



October 2024

Re: Open letter in support of quality and trustworthiness as fundamental attributes of digital health software products

Colleagues and Partners in Healthcare,

As leaders and stewards of quality healthcare, we recognize the pivotal role digital health software products (DHSPs) must play to support the sustainability of our industry. Given their importance, we have a responsibility to ensure that the software solutions we increasingly rely on to care for people are characterized by quality and trust.

There are more than 30,000 DHSPs targeted at healthcare professionals in the market. The responsibility and ability for prospective adopters to proficiently review DHSPs is insufficient to address the need. Patients who may be able to benefit from these advances must therefore remain waiting or may use unvetted, unsafe products instead.

This is why we, the undersigned, commit to adopting efforts like the **DiMe Seal**, a symbol of quality and trust awarded to DHSPs that demonstrate performance against a comprehensive framework of standards and best practices in evidence, privacy, and security with equity woven throughout.

Our healthcare industry runs on third-party evaluations, such as the DiMe Seal. Whether we're relying on regulatory agencies or independent certification bodies, these trusted arbiters not only help ensure the best possible outcomes for our members and patients but also strengthen our organizations against the growing complexity of risks and liabilities in the digital era of health.

A Call for Action: We invite you, our colleagues at health systems, clinics, and payors across the country, to join us in insisting that quality and trustworthiness are fundamental characteristics of any DHSP we may use. As our complex industry continues to digitize, championing products that have passed through a third-party evaluation, like the DiMe Seal, will ensure we collectively raise the bar for quality, transparency, and accountability in digital health.

To DHSP Developers: Submitting your product for evaluation through efforts like the DiMe Seal is an opportunity to differentiate your solution to potential buyers in an increasingly crowded market. Together, we can advance our ecosystem to a point where digital innovations are synonymous with quality and trustworthiness, delivering on their promise to patients and providers.

Sincerely,



- Jennifer Goldsack, MChem, MA, MBA, OLY
Founder and CEO, Digital Medicine Society (DiME)
- Christel Ballog, MA, CAE, FHIMSS
Executive Director, AOiA
- Annie Collins
Investment Partner, Bio + Health, a16z
- Caryn Davies, OLY, MBA, Esq.
Founder, Podium Law
- Daniel R. Karlin, MD, MA, FAPA, FASAM
Chief Medical Officer, Psychiatrist, Assistant Professor
- Daryl Tol
Partner, Health Assurance Ecosystem
- Kimberly McManus, MS, PhD
Health AI Start-up founder; Deputy Chief AI Officer at VA; Digital Health & AI expert
- Margaret Malone
Principal, Flare Capital
- Molly Joel Coye, MD, MPH
Board member, Amedisys, Headspace; Former board member, Aetna, American Hospital Association, American Public Health Association; State Health Officer, New Jersey and California, Chief Innovation Officer, UCLA Health
- Ravi David Yarid, DO
Physician Professor
- Sameer Sood, DO
Primary Care Physician
- American Osteopathic Information Association (AOiA)
- Jared Conley, MD, PhD, MPH
Assistant Professor, Harvard Medical School
- Jimmie Glorioso, MS, CHCIO, CPHIMS
Vice President, Application Operations
- John Robert Dayton, MD, MBA, FACEP, FAAEM
Emergency Physician
- Sanjay Suri, MD, MHA
Vice President, Information Services
- Steven Collens
CEO, MATTER



- Sumedh Mankar, D.O., MPH
Medical Director
- American Osteopathic Association (AOA)