

ECONSULT MATRIX - [VENDOR NAME]

	ITEM	DESCRIPTION
COMPANY INFORMATION	YEARS IN BUSINESS	Number of years the company has been in business.
	MAIN CONTACT	Main Contact for purposes of this response and eConsult related information
	PHONE	Business phone number for main contact
	EMAIL	Business email for main contact
	LOCATION	City, State and Zipcode of business headquarters
	# OF EMPLOYEES	Number of staff at company
	# OF CLIENTS LIVE ON PRODUCT	Number of customers using the eConsult product in a live environment today.
	REFERENCE CLIENTS	List 2 reference clients. No outreach to those clients will be performed without prior discussion with main contact at your business.
	LICENSING TYPE	Is the product offered with a subscription or perpetual license model?
	PRODUCT MATURITY (IN YEARS)	How long has the product been available in the market?
ARCHITECTURE	PRODUCT MODEL	Is the product a cloud based solution or client service model
	BANDWIDTH REQUIREMENTS	What, if any bandwidth considerations must facilities take into account with the use of the solution?
	HARDWARE REQUIREMENTS	Does the product have specific hardware requirements for either servers, PCs or mobile devices.
	SOFTWARE REQUIREMENTS	Does the product have any software requirements. E.g. 3rd party tools or plug-ins.
PRIVACY & SECURITY	DATA STORAGE ENCRYPTION	Is stored data encrypted?
	HIPAA COMPLIANT SECURE MESSAGING	Are messages securely transmitted?
	USER AUTHENTICATION	Does the application require user authentication?
	AUDIT REPORTING	Does the product provide access audit reporting?
	CLIENT GUIDELINES	Do you provide policy guidelines to clients during implementation?
	PATIENT SEARCH CAPABILITY	Does the product offer a patient search capability?
ECONSULT CORE	SPECIALTY CUSTOMIZATION	Does the product offer message customization by specialty?
	TREATMENT HISTORY INFORMATION	Do provider have to manually enter treatment history information within the eConsult request?
	PATIENT PROBLEM STATEMENT CUSTOMIZATION	Can PCPs customize what information is provided in eConsult requests?
	RESPONSES ASSOCIATED WITH VIRTUAL CONSULTATION	Are specialist responses customizable?
	SPECIALIST PROVIDER DIRECTORY	Does the product provide an updateable specialist directory?
	SPECIALIST SEARCH CAPABILITY	Does the product provide specialty provider search by facility, by specialty, by name?

eCONSULT CORE FUNCTIONALITY	PROVIDER STATUS CHANGE NOTIFICATIONS	Does the solution offer specialty provider status changes in order to inform PCPs of specialist availability, etc?
	REFERRAL CRITERIA AND DECISION SUPPORT EMBEDDED	In the event the eConsult requires escalation to a referral, does the solution provide automated guidance associated with the referral process?
	RULES ENGINE CAPABILITY	Does the solution offer an automated rules engine that will broker requests to Specialists? Does the rules engine provide automated capabilities associated with referral management?
	BILLING COMPONENT	Is there a capability built into the solution that offers coding for billing purposes?
	CENTRALIZED CONSULT SERVICES	Does the product facilitate instances where a centralized consult service center is provided instead of specific specialist providers?
	eCONSULT DECLINE PROCESS & REDIRECT	Does the product provide the ability for Specialists to decline and/or redirect requests from PCPs?
	ANALYTICS / REPORTING	ACTIVITY REPORTING (BY SPECIALTY)
BACKLOG REPORTING (BY SPECIALTY)		Does the product offer backlog / queue reporting?
FINANCIAL REPORTING		Does the product provide reporting associated with codes for billing purposes?
DATA EXPORT TO 3RD PARTY TOOLS		Does any data export capability exist, for example for use with data warehousing within large facilities?
AD HOC REPORTING BY USER / PERMISSION TYPE		Does the product provide ad hoc reporting capabilities?
INTEGRATION	EXTERNAL SYSTEM INTEGRATION	Does the eConsult solution provide integration with external systems such as EHR and HIE?
	DATA INTEGRATION FORMATS	What data formats are commonly used for integration with 3rd party systems?
	INTEGRATION EXPERIENCE	Please note what systems the eConsult solution has integrated with (EHR, HIE, OTHER) Are patient demographics imported into the solution and/or provides ongoing linkage between solution and EHR?
	PATIENT DEMOGRAPHICS IMPORT	Are patient demographics imported into the solution and/or provides ongoing linkage between solution and EHR?
	CLINICAL DOCUMENTATION	Does the solution offer the ability to store and forward clinical documentation from an EHR?
	IMAGING DATA	Does the solution offer the ability to attach images?
	ORDERS AND RESULTS DATA	Can orders and results data from the EHR be attached to eConsult requests?
	SINGLE SIGN ON	Does the solution offer single sign on capability from within EHR or other solutions?
	DOCUMENTATION UPLOAD TO PCP	Does the solution provide documentation upload to PCP in the event the Specialist has a face to face with the patient?
	APPOINTMENT LINKAGE (CURRENT AND FUTURE APPTS)	Does appointment linkage with the Specialist exist in order for the PCP office to identify and confirm an appointment date for a face to face with the Specialist?
PROJECT MANAGEMENT METHODOLOGY	Describe the project management process.	
IMPLEMENTATION SERVICES	What services are covered within the implementation process?	

	TRAINING OFFERED	How is training administered?
SERVICES	ONLINE LEARNING TOOLS	Does the solution offer online learning for refresher training or new employee onboarding?
	TYPICAL PROJECT DURATION	What is the typical implementation timeline?
	CLIENT RESOURCES REQUIRED	What are the recommended staff required by a client organization? Do you provide estimated time commitments based on timeline?
	STAGING ENVIRONMENT PROVIDED	Is a staging environment employed for testing purposes?
	WBS SAMPLE SUPPLIED	Please supply a sample project work breakdown structure.
	SUPPORT AVAILABILITY	Is support offered 24-7? If not, please describe support availability.
SUPPORT	SUPPORT PROVIDER	Is customer support offered by employed staff and not an outsourced service center?
	SUPPORT RESPONSE TIME	What is the response time offered for support cases?
	PRODUCT UPDATE FRQUENCY	How often is the product updated and what notification is provided to customers?
	CLIENT NOTIFICATION AND TRAINING OF PRODUCT UPDATES	What training and release notification is offered to clients for product updates?
	CUSTOMER KNOWLEDGE BASE AVAILABLE	Is there a client knowledge base for self service support items?

