

Selecting A Telehealth Platform & Possible Group Purchasing Options



CNY BHCC

All in for better health

Evaluating A Telehealth Platform

Organizations should evaluate platforms in the context of their goals/strategies

Features	Security	Usability	Technical Requirements	Pricing
<input type="checkbox"/> Browser-based	<input type="checkbox"/> HIPPA compliant	<input type="checkbox"/> Access for clinicians	<input type="checkbox"/> Internet requirements	<input type="checkbox"/> Model
<input type="checkbox"/> Direct access	<input type="checkbox"/> BAA	<input type="checkbox"/> Access for clients	<input type="checkbox"/> EHR Integration	<input type="checkbox"/> Volume discount
<input type="checkbox"/> Telehealth consent	<input type="checkbox"/> Encryption specs		<input type="checkbox"/> Training	
<input type="checkbox"/> White labeling	<input type="checkbox"/> PHI storage		<input type="checkbox"/> Customer Support	
<input type="checkbox"/> Group calling	<input type="checkbox"/> Liability for data breaches			
<input type="checkbox"/> Waiting room	<input type="checkbox"/> Third-party security audits			
<input type="checkbox"/> Analytics				

Platforms Selected For Evaluation

Focused on platforms currently being used by partners & platforms being evaluated by partners

Two Major Categories

Basic Business Meeting Platforms

- Cheaper
- Well-known
- Work better with app
- General design for virtual meetings
- Large companies
- Zoom, Microsoft Teams

Specialized Platforms For Telehealth

- More expensive
- Less likely to be used
- One click for easy use/no downloads
- Designed for health care
- Small companies/start-ups
- Doxy.me, One Touch, Vsee

Features

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
Browser-based	Yes	Combination	Yes	Yes, but minimal functionality	Yes, but minimal functionality
Text message & direct access on your website	Yes	Yes	Yes	No	No
Telehealth consent built-in	Yes	Yes	No	No	No
White labeling	Yes	Yes	Yes	No	No
Group & individual calling	Yes	Yes	Yes	Yes	Yes
Ability to send documents during session	Yes	Yes	Yes	Yes	Yes
Ability to mass send documents to clients	No	No	No	No	No
Waiting room for clients	Yes	Yes	No	Yes	No
Analytics	No (working on building)	Yes	Yes	Add-on feature	Yes
End of visit survey	Yes, but not customizable	Yes, customizable	Yes, customizable	No	No

Security

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
HIPPA-compliant	Yes	Yes	Yes	Yes (health care version)	Yes (health care version)
Willing to sign a BAA	Yes	Yes, custom BAA available	Yes	Yes	Yes
Storage of PHI	No storage of PHI on servers, calls flow between two individuals, not doxy servers	No storage of PHI on servers, calls flow between two individuals, not servers	Client email address or phone number and if they selected a reason for the visit, i.e. Telepsych or allergies	Does not access PHI; no monitoring of audio and video services	<ul style="list-style-type: none"> Files are stored in SharePoint with SharePoint encryption. Notes are stored in OneNote with OneNote encryption
Third Party Audits	Yes, conducts annual HIPPA/HITECH risk assessment plus vulnerability, penetration and bug bounty programs	Information not available	Have not done a full HITRUST audit, 80 page security doc. Been through every large security check	Mult 3rd party audits; SOC2, TrustArc, EU-US Privacy Shield	Yes, passed the HITRUST CSF Assurance Program Assessment

Usability

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
Ease of access for consumers	<ul style="list-style-type: none"> • One click text message or can enter with direct link • Must give browser camera/mic access • Staff can enter waiting rooms so the client only makes one call • Issues with internet bandwidth and lag 	<ul style="list-style-type: none"> • Two click text message or can enter with direct link • Starts in browser for sign-in, but then requires a download 	<ul style="list-style-type: none"> • One click text message or two clicks with a code or direct link • Must give browser camera/mic access 	<ul style="list-style-type: none"> • Works best if platform is downloaded before use 	<ul style="list-style-type: none"> • When using browser problems with getting microphone to work • Can require a lot of memory/ computer power
Ease of access for clinicians	<ul style="list-style-type: none"> • Patient queue • Ability to chat clients in waiting room while seeing another client • Front desk staff can do seamless check-in • Issues with internet bandwidth and lag 	<ul style="list-style-type: none"> • Patient queue 	<ul style="list-style-type: none"> • Patient queue • Consult history which shows how client rated call • Timer in corner for documentation 	<ul style="list-style-type: none"> • Many find easier than Teams in terms of layout and ease of use • Have to email link to clients rather than instant text message 	<ul style="list-style-type: none"> • Must give browser camera/ mic access • Can require a lot of computer power • Harder to navigate and use than Zoom

Technical Requirements & Support

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
Internet Requirements	<ul style="list-style-type: none"> • Minimum 2Mbps download speed with 10-15 Mbps highly recommended • Common complaint that very strong internet connection is needed 	Minimum 200 kbps upload and download required with 500 kbps recommended	Minimum 1 Mbps for quality connection	<ul style="list-style-type: none"> • 1:1 video - 600 kbps upload/download • Group: 800 kbps/1.0 Mbps (up/down) 	<ul style="list-style-type: none"> • 1:1 video: 130kbps • Group: 500kbps/1Mbps (up/down)
Able to use data instead of internet	Can use but not suggested	Yes, supports 3G and 4G	Yes, supports 3G and 4G	Yes, supports 3G and 4G	Yes
Peer to peer connection	Yes	Yes	Yes	Combination	Unknown

Technical Requirements & Support cont.

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
Training for providers/staff	<ul style="list-style-type: none"> Videos in library, goal is that training really isn't needed. May be able to work out trainings for larger groups 	<ul style="list-style-type: none"> Videos with customization available Goal is that training isn't needed 	<ul style="list-style-type: none"> Videos and resource sheets Goal is that training isn't needed 	<ul style="list-style-type: none"> Videos and resource sheets Weekly live trainings 	<ul style="list-style-type: none"> Videos and resource sheets
Customer service	Looking to add account managers for clinics with more than 100 providers	Dedicated telehealth consultant	If there are enough providers can get a telehealth success manager	Unknown	Unknown
Help with technical support	<ul style="list-style-type: none"> Live chat Call center (new feature) 	<ul style="list-style-type: none"> Live help via chat Phone assistance available from 3am - 6pm 	<ul style="list-style-type: none"> Live tickets of all severity have an average response of six minutes Phone coverage available based on number of users 	<ul style="list-style-type: none"> Paid Subscriptions: 24/7 phone and web support Online troubleshooting and videos 	<ul style="list-style-type: none"> Paid Subscriptions: 24/7 phone and web support Online troubleshooting and videos

Pricing

	doxy.me	VSee	One Touch	Zoom	Microsoft Teams
Pricing Model	<ul style="list-style-type: none"> • \$50 per provider per month • 50% discount with proof of 501(c)3 documentation • \$300 set-up fee 	<ul style="list-style-type: none"> • \$49 per provider per month • \$500 set-up fee 	Information not available until we are further along in the process.	<ul style="list-style-type: none"> • Starts at 200 per month for 10 hosts (\$20 per person) • Additional add-ons such as analytics available • 1, 2, 3 year prepaid packages available 	<ul style="list-style-type: none"> • Part of Microsoft 365 purchase • Non-profit price: 1.60 per user per month for audio conferencing
Group purchasing or volume discounts	Yes, but the non-profit discount provided far exceeds group purchasing discounts	No, even as a network we cannot reach an adequate level for discounts	Yes, can offer a group purchasing discount code	Unknown, can explore further if of interest	Unknown, can explore further if of interest

Next Steps

- What can else can we do to assist CNY BHCC in ensuring that all organizations have a HIPPA compliant platform?
- Do organizations need assistance with creating policies and procedures to submit to OMH?
- Are there organizations that may be interested in group purchasing opportunities?
 - We can assist in a matching process for organizations.