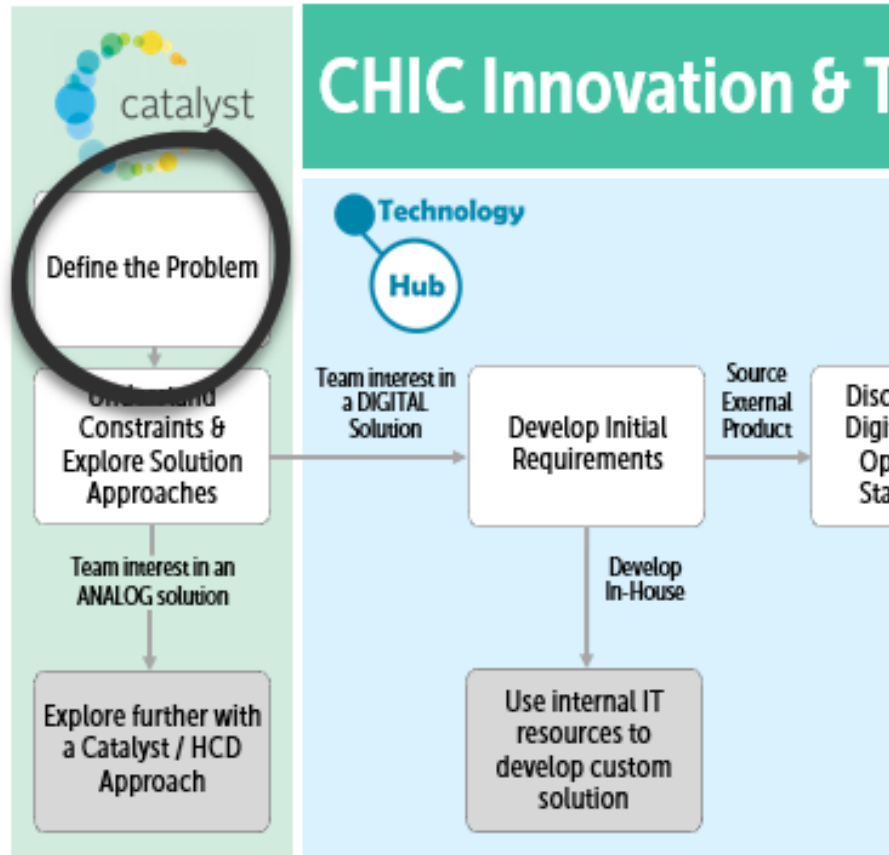# CHIC Spotlight: Jefferson Center

- Jefferson Center for Mental Health's journey

Jefferson Center Telehealth

PROBLEM STATEMENT

Providing more timely (initial appointment within 24 hours, established patients immediate care) **and convenient access to services** (ultimately to include fully integrated cradle to grave services including subspecialty services and social services) **via telehealth** (video component required) **in real time where needed, when needed,** depending on clinical capability and patient preferences.

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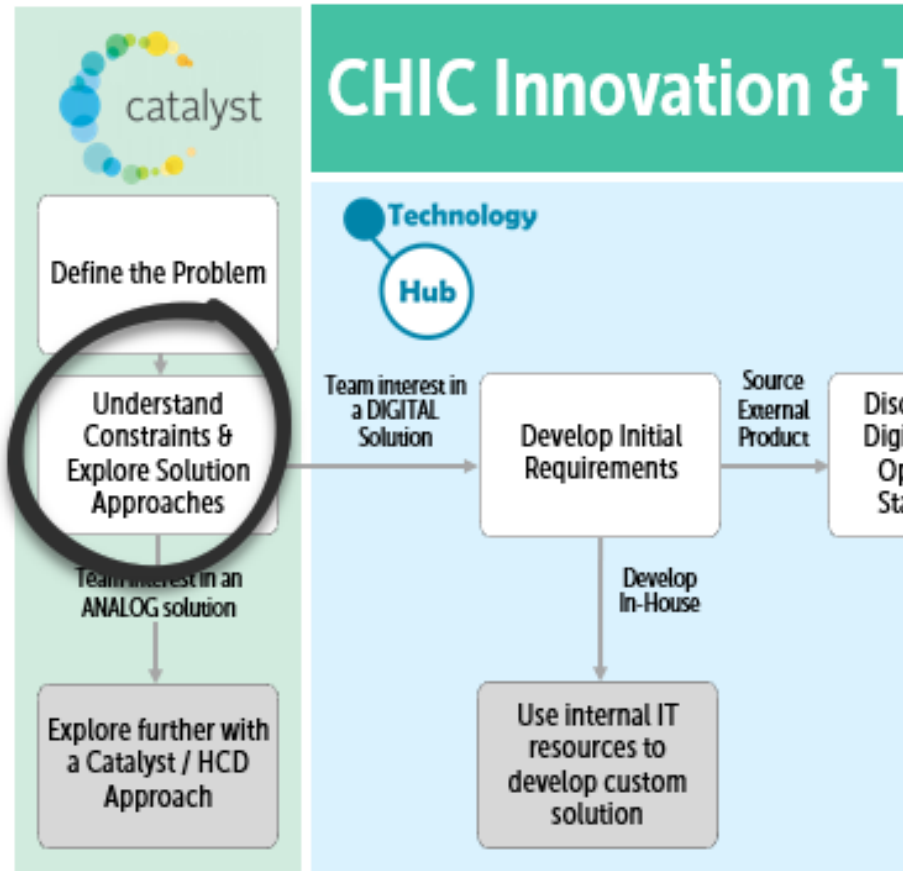
Vendor organization background and experience

1. Please describe the portfolio of services that you are prepared to offer to healthcare provider organizations including, but not limited to; software, hardware, services and training.

2. Describe how your technology platform has been deployed to support mental/behavioral health, ambulance/EMS, ER/hospital, home care, and outpatient service lines.

3. Please describe your experience in supporting mental health services.

4. Please indicate the number of years your company has providing this service/application.

5. Please indicate the number of customers using this service/application.

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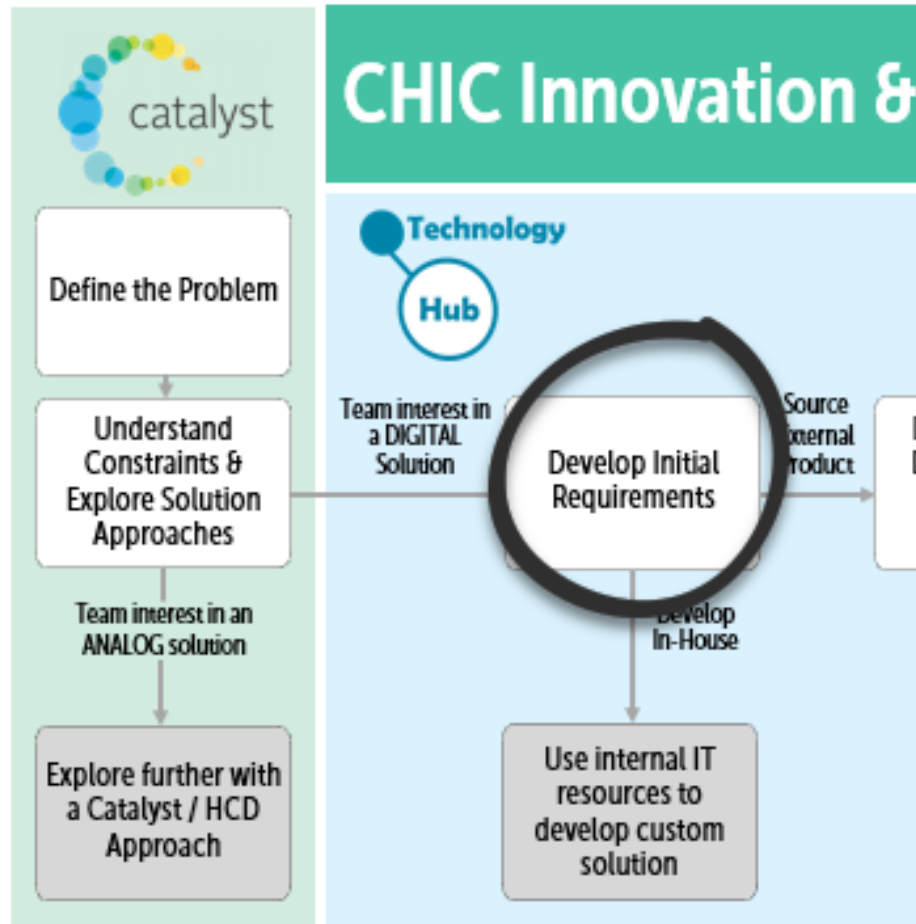
Business requirements

1. Describe your platform pricing model.

2. Describe how cellular connectivity cost might be embedded in the cost of platform utilization if necessary.

3. Describe how end user support is provided to patient clients, operating staff and clinical staff.

4. Detail what your proposed total annual cost might be for 50 users.

5. If there is a patient co-pay or other patient payments associated with a particular visit, describe how you have integrated payment processing into the platform.

Functional requirements

1. How does the platform support voice-only, video with voice, and text only sessions?
2. Does the platform support the following visit/session types: provider/clinician to patient; provider/clinician to provider/clinician; multiple-party conferencing (care team)? If so, how?
3. How does the platform handle recording and/or archiving of sessions?
4. Describe in some detail both the patient and clinician user interface.
5. Does the platform include a client portal? If yes, what services are provided through this portal?
6. Can the platform integrate with an existing organizational client portal? If so, how?
7. Describe how the platform supports connecting a client to one or more clinicians.
8. Describe how you are prepared to support access in rural and mountain areas that might face high bandwidth connectivity challenges.
9. Detail your actual latency and response rates for areas with low band width challenges.
10. Detail your actual latency and response rates for high band width areas.
11. Describe your experience interfacing/integrating with MyAvatar and HealthCrowd, two of our legacy systems.
12. Describe how our community partners will be able to connect to the platform when in the field.
13. Describe how your platform is capable of supporting our client intake and set up work flow.

Technical requirements

1. List the electronic health record platforms that you have currently integrated into. Describe how you have integrated/interfaced with each.
2. Describe how your integration to scheduling and calendars works.
3. Do you supply open APIs for our in-house use?
4. What are the client requirements for hardware and software to install and use your platform?
5. Is your platform deployed in the cloud as a service or in our local facility?
6. Describe your HIPAA compliance process.
7. Describe your PCI DSS compliance process.
8. Do you have an objection to using our Business Associate Agreement?
9. Describe the encryption that is native to your platform.
10. Does your platform provide for role-based access security control? If so, how? If not, how does it implement user access security?
11. Describe the network connectivity options.
12. What extra equipment might be required to use your platform?
13. Describe how you handle packet loss, latency and other connectivity issues.
14. Are you willing to implement JCMH security, privacy and compliance policies?