

Functionality/Usability	Priority	
<b>Functionality: General</b>		
product?		
records (EHRs)? If so, which ones? What is the cost?		
practice (to include the practice logo, forms, etc.)?		
How are patient profiles created in the platform?		
Does the product have an analytics dashboard?		
What is the frequency and depth of upgrades?		
What devices are compatible with the product?		
operation? (IOS, Android)		
Secure text; Voice and video chat; Group chat;		
and estimated response times?		
<b>Functionality: Telehealth</b>		
room, ondemand, etc)?		
information to staff, other physicians, etc. via e-mail,		
the patient can complete prior to the appointment and if		
Is there any scheduling capabilities for the platform?		
video visits?		
Is there any automation and care coordination function?		
<b>Training, Support, and Maintenance</b>		
Does training occur onsite or remotely?		
Is there flexibility with training methods (e.g., individual vs. group training based on practice needs)?		
Is implementation support available?		
What is the process for enhancement or customization requests?		
What upload and download speeds are necessary for product performance?		
Does the company have technical support for physicians and patients? If so, what are the hours of operation?		
Does the system require regularly scheduled down - time for backups, system maintenance, etc?		
<b>Equity-Centered Considerations</b>		
Is the entire experience offered in multiple languages?		
How customizable is patient reminders and text messages?		
What level of digital literacy is necessary to use the platform?		
Has the been any usability testing conducting in settings that resemble Roots		
<b>Financial considerations</b>		
Roughly how much could the system cost my clinic?		
What is the shortest contractual agreement?		
Roughly how much do the software licenses cost?		




























































































































































































