

StarCare Telepsychiatry RFP Q&As

1. What onsite support staff will assist with appointments? How will scheduling be handled?
 - a. There is support staff onsite to assist with visits. We would prefer an On Demand service but could do block scheduling, if needed.
2. Do you have a scheduling platform that our providers will work with?
 - a. No
3. Do you utilize an electronic health record? If so, which one? If not, is the vendor expected to supply an EHR?
 - a. Our EHR is SmartCare. Our support team would help upload paper portion of charts into the SmartCare system.
4. How does e-prescribing currently work for your facility? Will we be able to keep this process in place?
 - a. We do not use an e-prescribing service. The medications are called into the pharmacy for the patient, if they are needed.
5. What is the preferred hours of coverage for this service?
 - a. As needed
6. Is night coverage expected?
 - a. Yes
7. What is the busiest timeframe of operations for the service currently?
 - a. 2p-2a
8. What is the expected volume of consults per day?
 - a. 4-6
9. Are there treatment team meetings that providers need to be available for outside of direct patient care?
 - a. No
10. What video conferencing platform do you plan on utilizing?
 - a. Microsoft Teams
11. 11. Types of patients that will be seen (top 5 behavioral health diagnosis)
 - a. MDD, GAD, substance induced mood disorder, schizophrenia and bipolar disorder
12. What is the target response time for urgent/emergent consults?
 - a. 2 hours or less
13. What is the target response time for non-urgent consults?
 - a. We do not see non urgent
14. How many full-time equivalents (FTEs) are needed?
 - a. N/A. We need On Demand Service.
15. What is the desired work schedule?
 - a. Variable, as needed
16. Are there any after-hours call requirements?
 - a. Yes, this is an "On Demand" type crisis service. While some of the services would be during regular business hours, the majority would be after hours and weekends
17. Can advanced practitioners be utilized in addition to psychiatrists?
 - a. No

18. How many patients are typically seen per shift?
 - a. 4-6
19. Should we submit rates for both onsite and telehealth coverage?
 - a. Just telehealth coverage
20. Should we also submit rates for other service lines, such as psychologists and licensed clinical social workers?
 - a. No
21. Will there be an addendum of the Terms and Conditions or will the Terms and Conditions be negotiated at time of the reward?
 - a. Terms and Conditions will be negotiated at time of award