Remote Patient Monitoring Product and Vendor Evaluation

TEXAS MEDICAL ASSOCIATION
Health Information Technology
Physicians Caring for Texans

Remote patient monitoring (RPM) products can capture and record patient physiologic data. Data can then be self-reported to the clinician or transmitted securely to the practice or a care team for monitoring. As digital tools flood the marketplace, it is important to assess the products to ensure patients' needs are safely met and the physician and care team receive secure, reliable data. TMA created this RPM evaluation tool to help Texas physicians assess and select RPM products and vendors.

COMPANY INFORMATION	
Company name	
Address	
Company contact	
Website	
Product name and version	
How long has the company been in business?	
How many employees does the company have?	
How long has the product been offered?	
Does the product comply with federal (HIPAA) and state privacy and security requirements?	
Is the company involved in any litigation with a customer?	
How many Texas physicians currently use the product? How many are new within the past year?	
How many physicians nationwide use the product?	
Is the company or product endorsed by any medical societies?	
Which health plans (if any) is the company affiliated with? And, how do those affiliations impact the business model?	
Please provide any case studies and/or peer-reviewed research related to the product.	

PRICING	
Is the product typically purchased or leased?	
If purchased, what is the product cost?	
If leased, what is the monthly fee?	
What is the cost to the practice to set up data transmission and analytics?	
If training is needed for users (care team and/or patient), what are the costs?	
Is there an ongoing cost for data transmission?	

Remote Patient Monitoring Product and Vendor Evaluation *(continued)*

FUNCTIONALITY	
What are the technical requirements to use the product?	
Does the product integrate with electronic health records? If so, which ones? What is the cost?	
Is any protected health information stored on the device?	
Do any insurance plans pay for the patient's use of the product?	
Do any insurance plans pay for patient monitoring with this product?	
Does the company offer any monitoring services? If so, how is the information triaged, and how does pertinent or priority information get to the physician?	
What devices are compatible with the product (e.g., smart watches or phones)?	
What equipment is necessary for the practice to use the product?	
What are the equipment and technical requirements for patient use?	
What upload and download internet speeds are necessary for optimal product performance?	
If data are stored on the device, what are the storage capabilities?	
How is the product's calibration tested?	

TRAINING, SUPPORT, AND MAINTENANCE	
Does the company have technical support for patients? If so, what are the hours of operation?	
Does the company deliver and set up the equipment at the patient's home and teach the patient how to use the equipment?	
Does the company have technical support for physicians? If so, what are the hours of operation?	
Does the company provide patient instructions in multiple languages? If so, please provide a list of languages.	
Does the company replace at no cost any equipment with technical failure?	
Is the company's tech support outsourced? If so, is it U.S.-based or foreign?	