

Telemedicine Vendor Options



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The following list reveals the key functionality of the various telemedicine products as reported by the vendors on their own websites. Please note that the MMS has not vetted these companies but wanted to provide information for physicians seeking to implement telemedicine into their practice. This list is not exhaustive and is separated by companies offering stand-alone products and those that have electronic health record (EHR) integrations. Be sure to execute a [business associate agreement](#) with the telemedicine vendor.

For more information, please contact Bissan Biary, senior practice solution specialist, at bbiary@mms.org.

EHR VENDOR TELEMEDICINE OPTIONS

ALLSCRIPTS | www.allscripts.com

Functionality/Options

- “Vide” telemedicine functionality embedded into Follow My Health patient portal
- Connect via a mobile app or the web
- Email visits; scheduled video visits; on-demand video visits

Pricing

- \$89/physician/month with a \$3,000 one-time implementation fee

ATHENAHEALTH | <https://marketplace.athenahealth.com> (search apps for telehealth)

Functionality/Options

- Currently no integrated telemedicine, but several vendors integrate directly to the athenahealth API and offer interfaces for free; see athenahealth marketplace for options

Pricing

- Discuss/negotiate directly with chosen vendor

ECLINICALWORKS | www.eclinicalworks.com/products-services/patient-engagement/televisits

Functionality/Options

- Patients’ clinical data fully integrated with Healow TeleVisits app
- Access to all tools, such as lab interface and e-prescribing
- Intelligent bandwidth management provides stable and secure connection, optimized to prevent skip, lag, or loss of audio quality
- Uses existing computers, networks, and webcams (no need for plug-ins)
- Works with every browser
- Can be accessed from patient device, through patient portal, or Healow app



Other Notes

- Healow TeleVisits are reimbursable under many public and private payer plans

Pricing

- \$2/visit for the physician

EMDS | www.e-mds.com

Aprima EHR

- Plan to roll out telemedicine options later this year

Functionality/Options

- Integrated video system from within EHR
- Will allow clinicians to document in real time in main chart and avoid duplication, mixes of PDFs that aren't structured, and the like

Pricing

- TBD

Solution Series EHR & Practice Partner EHR

Functionality/Options

- Telehealth part of complete patient communications suite that includes reminders, secure text, blast notifications, online scheduling, and more
- Clinicians can invite patients to video chat and have open while documenting directly into chart

Pricing

- \$195/physician/month

GREENWAY HEALTH | www.greenwayhealth.com

Chiron Health Telemedicine Video Visits

www.greenwayhealth.com/marketplace/chiron-health-telemedicine-video-visits

Functionality/Options

- Integrates with Intergy and Prime Suite
- Appointments scheduled using Greenway's medical scheduling software (like in-office visits) sync automatically with Chiron Health
- Patient insurance information auto-synced
- Telemedicine eligibility verification
- Full tech support for patients and physicians

Other Notes

- Chiron Reimbursement Guarantee®: Chiron guarantees full reimbursement from private payers for video visits (usually at the 99213-99214 level), or it will reimburse the claim

Pricing

- Contact Greenway for telemedicine pricing via Chiron Health

OTTO Telehealth

www.greenwayhealth.com/marketplace/otto-health

Functionality/Options

- Two-way secure HD video
- Seamless EHR integration with Intergy and Prime Suite
- Integration with Greenway Patient Portal & Appointment Reminder system (no double documentation)

Bilingual

- Connect with patients in English and Spanish

Pricing

- Contact Greenway for telemedicine pricing via OTTO Telehealth

IM Your Doc

www.greenwayhealth.com/marketplace/im-your-doc-secure-messaging

Functionality/Options

- HIPAA-compliant, real-time messaging on mobile devices and computer browsers
- Share images and documents in real time
- View on mobile device while staying compliant
- Video calling enabling physicians to initiate telemedicine encounters
- Group messaging

Pricing

- Contact Greenway for telemedicine pricing via IM Your Doc

Updox Chat

www.greenwayhealth.com/marketplace/updox-chat

Functionality/Options

- Secure video chat
- Communicate with patients and colleagues in HIPAA-compliant format
- Share lab results, answer patient questions, and follow-up after visit

Pricing

- Contact Greenway for telemedicine pricing via Updox Chat

NEXTGEN | www.nextgen.com/how-we-help/-/media/files/how-we-help/patient-engagement/ss45_pe-0918_virtual_visits_r3.pdf

Functionality/Options

- OTTO Health telemedicine application integrates with NextGen
- Physicians can use a different telemedicine provider, and they can integrate, but OTTO is the solution NextGen sells
- Physicians can schedule and launch a visit from NextGen workspace
- Patients can access the platform through streamlined application — available on the web or any iOS or Android device

Pricing

- Set-Up Fee: \$400–\$500/physician
- Tiered Pricing: Starts at \$75/month/physician and pricing goes down when certain tiers are reached (based on number of physicians)

STAND-ALONE TELEMEDICINE VENDOR OPTIONS

AMWELL | <https://business.amwell.com>

Functionality/Options

- Patient-to-physician, physician-to-physician, and multiparty video visits
- Telemedicine visits by video and phone
- On-demand or scheduled clinical services
- Web and mobile apps
- Can integrate with major EHRs — scheduling integration and inbound/outbound clinical integration option
- Can pull from EHR and pharmacy
- Can document notes
- Offers full library of CPT codes and billable ICD-10 codes

Other Notes

- Supports secure messaging, patient education materials, e-prescribing, and sick slips
- Set own schedule or log on for on-demand visits
- Apple Health integration so patients can use devices at home
- Can white-label — brand a service, a specialty, or a facility

- Put doctors on your service, or get support after hours as needed through the Online Care Group
- Option to create a free private practice on AmWell's health care marketplace:
 - Patients come in through the AmWell patient platform seeking care.
 - Practice under your own brand
 - Set your own visit price and schedule
 - Minimum of two appointment postings/week
 - Cash-pay visits only
 - You provide medical liability insurance.
 - 24-hour support
 - AmWell deducts a small credit card transaction fee for each visit

Pricing

- Check with AmWell for pricing options

DRFIRST | drfirst.com

Functionality/Options

- Backline (telehealth platform) is HIPAA-compliant
- Cloud-based content
- Compatible with desktops, tablets, and smartphones (including iOS and Android)
- No special equipment purchases required
- Content completely customizable
- Communicate via secure text messaging in one-to-one session with patient, family member, or colleague; secure communications with clinicians and colleagues in other organizations; users can share a variety of content (documents, forms, images, audio recordings, video files)
- Backline can automatically create a patient profile and assign relevant members of the care team based on information available in clinical systems
- Virtual visits can be scheduled in advance (with automated text reminders sent to patients) or started by the clinician on demand
- Allows for complete customization of the communication surrounding the virtual visit
 - Clinician can send pre-visit questions (applicable to the patient) in advance via text message or through an electronic form
- Communications can be archived in EHR
- Can be paired with DrFirst e-prescribing
- DrFirst Support available 24-7

Unique Feature

- Patient-Centered Chat groups

Other Notes

- Approximately 10,000 health care professionals nationwide currently use Backline

Pricing

- Backline Care Collaboration Platform: \$60/user/year (provides secure text messaging, file sharing, care coordination features, etc.)
- Backline Telehealth Module: \$300/user/year (Backline care collaboration platform and virtual visits — covers unlimited usage)

ANYTIME PEDIATRICS | <https://anytimepediatrics.com>

Functionality/Options

- Secure text and video
- Smartphone or webcam/laptop or desktop
- Supports HD video
- Scheduled, on demand, waiting room are all optional
- Chief complaint and chat function
- Patient completes basic history, allergies, and weight
- Notes and pictures can be transmitted to EHR
- Choose a variety of visit types and different practices within same profile
- No e-prescribing functionality within the app
- Able to collect credit card (optional)
- Billing reconciliation manager captures visits and ability to bill credit card for full visit or co-pay
- Can connect to your own patients or open to non-patients (optional)
- Can be customized for your practice (to include the practice logo, forms, etc.)

Other Notes

Product tailored toward supporting pediatric and pediatric sub-specialties, family medicine in Q2–3

Pricing

- \$150/month/provider for up to 10 physicians
- \$125/month/provider for 11–25 physicians
- \$100/month/provider for over 25 physicians
- Cost of Set-Up/Installation: \$500/\$1,000/\$2,000 depending on size of practice as above

CARECLIX | www.careclix.com

Functionality/Options for Online Medical Suite

- Allows you to provide your patients with seamless virtual consultations (any device and location)
- Simple mobile apps
- No-browser plug-ins to configure
- Cloud-based
- Clinical data can be shared between patients, physicians, and specialists
- Customized platform
- HIPAA-compliant
- Patient portal
- Group consultations
- Support for remote patient monitoring (RPM) devices
- EHR integration and claims tracking
- E-prescribing
- Platform supports scheduled, recurring visits to complement your existing practice, or on-demand consultations for more urgent medical matters

Other Notes

- Insurance eligibility verification
- Integrated CareClix billing so physicians are paid promptly for services rendered
- Telemedicine medical liability insurance coverage for encounters

Pricing

- Contact CareClix for pricing options

DOXY.ME | <https://doxy.me>

Functionality/Options

- No download required — works in most popular browsers
- Live chat
- HD audio visit
- HD video visit
- Virtual waiting room
- Meeting history

Other Notes

- HIPAA-compliant
- Business associate agreement included

Pricing (view differences in pricing options)

- Free to use

- Professional: \$35/month
- Clinic: \$50/month/physician

MEDICI | <https://medici.md>

Functionality/Options

- HIPAA-compliant mobile app
- Secure text, voice, and video visits
- Allows doctors to provide virtual health care to their patients
 - You determine which patients you see, your availability, consult rates, and response times
 - Doctors do not have to see patients outside of their current panel
- Keeps history of messages
- In-app billing, but not required to bill through Medici (physicians can bill as they currently do in their practice)
- E-prescribing
- E-referrals
- Connect with colleagues using Colleague Chat or Group Chat features
- Review or export consults

Other Notes

- Some payers have been willing to cover cost of the patient visit, but it is up to the patient to get reimbursement

Pricing

- \$150/month

REMEDY | <https://myremedy.com>

Functionality/Options

- Telemedicine platform that combines traditional and virtual care options
- On-demand video visits 24-7, 365 days a year
- Flexible Schedule: Remedy employs both shift-scheduled physicians and associate physicians who choose their hours and service area
- Patients can connect with a doctor in less than 15 minutes via video chat
- If necessary, patients also can schedule a same-day at-home visit or set an appointment at Remedy's walk-in clinic

Other Notes

- Austin-based company

Pricing

- All medical service charges billed to insurer; normal plan limits/deductible/coinsurance apply
- With insurance, video chat on Remedy is free and home visit costs \$49

SNAPMD | <https://snap.md/technology>

Functionality/Options

- HD video
- Platform access from a PC, Mac, or mobile device (iOS or Android)
- Secure file sharing across the platform
- Screen share medical images with patients
- Cloud-based
- Single sign-on access
- Branded to physician's practice (like a virtual storefront)
- Manage individual or family patient accounts
- Automated patient queue and triage center
- Medical device integration (e.g., stethoscope, otoscope, dermatoscope)
- Supports staff management for integrated health care delivery — ability to manage patient scheduling, traffic management, file sharing, reporting, and the like
- Includes dashboard and custom analytics reporting tools
- API and SDK libraries
- Allows patients to easily schedule visits, make payments, review past appointments, and access reports

Pricing

- Contact SnapMD for pricing options

ZIPNOSIS | www.zipnosis.com

Functionality/Options

- Asynchronous online interview
- Video and phone consultations (physicians can expand their services to include these options)
- Real-time chat
- Suite of APIs and EHR integration specialists
- Lab Workflow: Connect your virtual care platform with lab testing
- E-prescribing software and organic clinical decision support

- Population Segmentation: Eligibility and claims (support population health management or manage billing and claims)
- Patient Outreach: Patients can opt in to receive a call to help them schedule an appointment, based on concern and reason for referral out of the system.
- Reporting: Access standard and customized reports in areas such as clinical operations, service utilization and visit volumes, clinician performance, and more
- Smart Routes: Routing engine directs patients to most appropriate level of care within your health system — online or in person; seamlessly transition patients from virtual visit to in-person care, when clinically appropriate
- ZipPlus
 - Team of dedicated experts will help you scope, build, and launch a platform customized to suit your unique workflow and health care goals
 - Follow-up care; surgical care; behavioral health; concierge medicine; occupational medicine; build your own
- Urgent care packages

Pricing

- \$159/month/authorized clinician user plus a one-time set up fee

ZOOM | <https://zoom.us/healthcare> | <https://zoom.us/docs/doc/Zoom%20for%20Healthcare.pdf>

Functionality/Options

- High-quality video conferencing, even in low-bandwidth environment
- Connect physicians, patients, and specialists for regular or urgent care
- Physicians can see who is waiting while maintaining patient privacy
- Recorded session review
- Enhanced Collaboration Features: Collaborate with other doctors and specialists by annotating directly on shared screen — notations are visible to all attendees
- Internal communications between administrative and medical staff
- Integrates seamlessly with Epic
- EHR and medical device integrations
- HD video and audio

Other Notes

- HIPAA (signed BAA) and PIPEDA/PHIPA compliance with complete end-to-end 256-bit AES encryption; Zoom never has access to PHI and doesn't persistently store transmitted information

Pricing

- HIPAA/PIPEDA plans start at \$200/month

OTHER OPTIONS TO CONSIDER

Video Conferencing

- [Amazon Chime](#)
- [Cisco](#)
- [Click Meeting](#)
- [Join Me](#)
- [Polycom](#)
- [Skype for Business](#)
- [Vidyo](#)
- [Secure Video](#)
- [Blue Stream Health](#) (has free options)
- [ListenMD](#) (has free options)

Provider Access Software

- [Agnes](#)
- [InTouch Health](#)
- [Tytocare](#)
- [Spruce](#)

[Notification of Enforcement Discretion for Telehealth Remote Communications during the COVID-19 Nationwide Public Health Emergency](#) from the US Department of Health and Human Services Website

The Office for Civil Rights (OCR) at the Department of Health and Human Services (HHS) is responsible for enforcing certain regulations issued under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, to protect the privacy and security of protected health information, namely the HIPAA Privacy, Security and Breach Notification Rules (the HIPAA Rules).

Please visit the HHS Health Information Privacy web page to [learn more](#).

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