

NEQCA Assistance with Telehealth:
Short-List of HIPAA Compliant Telehealth Vendors
June 10, 2020 (Version 1)

NEQCA remains committed to assisting Network practices with establishing and promoting a means for conducting billable, HIPAA compliant, Telehealth patient visits during the COVID-19 national emergency and beyond. In coordination with Tufts Medical Center and Wellforce, we worked with American Well (AmWell) to provide our practices access to use this platform to assist you in offering secure two-way Telehealth visits with your patients. More recently, Wellforce acknowledged some limitations of the AmWell platform and messaged an additional endorsed platform, Zoom for Healthcare. It was also noted that an integrated EHR solution may actually be the best long-term Telehealth strategy and direction but that may not be available with all EHR vendors. NEQCA also collected a number of other Telehealth solutions reported in use across the Network that have been identified as easy to use for both practice staff and patients. While these additional solutions may not be endorsed by Wellforce we feel that it is in the best interest of our Network to share them nonetheless. We have researched and compared these platforms, producing the tables below that review the Wellforce endorsed platforms as well as the additional solutions reported in use across the Network.

Wellforce Endorsed Telehealth Platform	Vendor Website	Complexity of Use	Allows Multiple attendees to join?	Allows practice staff to also use?	Has a virtual waiting room?	Has patient invitation link sent via text message functionality?	Platform accessed via computer or phone?	Supports multiple languages?	Possible adoption barriers	Might be best for
AmWell	Contact NEQCA Account Manager	Medium	Yes	Yes	Yes	No	Both	No	Multiple steps on provider and patient side	Medium/Large Practices
Zoom for Healthcare	https://zoom.us/healthcare	Easy	Yes	No	Yes	No	Both	Yes	Platform use almost entirely on provider	Large Practice
eClinicalWorks	https://www.eclinicalworks.com/products-services/patient-engagement/televisits/	Medium	No (in development)	Yes	Yes	Yes	Both	No	Must have eClinicalWorks EHR	Any size Practice

Other Telehealth Platforms	Vendor Website	Complexity of Use	Allows Multiple attendees to join?	Allows practice staff to also use?	Has a virtual waiting room?	Has patient invitation link sent via text message functionality?	Platform accessed via computer or phone?	Supports multiple languages?	Possible adoption barriers	Might be best for
Doximity	https://www.doximity.com/app	Easy	Yes	No	No	Yes	Phone	No	Platform use almost entirely on provider	Small Practice
doxy.me	https://doxy.me/pricing	Easy	Yes	No	Yes	Yes	Both	Yes	Platform use almost entirely on provider	Small Practice

Outreach will be made to practices that have not reported a Telehealth solution in place or have reported a non-HIPAA compliant Telehealth solution, such as FaceTime, Skype, etc.

If you have any questions regarding this table or are interested in switching platforms but would like to know more before doing so, you can contact Jory Curran at jcurran@neqca.org.

Please continue to check NEQCA's website routinely for updated documents and reference material, including this document.

All of us at NEQCA thank you for all you are doing to help our patients.