## Patient Engagement Technology Checklist

<table>
<thead>
<tr>
<th>VENDOR</th>
<th>INFO</th>
<th>FEATURES OFFERED</th>
<th>ANALYTICS</th>
<th>SETUP AND TRAINING</th>
<th>SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebPT Reach</td>
<td><a href="http://www.webpt.com/products/reach">www.webpt.com/products/reach</a></td>
<td>Messaging conforms to IPAA guidelines</td>
<td>Participant Satisfaction</td>
<td>Video training</td>
<td>$49 per month</td>
</tr>
<tr>
<td>VitalRock</td>
<td><a href="http://www.vitalrock.com">www.vitalrock.com</a></td>
<td>Includes HEP gamification, Home exercise program included</td>
<td>Outcome assessments provided</td>
<td>Online reputation management</td>
<td>No cost scales with practice line and care delivery model</td>
</tr>
<tr>
<td>MedBridge</td>
<td><a href="http://www.medbridge">www.medbridge</a> education.com</td>
<td>Includes HEP video playlist</td>
<td>Measures Patient Pain Levels</td>
<td>Tutorial videos</td>
<td>No; fees included in price</td>
</tr>
<tr>
<td>Keet Health</td>
<td><a href="http://www.keethealth.com">www.keethealth.com</a></td>
<td>Includes patient reactivation campaigns</td>
<td>Measures Patient Pain Levels</td>
<td>Paid training</td>
<td>Yes; fees included in price</td>
</tr>
<tr>
<td>Hability</td>
<td><a href="http://www.hability.net">www.hability.net</a></td>
<td>Includes HEP Adherence Tracking and Reporting</td>
<td>Measures Patient Pain Levels</td>
<td>FAQs on Website</td>
<td>No; fees extra</td>
</tr>
</tbody>
</table>

### Features Offered
- **Messaging:** conforms to IPAA guidelines
- **Email:** includes HEP video playlist
- **Phone:** sends intake paperwork to patients
- **Send messages to individual patients:** includes HEP Activity Reminders for Home exercise program included
- **Ability to schedule messages to be sent:** includes HEP Adherence Tracking and Reporting
- **Receive/respond to messages from patients:** delivers diagnostic-specific education automatically
- **Home exercise program included:** Includes HEP video playlist
- **Custom integration available:** Includes HEP Adherence Tracking and Reporting
- **Sortable patient database:** Includes HEP Activity Reminders for Home exercise program included
- **Integrates with EMR or Patient Management System:** Includes HEP Adherence Tracking and Reporting
- **Send HEP files via secure patient portal:** (PDF, video)
- **Allows for patient surveys:** Includes HEP Adherence Tracking and Reporting
- **Multilanguage support:** Includes HEP Adherence Tracking and Reporting
- **Outcome assessments provided:** Includes HEP Adherence Tracking and Reporting
- **Appointments are integrated in platform:** Includes HEP Activity Reminders for Home exercise program included
- **Exercise reminders via text, email, and push notifications:** Includes HEP Activity Reminders for Home exercise program included
- **Customizable platform available:** Includes HEP Adherence Tracking and Reporting
- **"White Labeling" available:** Includes HEP Adherence Tracking and Reporting
- **Mobile app for patients available:** Includes HEP Activity Reminders for Home exercise program included

### Analytics
- **Relationship health score (NPS equivalent):** Includes HEP Activity Reminders for Home exercise program included
- **Measures patient satisfaction:** Includes HEP Activity Reminders for Home exercise program included
- **Provides customer loyalty score or equivalent:** Includes HEP Activity Reminders for Home exercise program included
- **Shows patient engagement history:** Includes HEP Activity Reminders for Home exercise program included
- **Shows provider engagement history:** Includes HEP Activity Reminders for Home exercise program included
- **Provides relationship health score:** Includes HEP Activity Reminders for Home exercise program included

### Setup and Training
- **Live training:** Includes HEP Activity Reminders for Home exercise program included
- **Check if additional fees apply:** Includes HEP Activity Reminders for Home exercise program included
- **Tutorial videos:** Includes HEP Activity Reminders for Home exercise program included
- **FAQs on Website:** Includes HEP Activity Reminders for Home exercise program included
- **Phone:** Includes HEP Activity Reminders for Home exercise program included
- **Email:** Includes HEP Activity Reminders for Home exercise program included

### Support
- **Cost per month:** Includes HEP Activity Reminders for Home exercise program included
- **Additional charges per SMS messages:** Includes HEP Activity Reminders for Home exercise program included
- **Pricing is variable relative to service delivery model:** Includes HEP Activity Reminders for Home exercise program included
- **Available:** Includes HEP Activity Reminders for Home exercise program included
- **Vendor comments:** Includes HEP Activity Reminders for Home exercise program included