1. Double books:
   1. Have more options to add availability so that they can make more money to take care of more patients
   2. Give the flexibility to double book / triple book
   3. Only allowed by the doctor themselves
2. Have last minute booking options for emergency on the same day
3. Have 30% of the time for same day booking (early in the morning)
4. One provider’s schedule is not booked at all only for emergency / have someone available at all time due to emergency
5. Prescreening and screening questions are the same/ ideal time to complete is during the day of prescreening
6. Zoom link has to be HIPPA compliant
7. Only the provider and patient: there is no one else in between
8. There are visits that are done by nurse/ not necessarily with doctors
9. Currently us POINT AND CLICK (they have colorful appointments)
10. Have the platform the simpler, the better.