

# Patient Engagement Technology Checklist

VENDOR INFORMATION	FEATURES OFFERED													ANALYTICS							
	Messaging conforms to HIPAA guidelines	Text	Email	Phone	Send messages to individual patients	Ability to schedule messages to be sent to patients	Receive/respond to messages from patients	Home exercise program included?	Custom integration available	Sortable patient database	Integrates with EMR or patient management system	Send HEP files via secure patient portal (PDF, video)	Allows for patient surveys?	Multilanguage support?	Patient/provider utilization?	Relationship health score?	Measures patient satisfaction?	Provides customer loyalty score or equivalent?	Shows patient engagement history?	Shows provider engagement history?	Provides relationship health score?
<b>Vinitial</b> <a href="http://www.vinitial.com">www.vinitial.com</a>	•	•	•		•		•					•	•	•	•	•		•	•	•	
<b>Strive Hub</b> <a href="http://www.strivehub.com">www.strivehub.com</a>	•		•		•	•	•	•	•	•	•	•	•	•	•		•	•	•	•	•
<b>BlueJay PT</b> <a href="http://www.bluejayhealth.com">www.bluejayhealth.com</a>	•	•	•	•	•		•	•	•	•	•	•	N/A	•	N/A	N/A	N/A	•	•	N/A	
<b>Hability</b> <a href="http://www.hability.net">www.hability.net</a>	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

SETUP AND TRAINING				SUPPORT					
Live training?	Check if additional fees apply	Tutorial videos	Check if additional fees apply	FAQs on website	Phone	Email	Cost per month	Additional charges per SMS messages?	Vendor comments
.	.	.	.	.	.	.	\$49-\$99, \$100-\$149, \$150-\$199, starting at \$29.99 (solo practice owner)	N/A, no SMS. Vinitial is free messaging over wifi/data plan.	<p>Vinitial</p> <p>Secure, HIPAA-compliant text messaging application that doesn't require cell phone numbers. Many PTs are reluctant to exchange cell phone numbers with patients (and some owners don't allow cell phone number exchange for fear of losing relationships if a PT leaves).</p> <p>Communicate how your customers want to communicate.</p> <p>iOS, Android messaging:  1) Clinical  2) Clerical "My balance?," "I'm running late!"</p> <p>Founded by Dave Kittle, PT, DPT</p> <p>We'd love to hear from you!</p>
.	.	.	.	.	.	.	Price starts at \$150, depends on customer size	N/A	<p>StriveHub is the all-in-one Patient Relationship Management platform for Physical Therapy. With HEP, Patient Portal, and Messaging Automation, StriveHub's web and mobile tools enable clinic owners to systematically decrease patient dropout percentage, identify their most loyal customers, and expedite word-of-mouth growth.</p>
.	.	N/A	.	.	.	.	Contact for pricing	No	<p>BlueJay Mobile Health is the leading patient engagement platform for physical therapists, rehab professionals, and patients. It empowers professionals to prescribe personalized home exercise programs, monitor patient treatment outcomes, and communicate with patients under HIPAA.</p>
.	.	.	.	.	.	.	\$49-\$99, \$100-\$149	\$100 per 10,000 messages	<p>Hability helps your staff deliver exceptional patient experiences by organizing and automating your clinic's patient follow-up. Communicate with your patients the way they prefer: text, email, or get a reminder to call. When patients reply, Hability makes it fast and easy to respond personally, helping you deliver a premium customer experience even after discharge.</p>