



SELLER'S GUIDE TO **HEALTHCARE MOBILITY**

Here at ScanSource, we view our customers as “partners”—because we want to be your partner in business. We’re only successful if you’re successful, so we’ve created a guide to help make selling our mobility products easier for you!

Below, you’ll find some qualifying questions to help you get to the heart of your customers’ mobility needs. These questions were curated from our tech experts, based on their conversations with suppliers, our internal sales team, and partners, to help you make the most of your conversations with potential customers and boost your chances of converting them into sales! You can use these to guide your conversations—and if you need additional help or resources, our teams are always here to help!

Healthcare Mobility Questions

SOFTWARE

1. What Operating System would you like to integrate with?
2. Do you need a scanner attached to the capturing device?
3. What are the native productivity apps you will need to run?
4. Do you have a wireless network in place?
5. Is the coverage you'll need for your mobile solutions in spec?
6. Are you aware of HIPAA laws governing your deployment?
7. Do you need to track people or users throughout the environment (IoT, MDM)?
8. Will you need a specific drop spec or IP rating for the devices?
9. What type of power will you need? Are specific battery ratings, chargers, or docks required?
10. Are you interested in employing Biometric Access for your staff to use rather than the typical Access Cards?
11. Do you have a need for Access Control to protect sensitive areas?

HARDWARE

1. Is there a need for check-in/check-out kiosks?
2. Is there a need for automated temperature scanning?
3. Should patient data from the above be stored and recorded, or discarded?
4. Do you need to track users throughout the building?
5. Will patients need telehealth equipment at home for health monitoring?
6. Describe the mobile healthcare devices being used and their connectivity requirements (Wi-Fi, Bluetooth, cellular data, etc.).
7. Are remote telehealth sessions being performed, and if so, what video/collaboration platform is being used?
8. What EMR platform are you using?
9. Is HIPAA information secured/encrypted in transport and at rest for all your devices?
10. Have your healthcare applications gone through a penetration test recently?
11. What are you using for MDM today?
12. Are you using virtual desktops at all?
13. Are there any repetitive tasks you would like to automate?

For more guidance on making the most of your customer conversations, visit our landing page at ScanSource.com/Mobility.

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