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| Director of Telehealth Healthcare System Jeremy 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 |
| 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? |