attacks on the software your products run on?

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# Vendor Information Intake Form (Cont.)



## DATA SECURITY/PRIVACY (CONT.)

What process is in place for updates, security patches, and ongoing maintenance?

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Does your product or service utilize hardware or software that is considered a medical device by the Food and Drug Administration (FDA)?

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How do you manage device cybersecurity?

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If my patients have privacy and security questions who should they contact?

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Who else will have access to my patients' data? Is it collected and/or shared in a hub or repository?

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What process is available to export patient data if I choose to discontinue using your digital health technology service?

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# Vendor Information Intake Form (Cont.)



## CUSTOMER SERVICE

Please select which of the following services you provide:

- Pre-launch support
- Staff training
- Staff support
- Patient training
- Patient support
- Data analysis

Help us understand what each of these services specifically entail.

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Do any of these services cost extra beyond a basic package? If so, which services?

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Please provide 1–3 references of current users we can contact to learn more about your customer service.

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# Vendor Information Intake Form (Cont.)



## USABILITY

In a few sentences, please describe how you verify device and data accuracy.

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In what form would we receive your data in (e.g., raw data, out-of-parameter alerts, treatment recommendations)?

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If applicable, can your program be run on any device or is it device-specific?

- Software is device-specific
- Software can be run on multiple devices

Please list devices:

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We will need to test the front- and back-end user experience with our internal team. Are you able to provide a demo for our team?

- No
- Yes

Please list who to contact to set up a demo:

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# Vendor Information Intake Form (Cont.)



## EFFICACY

Describe the significant problem your company is trying to address.

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How does your product or service address the problem?

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Please provide 1–3 case studies demonstrating results either below or in an attachment.

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Our goal is to (insert your specific goal(s)),

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which we're measuring by (insert key measurement(s)).

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How will your company help deliver on our goal(s)?

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