

7.0 Technical Specifications for Selected Platforms

The following list provides a basic overview of the key functionality of the various telemedicine products as reported by the vendors on their own websites. ADCES has not vetted these companies but wanted to quickly provide information for diabetes care and education specialists seeking to implement telemedicine into their practice. This list is not exhaustive. Please completely review all information with your IT team to ensure you select the most appropriate and secure option for your practice and the individuals you serve. Submit additions, changes or updates for this document to danatech@adces.org.

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7.1 ChARM TeleHealth



Description:

ChARM TeleHealth provides the following products: electronic health records, practice management, patient engagement, telehealth, revenue cycle management, medical billing platform, connect. It is a cloud-based integrated solution.

Telehealth provides these features:

- Integrated audio and video for live consultations
- Support for laptops and tablets as endpoints, no software to install or maintain
- Ability for providers to communicate through HIPAA compliant messaging
- Specialized workflow to accommodate individual clinician preferences
- Providers can create compliance document and get patient consent before every telehealth session
- Ability for remote specialists and bedside clinicians to collaborate in consultation
- Telehealth Kiosk helps remote centers to engage with patients and initiate telehealth sessions
- Screen sharing helps patient to share medical records on their desktop/mobile with providers
- Multi-User Telehealth sessions allow more than one patient representative to participate in the video call
- Supports local recording of telehealth sessions for future reference

Company: ChARM TeleHealth, MedicalMine, Inc.

Company website: <https://www.charmhealth.com/> | <https://www.charmhealth.com/telehealth/>

FDA & Regulatory:

ChARM TeleHealth service is a HIPAA compliant end-to-end, cloud-based integrated telehealth solution.

[ChARM Health Security Policy](#)

[ChARM Health Privacy Policy](#)

Data Sharing:

[ChARM Health Security Policy](#)

[ChARM Health Privacy Policy](#)

Platforms & Modality:

ChARM TeleHealth service uses the Zoom video platform. During the first video session, providers and clients will be asked to install a Zoom desktop plug-in, while connecting to a computer. If a client joins the video session from a mobile phone, they have to install Zoom iOS or Android App. You have to install the zoom desktop plug-in or mobile apps.

You do not have to sign up with Zoom.

Security & Privacy:

[ChARM Health Security Policy](#)

[ChARM Health Privacy Policy](#)

Cost & Payment:

Free until the end of July 2020, then \$20 per month, per provider

- Read ChARM's [COVID-19 pricing statement](#)

Details:

[Quick Start Guide](#) to get started with ChARM TeleHealth

[Telehealth Resource Center](#)

7.2 Doxy.me



Description:

Doxy.me is a simple, safe and secure, cloud-based telemedicine platform that incorporates clinical workflows such as patient check-in and waiting room into its design. It can usually integrate with electronic health record or practice management software. It is free to use for unlimited message, voice, and video communications, making it an invaluable tool for many practices. There are paid tiers available which provide additional features (e.g., group calls available with the Professional or Clinic packages)

Company: Doxy.me, LLC

Company website: <https://doxy.me>

FDA & Regulatory:

[Doxy.me was designed and built to support the workflow of healthcare providers and that includes following necessary rules and regulations associated with HIPAA.](#) Doxy.me complies with all these regulations.

Doxy.me enables [covered entities](#) to be compliant with HIPAA in several ways:

- Does not permanently store [Protected Health Information](#)
- Operate according to the [Privacy and Security Rules](#)
- Conduct risk analysis and management
- Have disaster preparation plans in place
- Partake in ongoing training for all required staff
- Sign a [Business Associates Agreement](#)

Data Sharing:

[Data Sharing and Privacy Overview](#)

Platforms & Modality:

[Minimum System Requirements Overview](#)

The minimum requirements to host a call on Doxy.me

To have a successful call with someone, you must have:

- Mac/PC/Linux/Chromebook with camera, microphone and speakers
- Internet connection with at least 2 MBPS download and upload speeds (due to so many people currently on the internet)
- Google Chrome, Mozilla Firefox or Safari 11+ (latest release versions)
- You'll need to have the [latest operating systems](#) such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above
- Javascript must be enabled (this is enabled by default and will give you a message in Doxy.me that you need to enable it)

- Make sure TCP ports 80 and 443 are open (sometimes firewalls will block these ports, ask your IT team if you can't connect with someone if this is causing it)

For iOS and Android:

- Use Safari 11+ on your iOS devices ([latest version of iOS](#))
- Google Chrome on your Android device

Security & Privacy:

[All data is encrypted, your sessions are anonymous and none of your information is stored.](#) Doxy.me adheres to HIPAA, PIPEDA and GDPR data privacy requirements.

Cost & Payment:

[Tiered pricing packages with various features related to workflow and important extension products:](#)

- Free version
- Professional: \$35 per month (group calling and file transfers available at this level)
- Clinic: \$50 person per month (group calling and file transfers available at this level; custom BAA available at this level)

Details

- [Resource Library of Doxy.me Articles](#)
- [Doxy.me YouTube Channel](#) (overview and troubleshooting videos)
- [How to Sign Up and Start A Call video \(1 minute\)](#)
- [Having a Call video \(30 seconds\)](#)
- [Check-in Flyer for Patients – First Visit](#) (available in multiple languages)

7.3 eVisit



Description:

eVisit simplifies healthcare delivery with its market-leading virtual care platform. With eVisit, healthcare organizations can deliver faster, more accessible virtual care using their own network of providers, regardless of specialty. eVisit works seamlessly across enterprise service lines and departments to improve outcomes, reduce costs and boost revenue.

Solutions:

- Hospitals and health systems
- Urgent care
- Primary care
- Mental health

Company: eVisit Telemedicine Solutions

Company website: <https://evisit.com/>

FDA & Regulatory:

[HIPAA and COPPA compliant](#)

Data Sharing:

All information is anonymized (masked) for metrics. All information in transit or at rest is encrypted (even the video).

Platforms & Modality:

For the Provider

- Not disclosed on website but appears to be a cloud-based solution

For the Client

- eVisit is a video chat platform similar to Skype that allows patient to have everything they need to work with their provider. Equipment you'll need includes:
 - A computer or mobile device (tablet or smartphone)
 - If your computer or mobile device does not have a camera and microphone built-in then you will need to buy them separately.

Security & Privacy:

[HIPAA and COPPA compliant](#). All information is anonymized (masked) for metrics. All information in transit or at rest is encrypted (even the video). Additionally, it does not store payment information on servers.

Cost & Payment:

Not disclosed on website. Contact company for information.

- Covid-19 response to hospitals, [including free limited trial of VirtualEd](#) through July 31, 2020

Details:

[eVisit Telemedicine Resource Center](#) (guides to telemedicine, HIPAA, reimbursement issues)

[State Telemedicine Law Summary and Resources](#)

[Patient FAQ and Support Center](#)

7.4 Glooko



Glooko

Company website: www.glooko.com

Glooko is one of the largest diabetes data management platforms focused on improving the lives of people with diabetes and their caregivers. The Glooko product suite supports more than 2.2 million people with diabetes and is used in 9,000 clinic locations globally.

Glooko Enterprise has delivered measurable quality outcomes through their innovative person-centered approach and remote monitoring. They've observed immediate and sustained improvements in patients' average blood glucose (BG), time in range, and hyperglycemia: Decreased average BG: 14.4% at 3 months and 19.2% after one year. Increased in-range BG: 17% at 3 months and 23.7% after one year. Decreased hyperglycemia: 11.4% at 3 months and 15.1% after one year. Data on file.

FDA & Regulatory:

[Glooko is HIPAA and GDPR ready](#), and has an [FDA-cleared digital therapeutics module](#) for long acting insulin titration for type 2 diabetes within Glooko Enterprise.

Data Sharing:

Patients can use the Glooko mobile app to automatically share diabetes data with their providers, while providers can view this data to track patient progress in the Glooko Population Tracker. This capability enables patients to be remotely monitored so that they can receive support between appointments as needed.

Platforms & Modality:

Glooko Enterprise is available on any computing platform that supports the following browsers: Internet Explorer v11 (or equivalent), Chrome v52, v53, v54 (or equivalent), Firefox v47, v48, v49 (or equivalent), and Safari v8, v9, v10 (or equivalent). The Glooko mobile app is available on iOS devices running 10.0 or later and Android devices running 5.0 or later.

Glooko Enterprise includes the following:

Compatible Data Sources – see the [complete list of 99 compatible diabetes devices](#)

- BGMs / CGMs
- Pumps
- Smart pens
- Health apps

Remote Monitoring

- Glooko mobile app
- Glooko Mobile Insulin Dosing System (MIDS)
- Glooko Remote Monitoring program

Professional Tools & Support

- Glooko Population Tracker
- Glooko Transmitter
- Account Management

Monthly clinic reports that provide key insights to manage patient populations.

Additional options: electronic health record integration and population health solutions.

Security & Privacy:

Review Glooko's [Security and Privacy overview](#). Proactive threat monitoring to identify and respond to threats. Ongoing vulnerability scanning to continually improve the security of the platform. Active availability and performance monitoring to ensure platform responsiveness and rapid response to issues. 3rd party objective assessments, including yearly penetration testing and cybersecurity risk assessment. HIPAA and GDPR ready. Ethical, legal, principled use of data baked into policies and culture.

Cost & Payment:

During COVID-19 Crisis: **Glooko is** offering a secure, privacy-protected remote-care solution at no charge to medical clinics as a public service enabling safe, connected patient care during the pandemic. [Contact Glooko](#) via the webform or email ask@glooko.com for more information.

For people with diabetes, the Glooko mobile app can be downloaded for free from the iOS App Store and Google Play.

Details:

[Glooko Overview Summary](#)

[Glooko Support Center](#)

- [Glooko Clinic Quick Start Guide](#)
- [Glooko Personal Use Quick Start Guide](#)

[Brochure: Glooko Use for RPM Reimbursement with CPT® Code](#) (registration required for immediate download)

[CCM Workflow Infographic](#) (registration required for immediate download)

7.5 Google Hangouts



Description

Google Hangouts is a cloud-based communication platform developed by Google that incorporates four different elements: video chat, SMS, VOIP and an instant messaging service. Hangouts allows conversations between two or more users.

Conversations can include up to 150 people; video calls can include up to 10 people.

Google Hangouts allows for interconnectivity between iOS and Android devices, making it user-friendly for everyone; all you need is a Google account. Users can make calls one-on-one or in groups, and the chatting tool allows for an additional layer of communication and convenience. The Hangouts app is available for download on iOS and Android devices, and activity syncs across all user's devices. Google Hangouts offers end-to-end encryption using Wi-Fi or cellular data, so users can make secure calls from anywhere.

Company: Google

Company website: www.google.com | <https://hangouts.google.com/> | [Google Hangouts Help](#)

FDA & Regulatory:

Google Hangouts is not currently an FDA approved health platform. See security and privacy information below.

Data Sharing:

Patients must separately share data through some other mechanism; Google Hangouts does not directly integrate with diabetes devices.

Platforms & Modality:

What you need for Google Hangouts:

- A [Google account](#)
- A computer or phone with a camera and microphone; [learn how to use your camera and microphone](#) when you start a video call for the first time
- An internet or data connection

Computer Accessibility

Operating systems that work with Hangouts

Hangouts works with the current version and 2 previous major releases of the operating systems listed below:

- Mac OS X
- Windows
- Chrome
- Ubuntu and other Debian-based Linux distributions

Web browsers that work with Hangouts

Hangouts works with the current version and one previous major release of the browsers listed below.

- Google Chrome
- Microsoft Internet Explorer (IE)
- Safari
- Firefox
- On Internet Explorer and Safari, download and install the latest version of the [Hangouts plug-in](#).

What you need to make video calls

- Broadband connection to the internet
- USB web camera; other devices, like virtual cameras, may not work
- Any quad-core processor

How much bandwidth you need

Hangouts changes how much bandwidth is used based on your network.

Minimum bandwidth required

- Outbound: 300 kbps
- Inbound: 300 kbps

Ideal bandwidth for two-person video calls

- Outbound: 3.2 mbps
- Inbound: 2.6 mbps

Ideal bandwidth for group video calls

- Outbound: 3.2 mbps
- Inbound (with 5 participants): 3.2 mbps
- Inbound (with 10+ participants): 4.0 mbps

Android Accessibility

Download and sign in to Hangouts

1. On your Android phone or tablet, [download the Hangouts app](#).
2. Learn how to [sign in on Hangouts](#).

To call someone's phone number using the Hangouts app, [download the Hangouts Dialer](#).

Learn how to [use Android accessibility features](#) on Hangouts, like how to make phone calls.

iPhone & iPad Accessibility

Download and sign in to Hangouts

1. On your iPhone or iPad, [download the Hangouts app](#)
2. Learn how to [sign in on Hangouts](#)

Note: Hangouts works with Apple's mobile operating system version 8.0 and up.

Learn how to [use iPhone and iPad accessibility features](#) on Hangouts, like how to make phone calls.

Security & Privacy:

IMPORTANT NOTE: Google Hangouts is not HIPAA compliant.

During COVID-19 National Emergency, the Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) issued the [news](#) that enforcement of HIPAA penalties around telehealth, patient communication, and remote communication technologies will be suspended and will go into effect immediately.

The announcement offered a few non-HIPAA compliant services that could now be used to communicate with patients including: Apple FaceTime, Facebook Messenger video chat, **Google Hangouts video** or Skype.

- Clinicians should notify the individual of the privacy risk of using such technologies
- Clinicians should make those applications as secure as possible by enabling encryption (done by default on most of these applications) and privacy modes if available

Official Wording: Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications

Cost & Payment:

Free for you and your clients, but you must set up a Gmail account. Additional costs will be associated with internet use.

Note: There is a more robust suite of offerings called [G Suite with basic and enterprise pricing](#). It appears that it is possible to sign a business associate agreement (BAA) for a HIPAA compliant video option in this suite.

Details:

[Hangouts Basic Video Tutorial from Google \(1 minute\)](#)

[How to Use Google Hangouts – Beginner’s Guide \(7 minutes\)](#)

[Start a Group Conversation](#)

7.6 Lifesize



Description:

Lifesize is a HIPAA compliant video conferencing technology and can be used for small and large organizations. There are a range of price points.

Company: Lifesize, Inc

Company website: <https://www.lifesize.com/> | [Video Conferencing Solutions for Telehealth](#)

FDA & Regulatory:

HIPAA compliant

- Read the [Lifesize HIPAA compliance document](#)
 - Lifesize customers who are required to comply with HIPAA must have a services agreement with Lifesize (including a Lifesize Cloud Terms of Service agreement). If appropriate, Lifesize may sign a HIPAA business associate agreement (or BAA) with such customers.
 - Because each covered entity or business associate must determine and maintain its own compliance with HIPAA, Lifesize customers retain responsibility for HIPAA compliance and must configure Lifesize products and services and enforce policies for use within their organizations to fully comply with HIPAA
- Read the [Lifesize Security Overview](#)

Data Sharing:

Read the [Lifesize HIPAA compliance document](#)

Read the [Lifesize security overview](#)

Platforms & Modality:

Video conferencing available for PC, Mac and Tablets

- Review the [Lifesize Datasheet](#)

Security & Privacy:

Read the [Lifesize HIPAA compliance document](#)

Read the [Lifesize security overview](#)

Cost & Payment:

[Multiple pricing options and packages available](#)

- Basic free account available for 6-months (1 host, unlimited meetings, host up to 25 participants, personal meeting room, native desktop and mobile apps)
- Standard/Plus/Enterprise pricing structure for different features, options and capacity
- Lifesize video camera and phone available

Details:

[Lifesize support center](#)

- [Lifesize University Video Training Center and Tutorials](#)

7.7 thera-LINK



Description:

therea-LINK is telemedicine software with a focus on mental and behavioral health providers but will work with all types of professionals. Remote patient contact. Individual or group sessions.

Company: thera-LINK, LLC

Company website: <https://www.thera-link.com/>

FDA & Regulatory:

[HIPAA Compliant](#). Encrypted database and file backups. Business associate agreement provided.

Data Sharing:

Review [thera-LINK's security features document](#)

Platforms & Modality:

[thera-LINK requires the following to join an online session:](#)

- Internet connection (we recommend bandwidth of at least 3 mbps download AND upload)
- Webcam, speakers and a microphone – these are built in to most laptops, tablets and phones
- ONE of the following:
 - web browser on PC or Mac (e.g. Chrome, Firefox, Safari 12.2 only) - *latest versions always preferred*
 - Android using Chrome or Firefox browser
 - iPad or iPhone with Safari browser (version 12.2+) OR thera-LINK app from app store on older devices

Security & Privacy:

Review the [thera-LINK's security features document](#)

Cost & Payment:

[Different pricing models for individuals and groups available](#)

- 15- day free trial
- Tiered pricing
 - Basic package \$30/month per provider (only 5 sessions/month included)
 - Plus package \$45/month per provider
 - Ultimate package \$65/month per provider
 - Group rates also available (minimum of 5 providers per group)

Details:

[Video Demo of thera-LINK](#) (registration required)

[Getting Started Guide for Providers](#)

[Overview for Getting Started During COVID-19](#)

[Video Tutorials for Providers](#)

[Video Tutorials for Clients](#)

7.8 THERAPlatform



Description:

TheraPlatform is a secure and HIPAA compliant video conferencing platform with EMR and practice management features for therapists, dietitians, private practices and organizations.

Interactive white board available. Group or individual sessions. Ability to organize and present your own therapeutic materials. Ability to watch videos simultaneously with your clients. Includes two-way screen sharing.

Company: TheraPlatform

Company website: <https://www.theraplatform.com/>

FDA & Regulatory:

A secure and HIPAA-compliant video conferencing platform is required by law when providing teletherapy. [TheraPlatform was built to meet and exceed all HIPAA requirements.](#) They will sign a business associate agreement (BAA) without an additional charge.

Data Sharing:

Review TheraPlatform's [Privacy Statement](#)

Platforms & Modality:

TheraPlatform is web based and you can access it via an internet browser

Security & Privacy:

Review TheraPlatform's [security features](#). Video, chat and messaging is secure.

Cost & Payment:

[Different pricing models available.](#)

- 30-day free trial available
- Tiered pricing model with different features available
 - Basic package \$29/month (single provider)
 - Pro package \$39/month + \$29 for each additional provider per month
 - ProPlus package \$59/month + \$39 for each additional provider per month
- No contract is required.

Details:

[TheraPlatform FAQ](#)

7.9 Tidepool

TIDEPOOL

Description:

NOTE: Tidepool is not a telehealth platform – but it will enable diabetes device data sharing for telehealth appointments.

How Tidepool can help with your telemedicine visits.

- Streamline your workflow with a single technology supporting multiple devices to allow you more time with your clients
- Simple and straightforward for people with diabetes to upload their diabetes data
- Copy and paste data into chart notes, highlighting endpoints like insulin pump settings, time in range, total daily insulin and more

Tidepool is a nonprofit organization dedicated to making diabetes data more accessible, actionable and meaningful for people with diabetes, their care teams and researchers. Thanks to the generous support of JDRF; Tidepool Web, Tidepool Mobile and Tidepool Uploader are free.

Company: Tidepool

Company website: <https://www.tidepool.org/> | [Tidepool for Telemedicine](#)

FDA & Regulatory:

Business Associate Agreement

If you require a business associate agreement before you start using Tidepool in your clinic, Tidepool can provide one. Complete the agreement and return it to info@tidepool.org to get it countersigned.

- [Download Tidepool's Business Associate Agreement \(pdf\)](#)
- [Download Tidepool's Business Associate Agreement \(docx\)](#)

Legal and Security Information

Your legal and IT departments may also want to read these documents to get a complete understanding of how Tidepool operates:

- [Tidepool Security, Privacy and Regulatory Detailed Information](#)
- [Tidepool Terms of Use](#)
- [Tidepool Privacy Policy](#)

Data Sharing:

Clients must create an account and connect their devices to share data.

Detailed instructions to [connect all client devices to Tidepool are available](#).

- Medtronic: 670G, 640G, 630G, 530G, 754, 554, 723, 523, Guardian Sensor, Elite Sensor
- Dexcom G6, G5, G4, G5 Mobile, G6 Mobile
- Insulet: Omnipod DASH, Omnipod
- Tandem: t:slim X2, t:slim, t:slim G4, t:flex
- Abbott: FreeStyle Libre, FreeStyle Libre Pro, FreeStyle Freedom Lite, FreeStyle Lite, Precision Xtra, FreeStyle Precision, FreeStyle Optium Neo

- Ascensia: Contour Next Link 2.4, Contour Next Link, Contour Next One, Contour Next USB, Contour USB, Contour Next
- Trividia: True Metrix, True Metrix Air, True Metrix Go
- Accu-Check: Aviva Connect, Guide, Guide Me
- One Touch: Verio IQ, Verio, Verio Flex,
- OneDrop
- mySugr
- Companion Medical InPen

Platforms & Modality:

Tidepool is available via web and mobile platforms.

- [Tidepool Web signup](#) (Create free Personal and Clinician Accounts)
- Tidepool Uploader ([Uploader Help Guide](#))
 - For Mac
 - For Windows
- Tidepool Mobile iPhone and Android extension apps available

Computer Accessibility:

[Clinician Troubleshooting FAQ](#)

Security & Privacy:

Tidepool only collects the information the individual provides — which may include gender, age and birth date, weight, height, treatment and diagnosis information, health and well-being related information (including diet and activity information), information identifying diabetes monitoring and treatment devices, and data that you upload from diabetes monitoring and treatment devices using the Tidepool Uploader.

Tidepool uses this information to provide features like visualization and data analysis, improve and personalize the Tidepool experience, provide support or contact you about any changes to or notifications regarding your account. Read the [Privacy Policy](#) to learn more.

Tidepool uses industry best practices, including end-to-end encryption to secure data. You can read detailed information all about our security infrastructure in this [document](#).

Cost & Payment:

Free for you and your clients.

Details:

[Getting Started Tips for Clinicians](#)

[How to Copy as Text \(e.g., to cut/paste into an EMR system\)](#)

[Creating a New Patient Account as a Clinician](#)

[Tidepool Support](#)

7.10 Vidyo



Description:

VidyoCloud is a video conferencing platform that can be used to provide telehealth video conferencing capabilities.

Company: Vidyo, Inc

Company website: <https://www.vidyo.com/> | [Vidyo Telehealth Solution](#)

FDA & Regulatory:

[HIPAA Compliant](#). Vidyo will sign HIPAA compliant business associate agreements for healthcare cloud offering customers.

Data Sharing:

[Review Vidyo's HIPAA and security information](#)

Platforms & Modality:

Cloud based but software installed on PC and smartphones ([review articles related to technical specifications and installation](#)).

- Review VidyoConnect for mobile's [recommended iOS and Android operating systems](#)

Security & Privacy:

[Review Vidyo's HIPAA and security information](#)

Cost & Payment:

For a limited time, [receive at no cost a temporary license](#) to the cloud-based Vidyo solution.

- As the world responds to the Covid-19 outbreak, Vidyo is committed to doing its part to support organizations' risk management efforts. We are providing temporary licenses of our secure cloud-based communications platform at no cost to your organization.

Details:

[Vidyo Telehealth Success Kit](#)

[Vidyo Help Center](#)

[Guide to Uploading and Activating VidyoConnect](#)

[Blog post: Coronavirus: Effective Strategies and Tools for Remote Work During a Pandemic](#)

7.11 VSee



Description:

[VSee Clinic functionality overview](#)

- Telehealth service via secure HD video
- Offers waiting room, intake and walk-in alerts
- See patients 1 on 1 or in a group
- Add in remote family members, interpreters, and other care team members
- Share and annotate images, documents and websites as though you were face-to-face

Company: VSee

Company website: <https://vsee.com/>

FDA & Regulatory:

Read VSee's full [HIPAA Compliance overview](#)

VSee signs HIPAA business associate agreements

Data Sharing:

Read VSee's full [HIPAA compliance overview](#)

Platforms & Modality:

- **Windows**
 - Windows 7 or later
 - 2GHz dual-core CPU for up to 3-way calls
 - i5 or i7 CPU is recommended for group video calls
 - VSee only works on Windows Surface tablet with full Windows OS.
- **Mac**
 - OS X 10.11 or later
 - Known compatibility issues with OS X version.
See <https://help.vsee.com/kb/articles/apps-with-known-compatibility-issue-with-vsee-on-mac>
- **iOS**
 - iOS 11 or later
 - iPad Air or newer
 - iPad Mini 2nd generation or newer
 - iPhone SE or newer
- **Android**
 - Android 5.0 or later
 - NEON compatible ARM processor or x86 processor
 - Dual core CPU
 - Amazon Fire phone and tablets 2014 or later

- Recommendations:
 - Google Pixel 2 or newer
 - Samsung Galaxy S8 or newer
 - Samsung Galaxy Note 8 or newer

Not Supported

- Unfortunately, supporting the following operating systems are currently not in VSee's roadmap:
 - Linux
 - Chrome OS (Chromebook)

Security & Privacy:

VSee video chat helps you to be HIPAA compliant in two ways:

1. It protects data privacy in that all A/V communication is securely encrypted and transmitted from point to point such that VSee does not have access to any identifiable health information that may be communicated.
2. VSee offers the HIPAA-required business associate agreement where VSee agrees to be responsible for keeping all patient information secure and to immediately report any breach of personal health information.

Read VSee's full [HIPAA compliance overview](#)
[VSee firewall rules overview](#)

Cost & Payment:

[VSee Clinic:](#)

- Basic Clinic: \$49 per month
- Enterprise Clinic: contact sales for pricing

[VSee Messenger:](#) *(NOTE: According to VSee website, they are not accepting new Messenger sign-ups)*

- Basic Messenger: free
- Pro Messenger: \$49 per month
- Peripheral Streaming: \$299 per month

Details:

[VSee Telehealth Demonstration Videos](#) (provide and client videos)

[VSee Help Center](#) (FAQ, troubleshooting articles)

[VSee Telehealth Library of Telehealth Secrets](#) (you must enter your name and email to access)

7.12 Webex by Cisco



Description: Video conferencing as simple and seamless as meeting in person. With the Webex mobile app, you can meet absolutely anywhere. Hosting is easy and joining is easier—simply click on your link to join.

Dedicated content for COVID-19 addresses these areas: clinicians, care team, patient, administrative staff, IT admin

Company: Cisco

Company website: <https://www.webex.com/> | [Webex Telehealth Solution](#)

FDA & Regulatory:

European Union General Data Protection Regulation (GDPR)

- Cisco Webex supports GDPR by protecting and respecting personal data
- For more information, see [Cisco and GDPR](#)

Health Insurance Portability and Accountability Act (HIPAA)

- Cisco Webex can be used in a healthcare environment consistent with customer needs for HIPAA compliance
- For more information, see [Protecting Your Webex Healthcare Data](#)

ISO/IEC 27001

- Cisco Webex is ISO/IEC 27001:2013 certified
- For more information, see [Cisco Webex Security](#)

Data Sharing:

Review [compliance and certifications](#)

Platforms & Modality:

Webex meetings download for Windows, iOS and Android

You will need:

- Working laptop, tablet or smart phone with a front camera
- Fully charged device or access to power
- Internet connection
- Your email address
- Well-lit space to see each other clearly
- Quiet space to reduce distractions and protect privacy

Security & Privacy:

Review [compliance and certifications](#)

Cost & Payment:

[Multiple plans available.](#) ADCES recommends contacting Cisco Webex Sales to ensure proper HIPAA Webex account is obtained.

- Free personal plan
- Upgraded free plan currently available (first month free when you sign up for a paid monthly plan; four months free when purchasing an annual plan (use code wecare2020))
- Monthly plans with per month cost available
 - Starter Plan \$13.50 per month per host
 - Plus Plan \$17.95 per month per host
 - Business Plan \$26.95 per month per host

Details:

[How to Conduct a Virtual Consultation with Webex](#)

[Supporting a Virtual Telehealth Consultation on Webex](#)

[Webex Help Center](#)

[Best Practices for Telehealth Patients](#)

[Scheduling Patients for Telehealth Appointments](#)

[Preparing Patients for Their Telehealth Appointment](#)

7.13 Zoom for Healthcare



Description:

Video conferencing for telehealth

- HD video and audio
- Provide virtual behavioral and mental health in 1-1 or group sessions that individuals may join from their homes (each meeting can support 300 people)
- Clients may be contacted via almost any device
- Consistent high quality video conferencing, even in low bandwidth environments
- Simple user management and single sign-on make video a seamless component
- Meeting video can be saved for consultation later (local desktop recording with HIPAA business associate agreement for clinical application, or in the cloud for non-clinical applications)
- Ability to collaborate with other doctors and specialists by annotating directly on the shared screen so that notations are visible to all attendees.
- Integrates seamlessly with Epic: Launch a video visit directly from the Epic applications' telehealth workflows

[Zoom for Healthcare PDF overview](#)

Company: Zoom

Company website: <https://zoom.us/healthcare>

FDA & Regulatory:

HIPAA compliant. Zoom will sign the HIPAA business associate agreement (BAA) for healthcare customers (minimum \$200). [Review the HIPAA and security overview.](#)

Data Sharing: Zoom employs industry-standard end-to-end advanced encryption standard (AES) encryption using 256-bit keys to protect meetings. Zoom encryption fully complies with HIPAA Security Standards to ensure the security and privacy of client data.

Screen Sharing in Healthcare

Medical professionals and authorized healthcare partners can use Zoom to meet with patients and other healthcare professionals to screen-share health records and other resources. Zoom does not distribute the actual patient data. Screen sharing transmits encrypted screen capture along with mouse and keyboard strokes only, not the actual data. Zoom further protects data confidentiality through a combination of encryption, strong access control and other protection methods.

Platforms & Modality:

How get started on a [desktop](#)

- [Review system requirements for PC, Mac and Linux](#)

How to get started on [mobile](#)

Security & Privacy:

IMPORTANT NOTE: There are [multiple media reports related to security breaches](#) of the free version of Zoom. ADCES advises contacting Zoom to purchase the [Zoom for Healthcare](#) product.

[Review the HIPAA and security overview](#). Zoom does not have access to identifiable health information and protects and encrypts all audio, video and screen sharing data.

Cost & Payment:

Zoom for Healthcare pricing is complex because of multiple potential add-ons which your practice model may require. ADCES recommend contacting sales.

- ADCES does not recommend the non-HIPAA approved version

[Zoom HIPAA/PIPEDA plans start at \\$200](#) per month per account, which comes with 10 hosts (each meeting can support 300 people). Please contact sales for signed BAA for HIPAA compliance and to learn about 1, 2 and 3-year pre-paid packages.

Details:

[Zoom COVID-19 Resource Library](#)

[Zoom Meetings for Healthcare Training Webinar](#) (registration required for immediate viewing; 40 minutes)

[Zoom 101 Training Video Library](#)

[Zoom Help Center](#)

[Zoom FAQ](#)