

CHECKLIST

Digital health management vendors

How do members and staff access the platform? (i.e. hardware, software, mobile app, web portal/ dashboard)

Are we able to maintain ownership and branding of the platform, or will you (the vendor) have control of branding and member relationships?

How will your (vendor's) organization assist with solution implementation and operations management during this time?

What does your onboarding process look like for staff and for members? How long does onboarding last?

Will you help us attract members to the platform? Can you show us an example of how you've worked with other customers in the past?

What are your KPIs for member engagement? How do you know if your platform is improving member experience and care outcomes?

Do you measure staff efficiency? What kind of feedback do you solicit from care teams?

Which conditions does your platform serve? How do you support members with multimorbidities?

Can we customize the services we offer to members using the app?

Do you offer app content in multiple languages? If so, which ones?

Are you interested to see how Wellframe's solution measures up?

Request a consultation at wellframe.com/request-a-consultation/.