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| Director of Telehealth Healthcare SystemJeremy Maynor David Gaynes VP Telehealth Product UHS |
| Responsibilities* Responsible for telehealth
* Building out telehealth applications for behavioral health
* Works with colleagues who work with other service lines
* Evaluating tools
* Been using zoom but it’s challenging
* Wants to make it easy to get patients onboarded
* Looking at zoom, Amwell
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| Role in Buying Process* Champions
* Find, evaluate and recommend to leadership
* Influencers:
	+ Clinical team members
	+ Care coordinators
	+ Therapists
* Budget Owner
	+ Not sure
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| Key Questions that Jeremy needsSolution* Are you use easy to use?
* How do you integrate into workflows?
* How do you handle handoffs?
* How do you manage groups?
* What type of reporting do you provide?

Integration* How do you integrate into EMRs?
* We are building out our own product, how would you support them?
* Do you integrate with hardware? E.g. COWs.
* Can you help us consolidate applications?
* What kind of support do you offer?

Strategy* We are facing reduction in video visits, loss of revenue due to COVID, how will this help?
* Can we grow/scale our uses?
* How do we expand this?
* Do you white label? Can we brand it for ourselves?
* How has this helped customers improve patient experience?

Pricing and Purchasing* Can we get a demo account?
* How do you charge for this?
* How do fees ramp up?

Company* How do you define virtual care?
* How long have you guys been around? Where have you been?
* Is this too good to be true?
* Who are your customers?
* Are you in Cerner app Store /Epic Orchard? If not why?

Implementation* How is this implemented? How much resource is required from us? How much do you do?
* How long to implement?
* How do we move on from existing contract? How do we transition?
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