

16 Critical Questions to Ask When Choosing an RPM Provider

You don't have to choose us. But before choosing anybody, we recommend that you ask prospective providers these 16 questions, and then spend 16 minutes talking with our CEO, Admiral Robert Wray.

| | BlueStar | Others |
|--|----------|--------|
| 01. Do you (the RPM provider we're considering) have a no-risk, no-financial-obligation, no investment contract of service that can be terminated by our practice at any time, with no further obligation of any kind? | ✓ | ? |
| 02. Can you do 100% of the RPM service, including inventory, kitting, testing, shipping, training, activation, tech support, software, patient engagement, nurse monitoring, alerting, customer service, and billing support? Can you make it so that our practice, if we want, doesn't have to do ANYTHING except enroll the patient? | ✓ | ? |
| 03. Do you have a no-hassle equipment policy in which you handle 100% of equipment issues, so our practice doesn't have to worry about equipment shipping, breakage, loss, return, refurbishment, and re-issue to new patients? | ✓ | ? |
| 04. Do you have a proprietary patient engagement program to keep patients on the program? Will you send regular reports to help us keep track of compliance? | ✓ | ? |
| 05. Will you only bill our practice when we qualify for reimbursement funding? Can you guarantee that your RPM costs will be lower than our reimbursements? | ✓ | ? |
| 06. Do you have (a) thousands of patients across the nation, (b) hundreds of positive web reviews, (c) A+ rating from the Better Business Bureau, (d) certification from the VA? | ✓ | ? |
| 07. Do you offer our patients three ways to interact with the system, through mobile phone, tablet, or TV set? Do you communicate with our patients daily to keep them engaged? | ✓ | ? |
| 08. Can we tailor the workflow, workshare, and process to meet our customized requirements? Can we change the program at any time for no cost, in case we want to? | ✓ | ? |
| 09. Do you perform monitoring with a team located in the US, and led by RN's and doctors? Can we do the monitoring in our office if we want? | ✓ | ? |
| 10. Will you assign a dedicated Account Manager to our practice, that we can reach at any time, 24/7? Can we have the personal cell phone of your CEO and COO so we can call nights and weekends if need be? | ✓ | ? |
| 11. Can you expand to include Chronic Condition Management (CCM) if we want it? And Transitional Care Management (TCM) and Maternal Health? | ✓ | ? |
| 12. Is your RPM software robust, and capable of meeting all our clinical requirements? Is it easy for staff, patients, and clinical providers to use with no training? | ✓ | ? |
| 13. Can you structure our alerts so the right alert is sent to the right member of our team, at the right time of day, using the right method (text, e-mail, phone, etc)? | ✓ | ? |
| 14. Can you integrate and work with our EMR in the way we want to? Do you offer all the peripherals we'll need to manage a host of patient conditions? | ✓ | ? |
| 15. Do you have data to show your clinical efficacy in improving patient health? | ✓ | ? |
| 16. Are you managed by an award-winning senior military team of admirals and generals with logistics and operational experience spanning tens of thousands of lives and billions of dollars, with a sense of mission as strong as ours? (ok, we admit that question is a bit self-serving! (smile)) | ✓ | ? |



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