

Clinical Communication & Coordination Software
Sample Healthcare Vendor Evaluation Checklist

How to use this checklist:

1. Score each vendor on a 1–5 scale per item
2. Mark each items as must-have or nice-to-have
3. Use totals to compare each vendor

General Vendor Information	Score	Must-have or nice-to-have
Company Name		
Year Established		
Headquarter Location		
Employee Count		
Number of Client Facilities		
Healthcare Focused (Y/N)		
Core Functionality	Score	Must-have or nice-to-have
Supports secure, encrypted messaging		
Offer priority and escalation features		
Provides read receipts, delivery confirmations and message auditing		
Includes built in on-call scheduling		
Enables code or rapid response team activations		
Can replace pagers or answer services		
Offers directory management for staff, departments and on-call roles		
Security & Compliance	Score	Must-have or nice-to-have
Complies with healthcare regulations (eg: HIPAA, PHIPA, etc)		
Uses encryption and role-based access controls		
Has SOC 2 Type 2 certification		
Provides comprehensive audit logs and activity tracking		
Ensures data residency aligns with regional requirements		
Integration & Interoperability	Score	Must-have or nice-to-have
Offers open APIs for integration with other clinical tools		
Supports Single Sign-On (SSO) and directory synchronization.		
Follows industry standards like HL7 or FHIR for interoperability.		
Reliability & Performance	Score	Must-have or nice-to-have
Guarantees 99.9% uptime with clear Service Level Agreements (SLA's)		
Delivers instant message transmission across WiFi and cellular networks		
Includes disaster recovery protocols		
Provides real-time performance monitoring and reporting		
Implementation & Support	Score	Must-have or nice-to-have
Offers guided onboarding and training tailed for clinicians and administrators		
Includes change-management support		
Offers 24/7 customer support with defined escalation paths		
Provides ongoing training and updates as new features roll out.		