

# CCHP User Stories

\* = repeat

## I. CASUAL CONSUMER

### a.) Health Care Consumers

I want an easily accessible definition of telehealth so I can better understand it and what it means for me.

I want to find digestible information to learn about telehealth in my state.

I want to learn if I can keep my health care provider if I move to another state.

I want to learn how I can get reimbursed.

I want to find out if I am eligible to use telehealth.

I have a general question that I want to ask CCHP. \*

## II. Mid Level Consumer

### a.) Technology/Vendor

I want the latest, most accurate information about telehealth. \*

I want to receive updates from CCHP on anything new they are offering. \*

I want to understand how telehealth policies may impact my telehealth product.

I want an overview rather than detailed information so I can quickly learn about telehealth.

I want to know what the laws are in each state I plan on providing service to.

I want to know what technology is already available.

I want to be alerted when there is a new bill so I am up to date. \*

I want to know what has worked and failed in the past so I can make a better product.

I want to view other resources to give me more detail about a particular topic.

### b.) Researchers/Academics

I want the latest, most accurate information about telehealth. \*

I am looking to CCHP to provide me with the research I need for a project. \*

I need an easy way to cite CCHP when I use their information. \*

I want to ask CCHP a question pertaining to my project.

I want to click through the 50 state map to view analyses and state bills. •

I want unbiased information. \*

I want to view an analysis of legislation. \*

I want to occasionally be able to access research catalogs. \*

I want information on recent policy briefs.

I want information on telehealth as it pertains to Medicare.

I want information on telehealth as it pertains to Medicaid.

I want information on telehealth as it pertains to HIPAA.

I want information on telehealth as it pertains to legal barriers.

### c.) Consulting Firms/Attorneys

I am looking to CCHP to provide me with the research I need for a project. \*

I want to search pending legislation by bill number. \*

I need an easy way to cite CCHP when I use their information. \*

I want to click through the 50 state map to view analyses and state bills. •

I have a general or specific question that I want to ask CCHP. \*

### d.) The National Consortium or Telehealth Resource Center

I am looking for their database on telehealth policies because I need updated information. \*

I am looking for state boards of medicine, guidance documents, and policies by state to answer questions for health professionals for the state I am responsible for.

I want to search pending legislation by bill number. \*

I want to see CCHP's regional regulatory/legislative updates. \*

I want to search by state because I want to view all topics.

I want to search by topic because I want to see that topic across all states.

I want to look for pending legislation to stay current with what might pass.

I want to view the original document of pending legislation so I can view more information about it.

I want to see what other great resources are out there to refer other people to them or use them myself.

I want to be able to bookmark or highlight interesting things I read on the site so I can come back to it later.

I want to view a fact sheet. \*

I want to view an analysis of legislation. \*

I want unbiased information. \*

I want thorough information. \*

I want to be alerted when there is a new bill so I am up to date. \*

I want to see a brief comparison of federal and state legislation so when I do a presentation I am prepared to answer questions about this.

I want to see a brief comparison of legislation between two different states so when I do a presentation I am prepared to answer questions about this.

I would like more assets I can use when building presentations.

I want the latest, most accurate information about telehealth. \*

I want information I can pass along to other people.

I want to access the interactive 50 state map to look at my state specifically.

I want CCHP to suggest a speaker for an event I am having.

I want to contact CCHP by email to ask a question. \*

I want to contact CCHP by phone to ask a question.

I need a way to refer clients to CCHP when they have a question I can't answer.

### **III. ADVANCED CONSUMER**

#### **a.) Policy Maker/Legislators Vendor/Technology Experts**

I want to view Medicare and Medicaid rules for a state.

I want to view payment parity and reimbursement policies for a state.

I want to view the interactive 50 state map.

I want thorough information. \*

I want the latest, most accurate information about telehealth. \*

I want information I can download and then edit for my own research purposes. \*

I want to receive updates from CCHP on anything new they are offering. \*

I want to contact CCHP on guidance on bill language I am proposing.

I need to continuously track the same bill information.

I want unbiased information. \*

I want to see CCHP's regional regulatory/legislative updates. \*

### **IV. Advisors**

#### **a.) CCHP Partner Organization**

I want to view a fact sheet. \*

I am looking for their database on telehealth policies because I need updated information. \*

I want the executive summary of the 50 state report.

I want to click through the 50 state map to view analyses and state bills. •

I want to occasionally be able to access research catalogs. \*

I am looking for information from CCHP on a national level.

I want to do an advanced search so I can search for more than one thing.

I want to view the state reports because I count on CCHP to give me this information so I can complete my job.

I want to view research catalogs because I receive questions on the material in the research catalogs.

I want information I can easily share with others.

I want information I can download and then manipulate for my own research purposes. \*

I want thorough information. \*

I want to compare legislation between two different states because I focus more on this rather than digging into one particular state.

I want to search legislation by main polices.

I want the latest, most accurate information about telehealth. \*

I want to contact CCHP by email. \*

I want unbiased information. \*

I want to know how CCHP got their information.

I want a directory on the National Telehealth Research Consortium to see who works with them.

I want to view resources I can use for my job.

I want to view a newsletter to see more topics on telehealth.

I want an intuitive way to find a resource on the issue brief pages.

I want to be able to search pending legislation by bill number. \*

I want to view an analysis of each state and what their telehealth process has been so I can get a better feel for telehealth in that state.

I want an easily accessible definition of telehealth I can pass onto others.

I want concise research so I don't have to read through several pages of content.

I want to see CCHP's regional regulatory/legislative updates. \*