

Arizona Telemedicine Program

National Telemedicine & Telehealth Service Provider Directory

Step-by-step Instructions for Completing Service Provider Questionnaire

Contact Information: Below are instructions for the questionnaire questions. If you have any questions or need clarification, please feel free to contact:

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Also contact Ellen if you want any changes or updates made to your listing at any time.

Before starting the questionnaire, determine whether your company is a service provider. This directory does not currently list equipment or platform vendors; consultants; or electronic services such as patient portals, automatic alerts, or EHRs. **If your company employs the physicians or other healthcare professionals (or the language interpreters or other professionals) that actually meet with the patient and provide the service to the patient through telehealth technology, AND if your company provides these services to hospitals, clinics, schools or other entities (not solely direct to consumer), then you should be listed in the directory.** Your listing is free.

This directory aims to make it easy for decision-makers from hospitals, healthcare systems, schools and other entities to find their perfect telehealth partner. To that end, the directory lists *only* telemedicine and telehealth service providers. It also asks a series of questions that require a response: This is to help users navigate the directory and narrow down their searches easily. The questionnaire also includes several optional questions that you can use to provide details about the services your company offers and how they will integrate with users' systems.

Q1. Does your company employ healthcare or other professionals who provide medical services or ancillary services (such as language interpretation, support groups or patient engagement) via telemedicine technology to hospitals, clinics schools or other entities?

- If your company provides medical or other professional services to the patients of hospitals, clinics, schools, nursing homes, correctional facilities, or other organizations, answer "yes."
- If you provide a platform or consulting services, but do not provide medical or ancillary services to patients, OR if you provide medical/ancillary services ONLY directly to consumers, answer "no."

Q2. Company Information (required)

- Company name, country, website URL and phone number are required.

Q3. Primary Company Contact for Potential Partners/Customers (required)

- Only one contact can be listed.

- First and last name, title, email address and phone number are required.
- Customers will use this information to contact your company

Q4. Company’s Incorporation or Telehealth Program’s Founding (required)

- If you are a telemedicine program within a university or healthcare system, use the date your telemedicine program started. This question is asked to give directory users an idea of how much experience your company has with telemedicine/telehealth.
- If your company is not incorporated or situated in the US, leave the “state” field blank.

Q5. “Your company is a:” (required)—describe what type of company your company is.

- Most companies are medical specialty service providers to healthcare providers and/or medical specialty service providers to non-healthcare systems.
- *Should you check “medical specialty service aggregator”?* Our definition of telemedicine service aggregator is a company that offers the telemedicine services of several companies under its own umbrella. Don’t check this if you offer several different medical specialties.
- An integrated healthcare system is a Managed Care Organization such as Mercy, Banner Health, Geisinger Health System, etc., that has a telemedicine program as one part of its business.
- A federal healthcare system is a system *run by the federal government*, such as IHS or VA.
- A federal healthcare system is a system operated by the Federal government, such as IHS or the VA.
- There is no need to check “other” and say you are a telehealth services company. All listings in this directory are telehealth/telemedicine (or ancillary) service companies.

Q6. Corporate structure (required)

- If your corporate structure is not listed in the checkboxes, please check “other” and specify the corporation type in the “please specify” field.

Q7. Please provide a brief description of your company’s services and how it works (required)

- Limit: 1,080 characters including spaces.
- Paragraphs and bulleted text will not translate; please put all your text in one paragraph.
- This is your chance to describe your company to directory users in your own words.
- REMEMBER: The audience is organizational decision-makers looking to outsource tele-clinical services. Focus on that, not on direct-to-consumer or tech platform aspects of your company.

Q8. What tele-services does your company provide? (required)

- Check all that apply
- Note that mHealth is listed under “Mobile Health”
- If your company doesn’t provide any of these services, you need to check “None of the above” in order to go on to the next question.

Q9. What ancillary services does your company provide?

- Check all that apply

Q10. In what US states does your company provide services? (required)

- Choose all that apply.
- If your company is providing services in a particular state, and a license is required in that state for the service you are providing and/or the customers you are providing to, please also check that one or more of your healthcare professionals are licensed in that state.

Q11. Who is the target for your services? (required)

- Select all that apply.

Q12. How many customers (e.g., hospitals, clinics) is your company currently serving? (required)

- This question aims to give users an idea of how large your operation is.
- Don't count individual patients.

Q13. Which health professionals provide your teleconsultations (required)

- If you have no health professionals, or other professionals such as certified ASL interpreters, providing services, you should stop filling out the questionnaire.

The following questions are optional. Most are self-explanatory.

Q14. After licensing and credentialing, how long does it take your company, on average, to initiate services to a new partner/customer?

Q15. What telemedicine system(s) do you use to connect to your customers?

Q16. Does your company incorporate electronic health records (EHR) into your services?

- It is helpful, although not required, to use the available field to describe how your EHR interfaces with the EHR of the referring/consulting site.

Q17. Does your company use an electronic health record system that is certified by the Office of the National Coordinator for Health Information Technology (ONC) Health Information Technology Certification Program?

- Click the link for more information on the ONC HIT Certification Program and Certified Health IT Product List.

Q18. Which edition of the ONC HIT Certification Program is your company's EHR certified for?

- Click the link for more information.

Q19. If you provide emergency services (e.g., telestroke, teleICU, telepsychiatry crisis, tele-urgent care), how long does it take from the time a consultation is requested by your customer to the time a provider is online with the patient for the initial telemedicine session?

- If you don't provide emergency services, click "Not applicable" or don't respond.

Q20. If you provide nonemergent services (e.g., teledermatology, telerheumatology, teleradiology), how long does it take from the time a consultation is requested by your customer to the time a provider is online with the patient or a provider has completed the store-and-forward service?

- If you don't provide non-emergency services, click "Not applicable" or don't respond.

Q21. Does your company integrate clinical practice guidelines into your teleconsultations and practice?

- It is helpful, although not required, to use the available field to describe what guidelines you use and how you integrate clinical practice guidelines into your teleconsultations and practice.

Q22. How many teleconsults were performed by your company in the past several years?

- This question aims to give directory users an idea of the scope of your operation and whether it is growing.

Q23: Does your company provide billing services?

- This question is asking if you will bill payers on behalf of your customers, not whether you will bill your customers.

Q24. What payers does your company or your partner/customer sites bill?

Q25. Where are your teleproviders physically located?

- Choose the state(s) or write in the countries where your tele-providers actually live and work.

Q26. Describe how your teleproviders are recruited and selected.

- This question aims to give directory users an idea of how selective your company is when hiring teleproviders. For example, how extensive is your interview process, do you do background checks, are all your providers board-certified, etc.

Q27. What is your payment model?

Q28. Does your company fully comply with the Health Insurance Portability and Accountability Act (HIPAA) and with the Health Information Technology for Economic and Clinical Health (HITECH) Act?

Q29. Does your company have minimum monthly consultation requirements or hospital size requirements?

- This question aims to let directory users know if your company will be a fit for their company size.

Q30. Is there anything else you would like potential partners/customers to know about your company?

- This is your opportunity to provide any information that wasn't covered in the questions or to explain any responses in more detail.

Q31. Name and contact information of the person completing this survey

- The directory manager will use this information to contact you with any questions about your responses.

Q32. I am authorized to submit the information on this survey on behalf of my company. I understand that all information submitted will be publicly available. I understand that I am responsible for contacting SPS to update my company's information. I understand that the logo from my company's website will be posted with my company's listing on this online directory.

- Once you click on “I agree,” your response will be considered complete. You will not be able to go in and change it. It will be uploaded to the directory the following Wednesday (delays may occur during high-volume times).
- The directory manager will review your questionnaire responses prior to publishing your listing and will contact you if any clarifications are needed.
- The directory manager will upload your company logo from your website to the directory.
- Your listing will be alphabetical and will link to your company website. Your listing also will be searchable by company name, states in which services are provided, services provided, and customer type.
- To change your directory listing, email Nancy C.O. Hart at nco@telemedicine.arizona.edu.

THANK YOU!