



qliqSOFT

Vendor Selection Guide



Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
Priority Use Cases				
	New Patient Onboarding	✓		
	New Staff Onboarding	✓		
	Patient Intake and Reminders	✓		
	Patient Pre-visit or Pre-procedure Prep	✓		
	Post-Procedure/Visit/Discharge Follow Up	✓		
	Patient Satisfaction Surveys and Online Patient Reviews	✓		
	Gaps in Care Closure/Chronic Care Management	✓		
	Capture SDoH and SoGI Capture	✓		
	Capture Patient Reported Assessments	✓		
Form Design Features				
	HIPAA-compliant	✓		
	No-code Form Builder	✓		
	Flexibility to Use Standard or Custom Forms	✓		
	Sign Forms Mandated by Outside Entities	✓		
	E-signature Capture	✓		
	Able to Capture Data Discretely for Upload	✓		
	Able to Capture PDFs for Upload	✓		
	Patient Intake and Reminders	✓		

Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
	Conditional Logic	✓		
	Optional Required Fields	✓		
	Supports Needed Data Entry Formats	✓		
	Multiple Language Support	✓		
	Able to White Label/Add Brand Color and Logo	✓		
	Able to Stylize Button Colors and Shapes	✓		
	Enable Recipients to Upload Images and Files	✓		
	Able to Pre-fill Fields With Recipient-specific Data	✓		
	Able to Import Existing Forms	✓		
	Starter Templates Available That Can Be Modified	✓		
Forms Delivery Capabilities				
	Patient Secure Messaging/ Encrypted During Transit	✓		
	SMS Can Be a Local Area Code	✓		
	MMS (Includes Logo)	✓		
	Email	✓		
	Post on Website	✓		
	Support Scannable QR Code	✓		
	Support Opt-out by Recipient	✓		
	Personalize Messaging	✓		

Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
	Include Links and Videos in Conversational Chatbot	✓		
	Option for Staff to Send Forms Individually to Recipients	✓		
	No Code Tools to Modify Chatbots and Define Chatbot Behavior	✓		
	Able to Verify Patient Identify With Multiple Identifiers	✓		
	Personalize Chatbot With Recipient-specific Information	✓		
	Able to Escalate a Chatbot Interaction to a Staff Person	✓		
	Recipients Can Self-schedule Appointments	✓		
	Able to Set up One Time Campaigns	✓		
	Able to Set up Campaign Automation	✓		
	Campaign Automation Includes Broadcast Messaging (One Way)	✓		
	Campaign Automation Includes Conformational Messaging (Yes/No)	✓		
	Campaigns Can Trigger Chatbots to Deliver Information and Forms	✓		
	Automatically Nudge Recipients Who Do Not Start or Complete Forms	✓		
	Send Messages and Forms Based on User-defined Time Offsets	✓		
	Support for Custom Fields of Recipient Data	✓		
	Support for Bill Pay	✓		
	Support for Staff to Communicate Asynchronously With Recipients	✓		
	Support for Staff to Convert Digital Communication to a Phone Call	✓		
	Support for Staff to Convert Digital Communication to a Virtual Visit	✓		

Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
Communication Capabilities				
	Able to Manage Form and Message Routing to Specific Staff	✓		
	Support for Quick Messages for Commonly Used Messages	✓		
	Virtual Waiting Room	✓		
	Able to Patient to Test Connection Prior to Call	✓		
	Smooth Patient Handoffs Between Agents	✓		
	Send Forms for Patient Completion Before, During or After the Call	✓		
	Able to Convert Automation to a Call, If Coverage Is an Issue	✓		
	Able to Transfer to Another Agent and Retain Patient Context	✓		
	After Hours Alerting	✓		
Management Capabilities				
	User Management – Import and Manage User Permissions	✓		
	Active Directory Integration	✓		
	Define and Manage User Roles	✓		
	Control Access to Forms, Recipients and Chatbots	✓		
	Manage Staff Devices	✓		
	Manage Password and Login Requirements	✓		
	Enforce Two Factor Authentication	✓		
	Dashboards:	✓		

Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
	Track Outreach Type and Success	✓		
	Track Message Success	✓		
	Track SMS Opt Out Behavior	✓		
	Track Email Unsubscribe Behavior	✓		
	Track Form Completion	✓		
	Track Chatbot Responses	✓		
	Track Campaign Activity	✓		
	Track Staff Activity	✓		
	Track Webhook Events	✓		
Integration Capabilities				
	HL7 / FHIR / APIs	✓		
	Webhooks	✓		
	Ingest Recipient Data	✓		
	Ingest Triggers for Outreach	✓		
	Upload Discrete Data into EMR	✓		
	Upload PDF Forms into EMR	✓		
	Option to Manually Upload into EMR	✓		
	Option to Print Forms	✓		

Importance (1-3)	Capabilities	QliqSOFT	Vendor 2	Vendor 3
Vendor Evaluation				
	Support for Priority Use Cases	✓		
	HIPAA Statement	✓		
	Healthcare Specific Focus	✓		
	Sign BAA	✓		
	Proven Successes	✓		
	References	✓		
	Robust Training	✓		
	Product Documentation	✓		
	Implementation Process and Team	✓		
	Account Management	✓		
	Security	✓		
	Price	✓		
	Agility/Responsiveness	✓		
	Grand Total:	300		