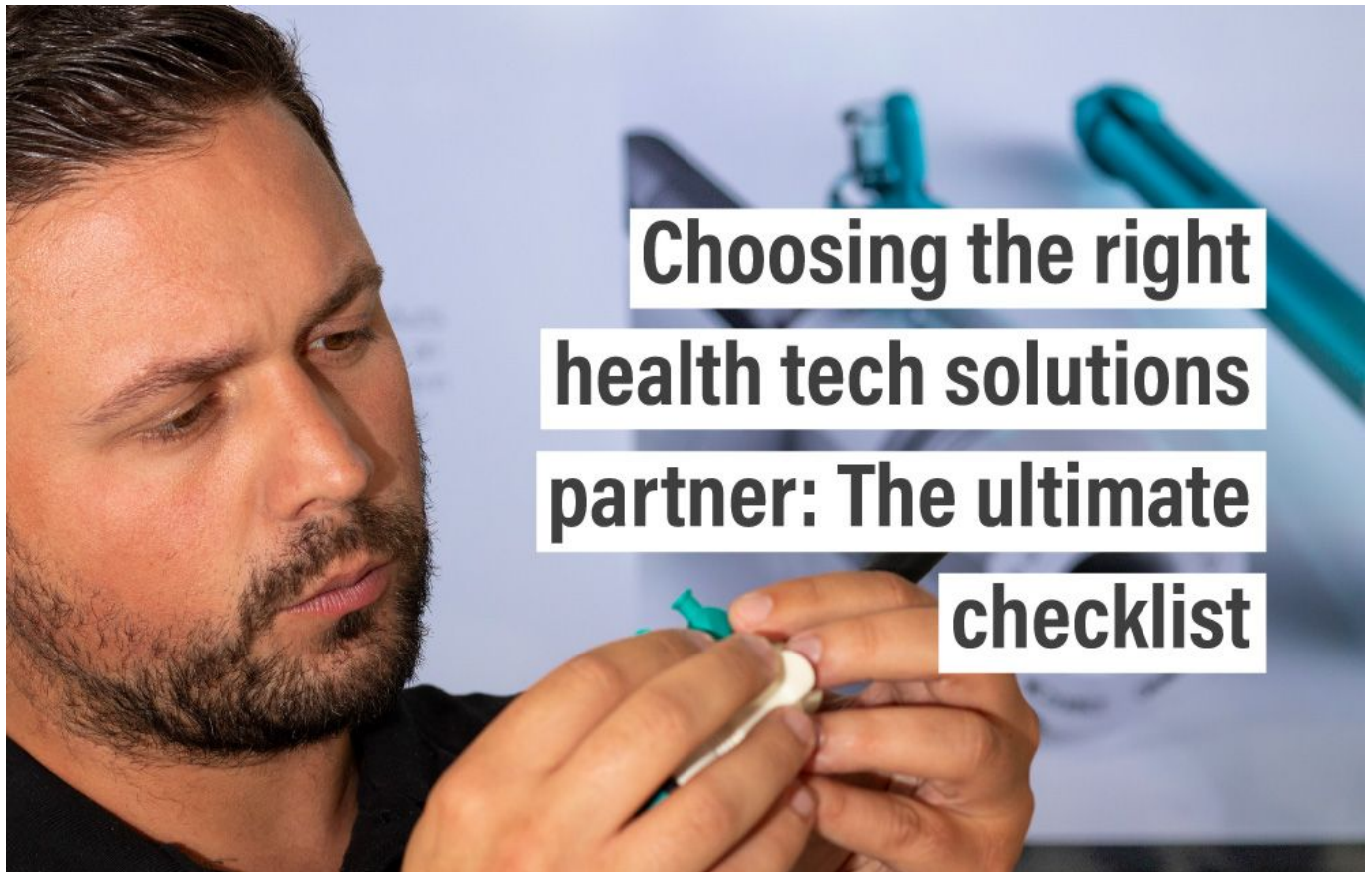


# Choosing the right health tech solutions partner: The ultimate checklist



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# Choosing the right health tech solutions partner: The ultimate checklist

Reading time 11 mins

## Key Points

- Tech partnerships are transforming the healthcare industry, driving innovation, and improving patient/user outcomes.
- Choosing the right health tech solution partner is a decision that should be made carefully and with a long-term perspective.
- Digital products and services should be co-designed, with input from clinicians, users and digital providers: this brings together expert knowledge from healthcare providers and the technological know-how of digital partners to create innovative solutions that work in the real world.
- If you're looking for a health tech partner to help develop a product idea: define your goals and needs, assess the potential partner's industry experience and tech expertise, ensure they have the relevant regulatory bodies accreditation, and that proposed solutions have scalability and interoperability capabilities.
- Your best-fit partner should also be able to propose solutions that are user-focused, address a real/unmet need, and aim for inclusivity and accessibility for all.

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In the ever-changing and dynamic world of healthcare, finding the right health tech solutions partner to design and develop new technologies is essential. Whether you're a healthcare provider or product developer, working with health tech specialists will help you avoid pitfalls and [find the right product-market fit](#). Your choice can significantly impact patient care, operational efficiency, and the overall success of your organisation, especially with increasingly popular healthcare solutions such as:

- Telehealth and telemedicine
- [Wearable health technologies](#)
- [Healthcare IoT](#)
- Healthcare chatbots and virtual assistants
- Robotics in surgery and healthcare

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# What is a ‘tech partnership’ and why is it important?

A ‘[tech partnership](#)’ is the newest trend in transforming healthcare – when it comes to driving health tech innovation, partnerships between healthcare providers and technology companies or startups are crucial. It requires vision and dedication from both parties: the former are experts in patient care while the latter have the tech development expertise. Together, [they drive the healthcare industry forward](#) by providing:

- **Tailored solutions:** Healthcare providers can easily identify the pain points and challenges that face patients, but they might lack the necessary expertise to develop new solutions.
- **New technologies:** Tech companies and startups help to accelerate the adoption of new technologies by developing solutions that are novel, practical, and effective.
- **Reduced costs:** Healthcare providers and technology companies working together can create more efficient and cost-effective solutions that ultimately benefit patients.

These partnerships aren’t limited to healthcare providers and tech agencies. They can – and should! – include [collaborations with academic](#) institutions and regulatory bodies.

The best health technology innovations occur when the brightest minds in academia join forces with the most innovative tech companies – for example, the electrocardiogram app developed by [Apple in partnership with Stanford University](#). In addition, partnerships with regulatory bodies ensure that products and services reach the market efficiently without compromising patient safety.

# Finding the right partner for your health tech solution

The British Medical Association estimates a backlog of over [7.75 million people](#) waiting for medical treatment in the UK. For the UK government and the NHS, the answer to this problem is collaboration – not competition – with digital health technologies that can provide a roadmap to getting there.

[Gov.UK](#) lists the transformative potential of ‘digital and data’ as the key to helping to break down barriers and allow patients – some of whom have been waiting for over a year, to access treatment. Examples of innovative initiatives that have been implemented include community diagnostic centres, surgical robots, and safer X-ray scanners.

These initiatives – and the speed with which they are being implemented – were enabled by forming partnerships that found solutions to specific problems and addressed a real and previously unmet need.

## 1. Define your goals and needs

Before you start your search for a health tech solutions partner, it's essential to define your specific goals and needs. Carefully consider the solution you aim to achieve with the technology. For example, to improve patient care, optimise workflows, or reduce patient recovery times.

## 2. Assess the (potential) partner's industry experience

Look for partners with a strong track record in the healthcare industry. Experience matters, as healthcare tech solutions often have unique challenges and regulatory requirements. Partners with a deep understanding of the healthcare landscape are better equipped to provide tailored solutions.

## 3. Evaluate technological expertise

Examine the partner's technological expertise. Are they at the forefront of health tech innovation? Do they have experience with the latest advancements like telehealth, electronic health records (EHR), and data analytics? Ensure their technology aligns with your organisation's needs and future growth.

## 4. Check for regulatory or industry compliance

Healthcare is a highly regulated field. Verify that your potential partner complies with relevant regulations, such as HIPAA (Health Insurance Portability and Accountability Act) in the United States, GDPR (General Data Protection Regulation) in Europe, and the Medicines and Healthcare products Regulatory Agency ([MHRA](#)) in the UK. Compliance is non-negotiable when handling sensitive patient data.

In addition, ensure that your partner has industry certifications and adheres to [ISO standards for quality management](#) to ensure that your expectations will be met. This will include any mandatory compliance with regulatory bodies.

## **5. Prioritise data security**

Data security is paramount in healthcare. Inquire about the partner's security measures, including encryption, access controls, and disaster recovery plans. A patient data breach can have severe consequences, so you must ensure robust security measures are in place.

## **6. Scalability and integration capabilities**

Consider whether the partner's solutions can grow with your organisation. Scalability is crucial, as your healthcare facility may expand or evolve over time. Additionally, the partner should offer integration capabilities to ensure seamless compatibility and [interoperability](#) with your existing systems and third-party applications.

## **7. User-friendly interface**

The user's experience is arguably the most essential element to your product's success. End-users must find it useful and easy to use. Assess the usability of the tech solutions being proposed. An intuitive and user-friendly interface ensures healthcare professionals can easily adopt and utilise the technology without significant training.

## **8. Client references and testimonials**

Request client references and read testimonials from other companies that have worked with the partner. This can provide insights into their performance, reliability, and customer satisfaction.

## **9. Pricing and ROI analysis**

Understand the pricing structure and [assess the return on investment](#) (ROI). Consider the long-term cost implications of the partnership, including licensing fees, maintenance, and support. Evaluate how the technology will improve your organisation's efficiency and revenue.

## **10. Support and training**

Find out about the partner's support and training offerings. Adequate support is essential to address issues promptly, and comprehensive training ensures your team can maximise the benefits of the technology.

## 11. Future-Proofing

Consider how well the partner's solutions are equipped to adapt to future changes in healthcare. Health tech is a dynamic field, and your partner should help you stay ahead of the curve.

## 12. Digitally inclusive

Not everyone has access to Wi-Fi or the latest smartphone. All digital health partners should offer a choice of communication channels (depending on the solution) – including video, landline, text, apps, web and voice assistant – to [make technology as inclusive](#) as possible.

## 13. Accessible to all

Applications and websites should be as accessible as possible. Check with potential digital health partners that any patient-facing software works for any disadvantaged users and offers enhanced readability and navigation. It is worth remembering that nearly half of all pension-age adults are disabled, and [350 million people worldwide](#) are colour-blind.

# Final thoughts on choosing a tech partner for your healthcare product

Choosing the right health tech solution partner is a decision that should be made carefully and with a long-term perspective. Digital products and services should be co-designed, with input from clinicians, users and digital providers. This brings together expert knowledge from healthcare providers and the technological know-how of digital partners to create innovative solutions that work in the real world.

Use this ultimate checklist as your guide to ensure you select a partner who aligns with your goals, values, and your company's unique needs. Making the right choice can improve patient care, streamlined operations, and long-term success in the ever-evolving healthcare landscape.

We hope you found this checklist useful – feel free to share it with your contacts and colleagues. To find out more about our services and how we can help you develop products that are people-centred and address a real and unmet need, [contact us](#).

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## **FAQ's**

### **How do health tech solutions impact patient care in modern healthcare?**

Health tech solutions significantly impact patient care by offering remote consultations, tracking health data in real-time, and providing better insights into a patient's health. This improved access to care and real-time monitoring contribute to more personalised and efficient treatment plans.

### **What are the key features of an efficient health tech solution?**

Efficient health tech solutions typically encompass secure data management, user-friendly interfaces, interoperability with existing systems, and scalability to adapt to evolving healthcare needs. These features are essential for successful integration and long-term use in healthcare settings.

### **Why are interoperability and integration essential when choosing a health tech solutions partner?**

Interoperability and integration are crucial as they ensure seamless communication between different systems and the ability to integrate new solutions into existing healthcare frameworks. A partner adept at these aspects can provide smoother implementation and efficient utilisation of technology within healthcare settings.



## **How can healthcare providers determine the right level of scalability in a health tech solutions partner?**

Determining the right level of scalability involves assessing future growth, technological adaptability, and the ability of the partner's solutions to expand or contract in alignment with evolving healthcare needs. Providers should seek partners whose solutions can flexibly grow without disruptions.

## **Why is data security a critical aspect of health tech solutions?**

Data security is paramount in health tech solutions to safeguard patient information and maintain confidentiality. Secure systems prevent unauthorised access, ensuring patient trust and compliance with healthcare regulations like HIPAA in handling sensitive data.

## **Why is user experience crucial when partnering with a health tech solutions provider?**

User experience is critical in choosing a health tech solutions provider as it ensures easy adoption, minimal training requirements, and efficient use of the technology. A partner offering a user-friendly interface supports healthcare professionals in seamlessly integrating the technology into their workflow.

## **What role does the expertise and experience of a health tech solutions partner play in healthcare implementation?**

Expertise and experience in the healthcare industry demonstrate a partner's understanding of the complexities and nuances of the field, allowing for better-suited solutions and smoother implementations. Experienced partners can offer valuable insights and best practices in line with healthcare needs.

## **Which challenges do healthcare providers face when integrating health tech solutions?**

The challenges in integrating health tech solutions include data security concerns, interoperability issues with existing systems, staff training, and ensuring compliance with industry regulations.

Overcoming these challenges is crucial for successful implementation.

## **How do health tech solutions support the future of healthcare?**

Health tech solutions play a pivotal role in shaping the future of healthcare by enabling remote consultations, predictive analytics, AI-driven diagnostics, and personalised medicine. These advancements aim to create more accessible, efficient, and patient-centric healthcare services.

## **How do health tech solutions partners support healthcare providers in compliance with industry regulations?**

Health tech solutions partners support compliance with industry regulations by ensuring their solutions meet the necessary standards, such as HIPAA, GDPR, and other data protection requirements. Working with compliant partners ensures adherence to crucial healthcare regulations.

## **When should healthcare providers reevaluate their choice of health tech solutions partner?**

Reevaluation should occur when there's a need for advanced features, scalability, and better integration or if the current partner's solutions no longer meet the evolving healthcare requirements. Regular reassessment ensures the partner's offerings stay in line with healthcare advancements.

## **Which features should healthcare providers prioritise when selecting a health tech solutions partner?**

Providers should prioritise secure data management, user-friendly interfaces, scalability, interoperability, and adaptability to the specific needs of their healthcare settings. These features ensure effective utilisation and seamless integration of the technology.

## **Why is ongoing support crucial from a health tech solutions partner post-implementation?**

Ongoing support from the partner ensures healthcare providers receive necessary updates, troubleshooting assistance, and continued guidance for effectively using the implemented solutions. Continuous support is pivotal in maintaining smooth operations and maximising technology benefits.

## **How do health tech solutions partners address staff training needs in healthcare settings?**

Partners offer comprehensive training sessions and support to healthcare staff, ensuring they are well-equipped to operate the technology within their workflow effectively. Training programmes are designed to familiarise staff with the technology's functionalities and ensure smooth adoption.

## **What significance does artificial intelligence (AI) hold in health tech solutions provided by partners?**

AI in health tech solutions offered by partners aids in diagnostics, predictive analytics, and enabling more personalised patient care. AI-driven technologies significantly enhance the efficiency and accuracy of healthcare operations.

## **How do health tech solutions partners ensure compatibility with existing healthcare systems?**

Partners ensure compatibility through comprehensive integration and testing to ensure their solutions seamlessly work with the existing healthcare systems. This compatibility is crucial in avoiding disruptions and ensuring a smooth transition to new technologies.

## **What advantages do healthcare providers gain from collaborating with a skilled health tech solutions partner?**

Providers gain access to specialised expertise, tailored solutions, streamlined operations, and enhanced patient care, ultimately leading to better health outcomes and improved efficiency within their healthcare systems.

## **Why is it essential for health tech solutions partners to offer customised solutions to healthcare providers?**

Customised solutions tailored to the specific needs of healthcare providers ensure maximum efficiency and effectiveness in patient care. The ability to adapt and customise solutions demonstrates a partner's commitment to addressing unique healthcare challenges.

## **What impact do health tech solutions partners have on improving patient care in healthcare settings?**

Health tech solutions partners significantly impact patient care by offering remote consultations, personalised treatments, real-time monitoring, and efficient access to medical information. These improvements directly contribute to better patient outcomes and experiences.

## **How do health tech solutions partners contribute to enhancing operational efficiency within healthcare settings?**

Partners contribute to operational efficiency by automating administrative tasks, facilitating electronic health records, and supporting telemedicine services. Streamlined processes allow for reduced paperwork and enhanced accuracy, benefiting staff and patients.

## **What factors should healthcare providers consider when establishing long-term partnerships with health tech solutions providers?**

Providers should consider factors such as trust, ongoing support, continuous innovation, adaptability, and the partner's commitment to aligning with future healthcare needs. These factors ensure a sustainable and fruitful long-term partnership for both parties.

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