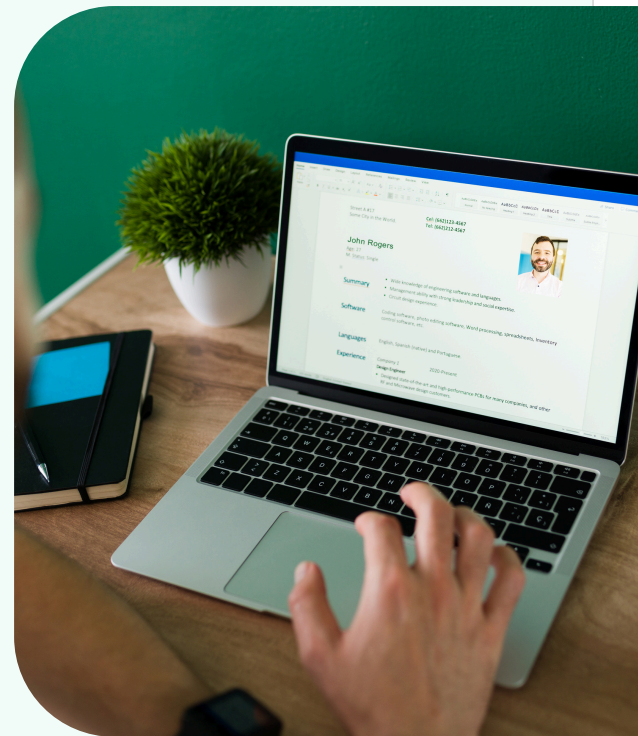


Integration Checklist

Every successful telehealth integration starts with clear alignment, between your technology, your teams, and your growth goals.

MD Integrations offers multiple seamless methods of integrating: eCommerce plug-ins, white-label and full API. Use this checklist to confirm your team is ready for implementation and launch, for any integration path you choose.



TECHNICAL READINESS

Confirm your systems, teams, and security are prepared.

- ☐ Development team or partner is identified and available for setup
- ☐ Mapped how platform connects to MDI (EHR, fulfillment, pharmacy, CRM)
- ☐ Reviewed MDI's developer or plug-in documentation
- ☐ HIPAA compliance and data storage policies are in place
- ☐ Designated a technical QA lead for testing
- ☐ Brand domain and SSL certificates are current and secure

Tip

If you're launching with Shopify or WooCommerce, no endpoint setup is required. All you need is a live store and product SKUs mapped to consult types.

OPERATIONAL READINESS

Ensure stakeholders understand workflows, responsibilities, and compliance boundaries.

- ☐ Clinical and product teams are aligned on async workflows
- ☐ Compliance and legal leads have reviewed telehealth regulations in target states
- ☐ Intake forms, message templates, and notifications are reviewed with MDI's clinical team and approved
- ☐ Internal escalation plan is defined for patient inquiries or edge cases
- ☐ All stakeholders know their role during onboarding and go-live

Tip

MDI's Customer Success Team offers pre-approved intake forms, feedback on offering details, and resources for technical integration to streamline setup.

SCALABILITY PLANNING

Think beyond launch and plan for what's next.

- ☐ Identified potential new care categories or states for future expansion
- ☐ Defined success metrics (consult volume, time-to-care, cost savings)
- ☐ Multiproduct or multiparmacy routing needs are documented
- ☐ Planned for analytics or reporting integrations post-launch
- ☐ Understand how our current integration can evolve into a more advanced model (e.g., White-Label → API)

Tip

All MDI integrations are flexible. Your setup today can grow with your business tomorrow without starting over.