

Electronic Consultation Market Scan Results January 8, 2016



**CALIFORNIA
HEALTHCARE
FOUNDATION**



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Executive Summary

- As a means of supporting safety net healthcare organizations, Blue Shield of California Foundation and the California HealthCare Foundation seek to drive market interest in eConsult solutions, as a means of creating pathways to improve access to care and building efficiencies associated with specialty care. BluePath Health has been contracted to perform a market scan of eConsult solutions, as a means of understanding the current vendor market and product offerings.

Definition: eConsult is a secure means of asynchronous bi-directional communications, allowing Primary Care Providers to request evaluation of a patient's condition and treatment by a Specialist. This is recognized as an efficient and effective tool to facilitate steps in care management and coordination, improve patient and provider satisfaction, and build provider capacity.

- Interviews with grant funded pilot facilities and completion of market research, resulted in compilation of common requirements for eConsult tools and a list of vendors with whom research would be performed.
- Vendor surveys and product demonstrations were administered to inform the team of current features and functions offered by eConsult tools.
- Executive Brief developed as a means of offering insight into available vendors, and product capabilities within the current marketplace.

Grantee Priorities Analysis

Grantee Priorities	Market Analysis
eConsult must be tightly integrated with EHR, if not completely embedded with the EHR (“I don’t want to have to log into yet another system”).	There is a growing trend amongst vendors to provide embedding of products within EHRs and/or Single Sign On (SSO) capabilities with patient context sensitivity. Product demonstrations illustrated one example of a standalone eConsult product being seamlessly embedded within the EHR, while other demonstrations illustrated how SSO and data integration has become commonplace.
eConsult must be able to communicate across disparate EHRs and allow me to share clinical data easily across those systems, including the ability to bring the Specialist response back into the patient’s record in the EHR	The observation from the market scan is that both Standalone and HIE/Enterprise vendors offer data integration that brokers this ability more effectively than EHR vendors. We did not receive feedback from EHR vendor in order to offer substantive analysis. However, we are aware that EHR vendors have capabilities within their own databases currently but require further work to meet the needs for eConsult across disparate platforms. EHRs have DIRECT messaging as a means but it is not currently being utilized specifically for eConsult purposes
Can I supplement my specialist panel with additional specialist resources using the product?	Several vendors see this as a growing need and offer the ability to use their self-generated network of specialists, allowing for organizations where Specialty access may be fraught with delays, the opportunity to access additional resources in addition to their day-to-day specialists. This is seen as ‘democratizing medical expertise’*.
Is there an interim solution that may be feasible while navigating the vendor landscape?	The DIRECT messaging protocol between providers has been standardized by ONC for situations such as the need for PCP to Specialist consultations. Health Information Service Providers (HISPs) offer the ability to broker secure messaging between providers who have been set up on the protocol, with an electronic address, to communicate with each other.
Does the eConsult application provide coding for billing purposes?	While reimbursement is limited for eConsults, the ability to code and be able to bill for services exists and is growing based on reporting capabilities and functionality with the applications.
Can I incorporate patients into the communications process?	This is currently a limitation that only a small number of vendors noted. In each case PCP approval is requirement and the ability to securely message the patient must exist.

* <https://medtechboston.medstro.com/democratizing-medical-expertise-an-interview-with-rubiconmd-ceo-gil-addo/>

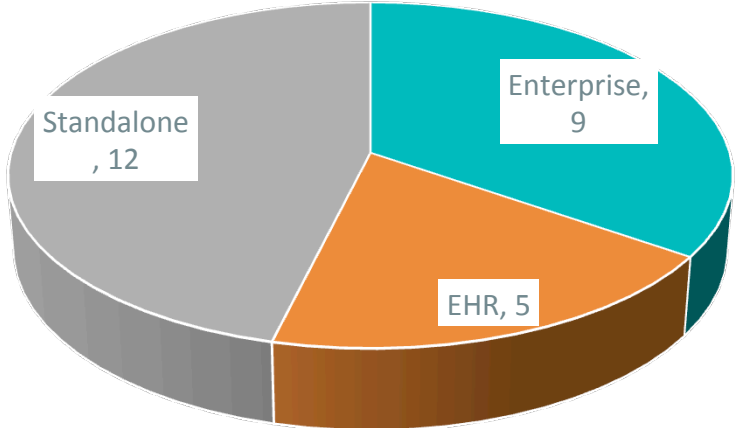
Vendor Definitions & Summary

Vendor Type	Description
Electronic Health Record (EHR)	Vendor provides full EHR functionality within which eConsult may be a component part.
Standalone	Vendor provides only eConsult (and/or Referral) capabilities as the core product.
Health Information Exchange (HIE) / Enterprise	Non-EHR vendor that provides a broad healthcare software offering such as HIE, Care Management platform, healthcare customer relationship management (CRM) or other with eConsult as just one component part of the whole.

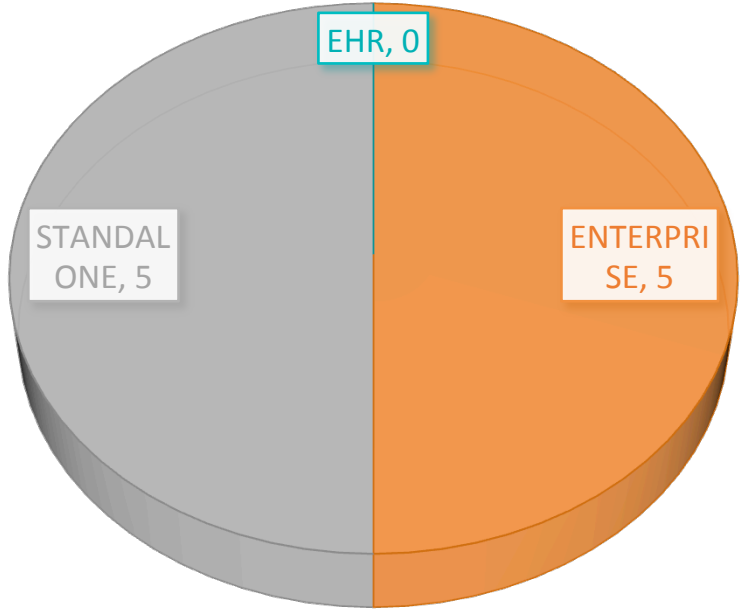
- Common requirements were researched and compiled, with feedback from eConsult grant recipients.
- 24 vendors identified with potential eConsult capabilities and issued a survey.
- 11 respondents provided feedback, including 1 vendor where a product match was not aligned.
- Vendor outreach ranged across following categories:
 - 5 EHR vendors of which 0 survey responses were provided.
 - 12 Stand-alone of which 5 survey responses were provided
 - 9 HIE / Enterprise solutions of which 5 survey responses were provided
 - 1 additional Enterprise solution responded but backed out due to not having sufficient functionality
 - 1 EHR vendor discussed a potential response with the project team but due to core functionality not being met, decided not to respond.

Vendor Survey

Surveys Sent



Survey Responses



■ Enterprise ■ EHR ■ Standalone ■

eConsult Vendor Conclusions

- Majority of vendors met over 90% of the common requirements with some differentiation associated with integration, eConsult distribution and management amongst standalone solution.
 - eConsult application integration/embedding with EMRs varies by vendor with some partnering with EHRs to become tightly embedded.
 - Some standalone solutions providing automation of consult allocation across Specialty panelists using response ratios, timeliness, quality and PCP feedback, reducing time and effort within the process for PCPs.
 - Some vendors offering network of Specialists as needed in addition to a local healthcare facility's Specialist panels.
- Due to lack of reimbursement initiatives for eConsult, some vendors lack sophistication related to billing and financial capabilities.
- HIE and Enterprise vendor offerings had eConsult as a component of larger package associated with care management.
- EHR vendors did not respond with general observation that while EHRs have capabilities within their own local database, external communications beyond use of DIRECT messaging creates limitations.
- EHRs currently do not offer the same level of functionality for eConsult off the shelf, as standalone and enterprise / HIE vendors. It is unknown as to whether this may change in the future.

Vendor Detail

Vendor Survey Response Summary

Vendor	Product/Service Description	Product Name	Solution Type	Single Sign On
American Well	Founded in 2007, American Well offers patients and providers access to complete telehealth services including immediate live video visits at any location.	Amwell	Enterprise	Yes
AristaMD	Founded in 2014, AristaMD provides eConsult solutions to eliminate unnecessary specialty visits and reduce the cost of care, increases quality of care and improve access to care.	Referral Intelligence Platform	Stand-alone	Yes
eCeptionist	Founded in 2004, eCeptionist enables clients to reduce costs and optimize healthcare services using tools such as referral management, eConsult and telehealth services.	eCeptionist Referral	Enterprise	Yes
MedUnison	Founded in 2000, Medunison provides Doc2Doc, helping to solve the challenges of the delivery of care facing most organizations today, ensuring collaborative communication throughout medical neighborhoods and enhancing access to specialty care in rural health settings.	DosSynergy Doc2Doc	Stand-alone	Yes
Orion Health	Founded over 23 years ago, Orion Health is on a mission to revolutionize the way healthcare is delivered. We believe that our software solutions, have the ability to give everyone healthier, happier and longer lives.	Orion Health Open Platform	HIE	Yes
Referral MD	Founded in 2011, ReferralMD's mission is to standardize referral network communications across the healthcare continuum to reduce costs, improve patient access to care, and increase quality for the communities they serve.	ReferralMD	Stand-alone	Yes
RubiconMD	Founded in 2012, RubiconMD is a population health management solution that connects primary care providers to networks of top specialists for quick e-consults, bringing appropriate specialty expertise into the primary care setting. These e-consults eliminate avoidable referrals, improve existing referrals and enhance the patient and physician experience.	RubiconMD Platform	Stand-alone	Yes
Safety Net Connect	Since 2007 SafetyNet Connect has provided a multitude of successful and nationally recognized web based healthcare solutions that serve the underserved and safety net populations.	eConsult	Stand-alone	Yes
Salesforce	Salesforce Health Cloud is setting a new standard for patient management software that goes beyond electronic medical records alone.	Health Cloud	Enterprise	Yes
Stella Technology	Founded in 2012, Stella Technology provides products and consulting services that enable clinicians and patients to 'exchange, coordinate and collaborate'. Careination provides eConsult functionality with seamless integration into existing technology ecosystems.	Careination	HIE	Yes

Systems Infrastructure

	ARCHITECTURE					PRIVACY & SECURITY				
	SaaS	Local Model	Bandwidth Reqs	Hardware Reqs	Software Reqs	Data Encryption	Secure Messaging	User Authentication	Audit Trail	Price Model
American Well	X		NONE	NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION PERPETUAL LIC (OPT)
AristaMD	X		NONE	NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
eCceptionist	X	X	NONE	Win 208 for client hosted model only	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
Medunison	X		>256kbps	Windows	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
Orion Health	X		NONE	NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
ReferralMD	X			NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
RubiconMD	X	X	NONE	NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
SafetyNet Connect	X		Recommend > 100kbps	NONE	BROWSER	YES	YES	YES	YES	SUBSCRIPTION
Salesforce	X		NONE	>2GB RAM; >100GB HDD	WIN7 OR NEWER BROWSER	YES	YES	YES	YES	SUBSCRIPTION
Stella Technology	X	X	NONE	CPU: 2 x 2GHz, RAM: 4GB, HD: 60GB; Database Server - CPU: 2 x 2GHz, RAM: 4GB, HD: 100GB,	OS: WIN2008 MS SQL 2008 R2 STD BROWSER	YES	YES	YES	YES	SUBSCRIPTION PERPETUAL LIC (OPT)

Core Functionality

	Patient ID Matching	Payer Data Transmission	Patient Search	Template Customization by Specialty	Message Urgency	Routing Rules Engine	Provider Status Change Notice	Clinical Guidelines	Pre-Authorization Routing	Billing Coding (EXCL. SUBMIT)	eConsult Decline / Redirect	Patient Inclusion
American Well	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	ROADMAP
AristaMD	YES	ROADMAP	YES	YES	YES	YES	YES	YES	YES	ROADMAP	YES	YES
eCeptionist	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO
Medunison	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO
Orion Health	YES AND EMPI	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO
ReferralMD	YES	YES	YES	YES	YES	ROADMAP	YES	YES	YES	YES	YES	NO
RubiconMD	YES	ROADMAP	*ROADMAP	YES	YES	YES	YES	NOT NEEDED	ROADMAP	ROADMAP	YES	NO
SafetyNet Connect	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	ROADMAP
Salesforce	YES	YES	-	-	YES	-	-	YES	YES	YES	YES	YES
Stella Technology	YES AND EMPI	YES	YES	YES	YES	YES	YES	YES	YES	ROADMAP	YES	YES

ROADMAP items represent features/functions that are in the vendor product roadmap for delivery within a short period of time, i.e. < 6 months.

* Search functionality being built but with production integration into EHR, no search is needed since Consults can be created against patient during chart view.

Integration

	SYSTEMS INTEGRATION			TREATMENT HISTORY DATA					SCHEDULING	SPECIALIST ACCESS
	EHR / HIE	Data Format Supported	Single Sign On	Demographics	Medications	Orders / Results Data	Document Uploads To PCP (incl. Imaging)	Clinical Documentation	Appointment Linkage	Maintains Specialist Network
American Well	YES	HL7, CCD, CCDA, API	YES	YES	YES	YES	YES	YES	YES	YES
AristaMD	YES – API	API	YES	YES	YES	YES	NO	YES	ROADMAP	YES
eCeptionist	YES	HL7	YES	YES	YES	YES	YES	YES	OPTIONAL	NO
Medunison	YES	HL7 2.X	YES	YES	YES	YES	YES	YES	YES	NO
Orion Health	YES	HL7, CCD, CCDA, API	YES	YES	YES	YES	YES	YES	YES	NO
ReferralMD	YES	HL7, LDAP, XML	YES	YES	YES	YES	YES	YES	ROADMAP	NO
RubiconMD	YES	HL7 & API	YES	YES	YES	YES	ROADMAP	YES	ROADMAP	YES
SafetyNet Connect	YES	VARIOUS	YES	YES	YES	YES	YES	YES	YES ON REQUEST	YES
Salesforce	YES	HL7	YES	YES	YES	YES	YES	YES	YES ON REQUEST	NO
Stella Technology	YES	HL7 2.X, CCD, CCDA AND OTHERS	YES	YES	YES	YES	YES	YES	YES	NO

Questions

Reporting

	ACTIVITY REPORTS	PROCESS MEASURE REPORTS	ECONSULT BACKLOG REPORTS	FINANCIAL REPORTING	DATA EXPORTS FOR 3 RD PARTY BI TOOLS	AD HOC REPORTING FOR END USERS
American Well	YES	YES	YES	YES	YES	YES
AristaMD	YES	YES	YES	ROADMAP	YES	YES
eCptionist	YES	YES	YES	OPTIONAL	OPTIONAL	YES
Medunison	YES	YES	YES	YES	YES	YES
Orion Health	YES	YES	YES	ROADMAP	YES	YES
ReferralMD	YES	YES	YES	YES	YES	YES
RubiconMD	YES	YES	NOT NEEDED	ROADMAP	YES	ROADMAP
SafetyNet Connect	YES	YES	YES	ROADMAP	YES	YES
Salesforce	YES	YES	YES	YES	YES	YES
Stella Technology	YES	YES	YES	ROADMAP	YES	YES

Services and Support

	IMPLEMENTATION SERVICES							TRAINING SERVICES					TIMELINE
	Project Mgmt	Requirements Gathering	System Setup	Integration with EHR	Testing	Training	Go-Live Support	In-Person Instructor Led	Live Webinar	Recorded Webinar	Online Training	Knowledge Base	TYPICAL PROJECT LENGTH
American Well	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	90-120 DAYS
AristaMD	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	60 – 90 DAYS
eCceptionist	YES	YES	YES	YES	YES	YES	YES	eCceptionist prefers live training with knowledge base access post implementation					40 – 60 DAYS
Medunison	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	120 – 365 DAYS
Orion Health	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	90 – 120 DAYS
ReferralMD	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	7 – 30 DAYS
RubiconMD	YES	YES	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES	45 DAYS + 30 MIN / 50 STAFF
SafetyNet Connect	TAILOR SERVICES PER CLIENT												90 – 120 DAYS
Salesforce	TAILOR SERVICES PER CLIENT												VARY BY CLIENT
Stella Technology	TAILOR SERVICES PER CLIENT												30 – 60 DAYS

Demonstration-Based Notable Characteristics

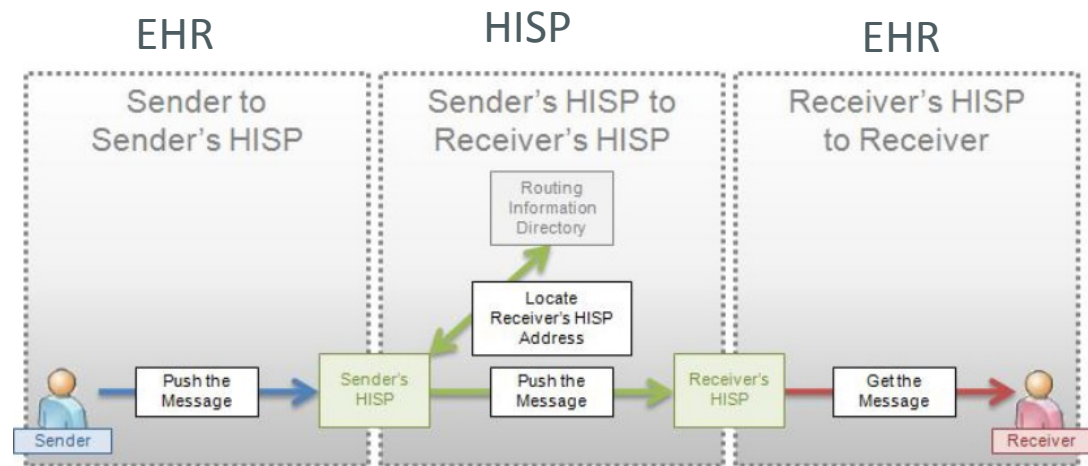
	COMMENT 1	COMMENT 2	COMMENT 3
American Well	Combines specialist panels as needed, providing scale and rapid turnaround times.	eConsult is part of a broader consumer healthcare product offering various interactions between providers and patients.	
AristaMD	Allows for patient communications upon approval by the PCP	Can combine local Specialist panels within the client environment and supplement with additional Specialist panel as needed	Licensed guidelines from UCSF available within product.
eCeptionist	Part of a broader telehealth solution with video capabilities based on modules selected		
Medunison	Excellent capabilities to transition between consults and referrals. Easy to use.	Detailed workflow processed incorporated into the product.	
Orion Health	NO DEMONSTRATION		
ReferralMD	User interface and messaging management offers easy to use solution		
RubiconMD	Excellent use of algorithms that reduces potential for lag due to allocation of eConsults to a pool of Specialists provider either by RubiconMD and/or the Customer	Use of ratings and response quality helps align Specialists used against PCP requirements	Can combine local Specialist panels within the client environment and supplement with additional Specialist panel as needed.
SafetyNet Connect	Using partnership with Telemed2u to provide supplemental access to Specialty network	Good use of guidelines and rules to prompt users through process of consult generation	
Salesforce	NO DEMONSTRATION		
Stella Technology	Consult capability embedded within an excellent care management platform rather than standalone.	Robust HIE integration and care team-based messaging capabilities, in addition to incorporating further specialists as needed.	

EHR Work-Around Option

No EHRs responded to the survey based on being able to meet the eConsult requirements. However using the DIRECT messaging protocol, a stopgap option for EHR users can be met.

Challenges

- Both sender and recipient MUST have a DIRECT Address
- CCD attachment capability in messaging provides a long history of patient information, often too much for a consult.
- No tracking capability since response messaging does not automatically reconcile with requested consults making management and reporting a manual and time consuming task.



The Direct Project Abstract Model

Source: Direct Project Overview 2010

Questions

Appendix 1

Vendor Profiles

American Well

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based - Boston, MA In business 9 years 200+ staff > 25 million patients using product Product online since 2007 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription and Perpetual License models available based on client and types of services selected 	<ul style="list-style-type: none"> Bi-directional API integration with EMR/EHR, including but not limited to clinical data (medications, medical claims history, biometrics, gaps in care, etc.) as well as eligibility and scheduling information real-time EDI interfaces for integration with 3rd parties (APIs) 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Amwell or White Labeled 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR Payer data transmission enabled Message customization by specialty Message urgency flagging Rules engine for consult distribution Single sign-on supported Specialty Provider search and status changes Guidelines embedding Treatment History information enabled Problem/Response template customization by Specialty Pre-authorization checking Billing coding 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support by employed staff Updates on a scheduled basis 			<ul style="list-style-type: none"> Any computer, mobile device, telephone, or American Well Kiosk No specific bandwidth considerations unless deploying to a kiosk based setting
REPORTING & ANALYTICS		NOTABLE CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Activity reporting by specialty Ad hoc reporting Process measures Billing code reports Data warehouse exporting 			

AristaMD

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – La Jolla, CA In business 1.5 years 17 staff, 15 consultants (plus contracted specialists) > 250 users Product online since February 2015 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription pricing model. 	<ul style="list-style-type: none"> EHR and HIE integration using open APIs using JSON, HL7 or direct messaging. Partnership with experienced integration platform companies to expedite implementation of interoperable solution. Integration includes: Demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client EHR. 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Referral Intelligence Platform 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Message urgency flagging Message customization by specialty Rules Engine for consult distribution Single Sign On 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT	<ul style="list-style-type: none"> Specialty Provider search and status changes Guidelines embedding Provider Treatment History information enabled Problem / Response template customization by Specialty Pre-authorization checking Patient communications w/ PCP approval. 		HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support using employed staff Monthly product updates 			<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access. No specific bandwidth considerations.
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Activity reporting by specialty Ad hoc reporting Process measures Data warehouse exporting 		<ul style="list-style-type: none"> Patient communications available upon approval from PCP. Assignment of consultations performed using algorithms reducing effort by PCPs. Availability of AristaMD specialist panel to answer consults Client can use AristaMD specialists, their own specialists or both 	

eCeptionist

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – Houston, TX In business 14 years 40 staff > 30 clients Product online since 2006 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Client hosted option Subscription pricing model. 	<ul style="list-style-type: none"> Supports HL7 feed. Partly dependent on EMR/EHR capability to push data feed. Patient data, medication, lab results, other PHI as supported by HL7) Integrated with Meditech, Allscripts, Cerner, Epic, iSoft, Orion Health Portal, IDX, McKesson, GE, Egate, Eclipsys, Profiler, DEERS (US Military), Orion Rhapsody, and Client’s Custom built systems Integration includes: Demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client EHR. 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Triage & Referral Management 	<ul style="list-style-type: none"> Rules Engine for consult distribution Single Sign On (EHR dependent) 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission available Message urgency flagging Message customization by specialty 		HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, knowledge base available 7 to 7 business hours support using employed staff 2 major updates per year with client notification 30 days in advance 			<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access. No specific software requirements for SaaS model No specific bandwidth considerations. Client hosted model requires Win Server 2008 or greater
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Activity reporting by specialty Ad hoc reporting 		<ul style="list-style-type: none"> Billing code reports (not out of box) Process measures Data warehouse exporting (not out of box) 	

MedUnison

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – Oklahoma City, OK Founded in 2000 Undisclosed number of staff Undisclosed number of users eConsult product online since 2001 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription pricing model 	<ul style="list-style-type: none"> Interface points between Doc2Doc™ and existing EHRs can be as complex as full patient data load, order entry, and referral status updates or as simple as manual creation of the referral in Doc2Doc™ along with attached CCDs or PDFs from the EHR Integration includes: demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client EHR 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> DocSynergy™ Doc2Doc™ 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Guidelines embedding Pre-authorization checking Centralized specialty routing facilitated 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT	<ul style="list-style-type: none"> Payer data transmission enabled Decline/Redirect enabled Billing coding Problem/Response template customization by Specialty 		HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support using employed staff Monthly updates with 2x per year major releases 	<ul style="list-style-type: none"> Message customization by specialty Message urgency flagging Provider Treatment History information enabled Appointment linkage for in-person visits Rules Engine for consult distribution, transition to referral Patient communications w/ PCP approval Specialty Provider search and status changes Single sign-on 		<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access No specific bandwidth considerations
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty Backlog reporting Financial reporting Ad hoc reporting Data exporting for 3d party analytics/ reporting 			

Orion Health

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – Santa Monica, CA Founded in 1992 1200 employees Several large national clients eConsult product online since 2005 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Perpetual license; moving to subscription pricing model in 2015. 	<ul style="list-style-type: none"> Integration for EHR and HIE includes: Wide variety of payer and clinical data - acquired and stored in the application; messaged based, demographics, encounters, medications, immunizations, problems, procedures, PCP history, visit history, eligibility, diagnosis Uses HL7, CCD, CCDA, API Includes imaging data, orders & results 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Orion Health Open Platform 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission enabled Message customization by specialty Message urgency flagging Provider Treatment History information enabled Rules engine for consult distribution Specialty Provider search and status changes 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24-7 support using employed staff Updates provided on a continuous delivery basis 	<ul style="list-style-type: none"> Guidelines embedding Pre-authorization checking Centralized specialty routing facilitated. Decline/Redirect enabled Problem/Response template customization by Specialty Patient communications w/PCP approval Appointment linkage for in-person visits PCP and Specialist document upload Single sign-on 		<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access No specific bandwidth considerations
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty 		<ul style="list-style-type: none"> Backlog reporting Ad hoc reporting Data exporting for 3d party analytics/reporting 	

ReferralMD

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – San Francisco, CA Founded in 2011 eConsult product online since 2013 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription pricing model 	<ul style="list-style-type: none"> Integration for EHR and HIE includes: demographics, encounters, medications, immunizations, problems, procedures, PCP history, visit history, eligibility, diagnosis Uses API, HL7, LDAP, XML Includes imaging data, orders & results 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> ReferralMD 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission enabled Message customization by specialty Message urgency flagging Provider Treatment History information enabled Roadmap item - Rules Engine for consult distribution Specialty Provider search and status changes E-Consultation (Pre-referral communication with specialist) 		<ul style="list-style-type: none"> User authentication HIPAA secure messaging Data encryption
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/ EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24-7 support using employed staff Updates provided bi-weekly with no downtime 	<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access. No specific bandwidth considerations. 		
REPORTING & ANALYTICS		NOTABLE CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty Referral trend reporting Backlog reporting Ad hoc reporting Data exporting for 3d party analytics/reporting 		<ul style="list-style-type: none"> Glendale MRI Texas Institute of Neurological Disorders 	

RubiconMD

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – New York, NY Founded in 2013 9 employees 24 clients online eConsult product online since 2014 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted with client hosted offering available Subscription pricing model 	<ul style="list-style-type: none"> Integration includes: demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client EHR Uses HL7 and has integrated directly with APIs 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> RubiconMD Platform 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Embeds into EHR with seamless integration Roadmap item - Payer data transmission enabled Message customization by specialty Roadmap - Message urgency flagging Provider Treatment History information enabled Rules engine for consult distribution Specialty Provider search and status changes not required 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Online training 24 – 7 support using employed staff Monthly updates 	<ul style="list-style-type: none"> Guidelines embedding Roadmap - Pre-authorization checking Decline/Redirect enabled Roadmap - Billing coding Problem/Response template customization by Specialty Patient communications w/PCP approval Single sign-on Algorithms reduce turnaround time and allocation of eConsults to specialists Company-supplied specialist panels, reducing need for urgent requests and backlog 		<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access No specific bandwidth considerations
REPORTING & ANALYTICS			NOTABLE CLIENTS/TESTIMONIALS
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty Admin function 	<ul style="list-style-type: none"> Backlog reporting not required Roadmap - financial reporting Roadmap - Ad hoc reporting Data exports 		<ul style="list-style-type: none"> “In general, the quality of the RubiconMD responses exceeds those I get over the phone or via referral process.” “Answered a VERY difficult question using clear logic. [RubiconMD] will affect my management of this issue going forward. “

SafetyNet Connect

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – Newport Beach, CA Founded in 2009 20 employees 8 clients eConsult product online since June 2009 Deployed Across the 2nd largest health system in the US Over 500,000 consults/referrals 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription pricing model. 	<ul style="list-style-type: none"> ONC DIRECT enabled. Integration includes: demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client HER Industry Standard Formats (HL7, 834, 837) and Custom Data feeds Experience with Cerner specifically noted 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> eConsult 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission enabled Message customization by specialty Message urgency flagging Provider Treatment History information enabled Rules Engine for consult distribution Specialty Provider search and status changes Specialty network Guidelines embedding 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption HIPAA Compliant 164.308 to 164.314 Standards PCI-DSS Compliant (RI3PA program) SOC2 Compliant
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Implementation Services tailored by client but may include Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support using employed staff Updates performed on scheduled basis 			<ul style="list-style-type: none"> PC Config: 1.0 GHz or faster, > 2GB RAM, HDD 100GB+; Graphics Card; Windows 7 OS (or better); Ethernet Cards 10/100/1000 Mbps . MAC Reqs available Bandwidth Minimum of download/upload speed of 40kbps/40kbp
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Tableau Dashboard - Real Time Analytics Process measures Activity reporting by specialty Backlog reporting Ad hoc reporting provided on request Data exporting for 3d party analytics/reporting Data Mart 		<p>Mitch Katz, MD The Director of DHS Los Angeles County, “For our patients, it means better access to specialty care often without having to travel. For our primary care providers, it means a rapid and direct communication with the specialist and updates on the best way to treat difficult problems. For our specialists, it means seeing the patients for whom they can add the most value. eConsult is also an important initiative because it encompasses all of DHS as well as our Community Partners.”</p>	

Salesforce

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – San Francisco, CA Founded in 2000 18,000 employees Undisclosed number of users 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted Subscription pricing model. 	<ul style="list-style-type: none"> Can Integrate any EHR data: demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics; based on client needs and capabilities of client EHR Uses HL7 and other formats Noted EPIC and Cerner as two of many systems integrated with 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Service Cloud or Health Cloud 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission enabled Message customization by specialty Message urgency flagging Provider Treatment History information enabled Rules Engine for consult distribution Specialty Provider search and status changes Guidelines embedding 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption (optional)
SERVICE & SUPPORT			HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support using employed staff 3 releases per year 	<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access. No specific bandwidth considerations 		
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty Backlog reporting Financial reporting Ad hoc reporting Data exporting for 3d party analytics/reporting 			

Stella Technology

COMPANY INFORMATION	PRODUCT & LICENSING MODEL	DATA INTEGRATION	
<ul style="list-style-type: none"> Based – San Jose, CA Founded in 2012 35 employees 3 clients live on product Product online since 2011 	<ul style="list-style-type: none"> SaaS - Cloud-based, vendor hosted with client hosted model available Subscription pricing model 	<ul style="list-style-type: none"> Integration includes: demographics, medications, allergies, chronic conditions, labs, radiology results, other diagnostics. SSO for front-end integration with EMR/HIE systems. Designed for seamless integration with payer or provider’s existing ecosystem. Uses HL7 v2, CCD/CCDA, Direct and other proprietary/batch formats Reported Mirth, Siemens, NextGen, IDX specifically; with full integration with a community, regional HIE is under implementation 	
PRODUCT NAME	CORE FEATURES		SECURITY & PRIVACY
<ul style="list-style-type: none"> Caredination 	<ul style="list-style-type: none"> Supports universal patient ID (searchable) with EHR integration Payer data transmission enabled Message customization by specialty Message urgency flagging Provider Treatment History information enabled Rules Engine for consult distribution Specialty Provider search and status changes (filter by payer accepted, geographic location, etc.) Guidelines embedding and eConsult documentation requirements 		<ul style="list-style-type: none"> User authentication Secure messaging Data encryption
SERVICE & SUPPORT	<ul style="list-style-type: none"> Pre-authorization checking Centralized specialty routing facilitated Decline/Redirect enabled Roadmap - Billing coding Problem/Response template customization by Specialty Documentation, e.g. care plans (via templates) Care and task management features Appointment linkage for in-person visits Bi-Directional Patient communications w/PCP approval Single sign-on 		HARDWARE / SOFTWARE REQUIREMENTS
<ul style="list-style-type: none"> Best Practices guidelines offered during implementation and knowledge base offered Project Management, Requirements Gathering, System Setup, Integration with Existing EMR/EHR, Testing, Training, Go-Live Support Training: In-person instructor-led, Live webinar, Recorded webinar, Online training 24 – 7 support using employed staff Updates performed at client request 			<ul style="list-style-type: none"> Any computer, mobile device, telephone supporting browser access No specific bandwidth considerations Client hosted model has server requirements
REPORTING & ANALYTICS		NOTABLE OBSERVATIONS OR CLIENTS/TESTIMONIALS	
<ul style="list-style-type: none"> Audit reporting Process measures Activity reporting by specialty Backlog reporting Roadmap - Financial reporting Ad hoc reporting Data exporting for 3d party analytics/reporting 			

Appendix II

Survey Distribution List

Vendor Survey Distribution List

VENDOR	COMMENTS
Accelare	Responded - No product fit
Allscripts	Contact with vendor – no survey response
American Well	Responded
AristaMD	Responded
ARW – Cozeva	No response - Contact but no vendor follow through
CareNation	No response from vendor
Cerner	No response from vendor
Cognosante	No response – solution would be custom
CurbsideMDLive	No response from vendor
eCeptionist	Response Pending week of 12/17/2015
eClinicalWorks	No response from vendor
EPIC	No response
Medicity	No response from vendor

VENDOR	COMMENTS
MedUnison	Responded
MedWeb	No response from vendor
NextGen	Acknowledged but no direct product fit without customization
Oracle	No response from vendor
Orion Health	Responded
Referral MD	Responded
RubiconMD	Responded
Safety Net Connect	Responded
Salesforce	Responded
Stella Technology	Responded
Streamlined Medical Solutions	No response from vendor