



Unmatched partnership for unmatched success

High-touch implementation support
for you and your team with Bright.md



At Bright.md, we see our customers through a high-touch, robust implementation process from contract sign to go-live. Our team is there to support you throughout the entire journey, providing services that increase speed to value with Bright.md. Ultimately, we're focused on driving patient utilization, enabling clinician agility, and future-proofing your business.



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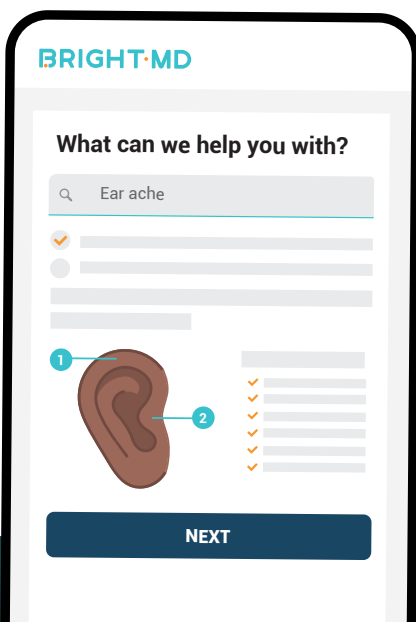
Implementation was a light lift with Bright.md—everything from contracting, to integration, to go-live. Our ability to **accelerate speed to value** with the solutions we adopt is important to us, and that's been our experience with Bright.md.”

Matthew Warrens, Managing Director of Innovation
UnityPoint Health

Implementation Services

Support, guidance, and consultative services to drive adoption and ROI

When implementing the Bright.md platform, your **Implementation Manager** and **Technical Integration Engineer** will guide you through the process and bring in additional experts to provide:



- Product onboarding, guidance, operational support
- Consultative design of the Bright.md platform
- Connectivity and integration building and testing
- Clinical content and diagnoses reviews
- Internal product training for providers and staff
- Patient marketing consultation, resources, best practices
- Data and analytics design, dashboard creation, user surveys

Project Overview

With Bright.md, our goal is to accelerate speed to value for your organization by implementing our platform in 12 weeks or less

WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12
KICK-OFF & SCOPING											
Goals, timelines, resources, stakeholders, scheduling		PROGRAM DESIGN									
		Marketing, workflow mapping, process reviews, product configuration, clinical content/ diagnoses reviews		INTEGRATION BUILD							
				Integration build, unit testing		TESTING					
						End-to-end testing, issue resolution, provider and admin training		LAUNCH			
									Patient go-live, data and analytics dashboards, customer success partnership, marketing support		

Project Roles and Responsibilities

Strategic and technical leaders we partner with

Decision makers we partner with beginning in implementation:



Executive sponsor

Communicates and maintains the vision and expected outcomes



Clinical champion

Governs clinical workflows and escalation process



Product owner

Drives overall administration of product during onboarding and post go-live



IT product manager

Manages onboarding and activation activities

Technical resources needed during onboarding:



Interface analyst

Document management system analyst configures storage for photos from Bright.md



EMR analyst

Configures your EMR for Bright.md visits



Network engineer

Establishes connectivity between Bright.md and your EMR



Interface analyst

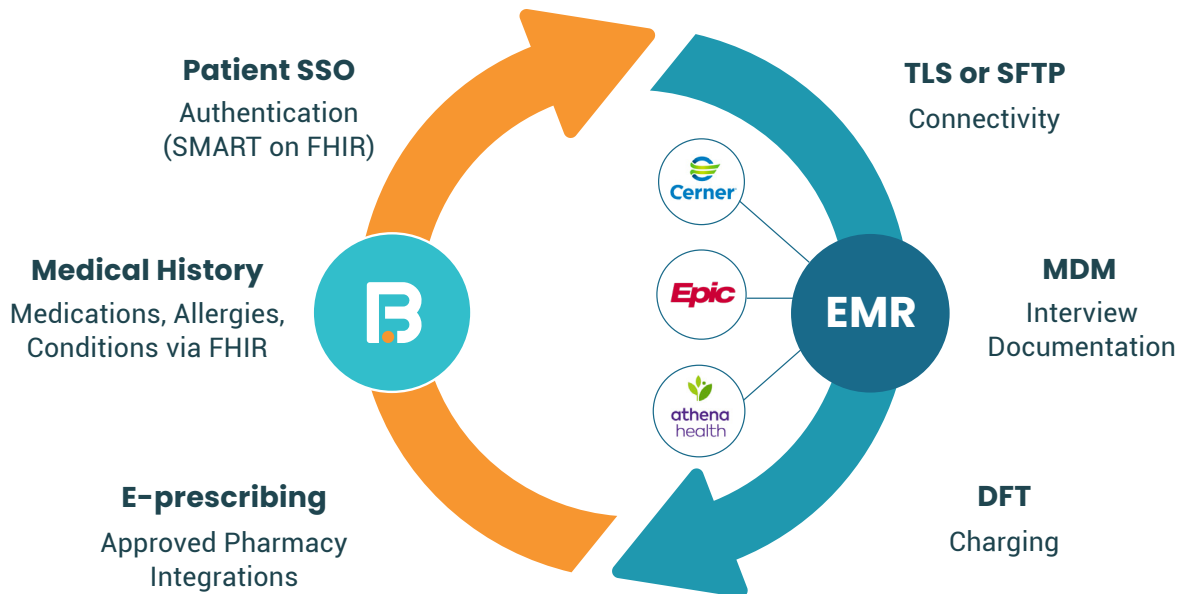
Designs, builds, and configures interfaces

Onboarding Integrations

Integrations for long-term efficiency in care delivery

How we connect with your existing systems

Interoperability and integration are at the core of our solution. Bright.md is designed to integrate into existing workflows to improve the experience of staff and providers. Our platform integrates with your EMR of record—including Cerner, Epic, and athenahealth—and we're constantly working to deepen integrations that create efficiency. We also continuously invest in strategic partnerships with other digital products to enable easier hand-offs and less friction in hybrid care delivery.



Why health systems partner with Bright.md



Attract patients
with on-demand
care options



Expand access
with low-cost
convenience



Cut costs
by decreasing
expensive ED visits



Save provider time
by treating low-acuity
patients faster



The leading asynchronous
telehealth solution loved by
patients, trusted by providers