IT'S ALL ABOUT THE PLATFORM



Part 1 of 3

Business-Centric Platforms for Telepractice

IT'S ALL ABOUT THE PLATFORM

EverythingSLP specializes in the live, online training of telepractice delivery, and business coaching. We created this 3-part series to share our research with the telepractice community. In the pages that follow, you will find tables to compare and contrast features of the most widely used business-centric and speech pathology-centric platforms. Our goal is to provide the information you can use to continue or to get started on your telepractice journey.

In the tables that follow, you will find hot links attached to underlined words that will connect you to key pages on that platform's website. The information presented here is as accurate and unbiased as possible, but it is not guaranteed, as information changes on a daily basis in this new-age of telepractice service delivery.

- Part 1 Features of Business - Centric Platforms
- Part 2 Features of Speech Pathology - Centric Platforms
- Part 3 Special Features / Considerations

BUSINESS CENTRIC PLATFORMS

Businesses have been using video meeting platforms far longer than most therapists have been in telepractice. I dove into the world of business video conferencing, and in this, Part 1, I present the most widely-used platforms. I have spent a great deal of time researching each platform. Each platform contains significant security parameters and systems built into them that Corporate America has utilized for many years. In response to the pandemic, many of these same platforms are offering Business Associate Agreements (BAA) with starter subscription plans. On the tables that follow, you will see some of the most popular features that each platform offers, as well as hot links to HIPAA policies and BAAs.

Keep in mind, the platform that you use for telepractice is only one block in the HIPAA compliance wall. There are many aspects to HIPAA compliance. Never share private health information (PHI) when interacting with clients on a platform. If you need more guidance for your individual or business telepractice, reach out to the professionals at EverythingSLP.com.

Best wishes in your telepractice adventure!

Business Platforms being used for Telepractice

	G Suite	WebEx	GoTo Meeting	doxy.me	Zoom	Microsoft Teams*
Plans / Prices per month	3 plans: Basic $6, Business $12, Enterprise $25/month	4 plans: Free, Starter $14.95, Plus, Business; discounts when purchasing annual plan	3 plans: bill monthly or save with annual; you can have a BAA for $14/ month	3 plans: Free, Professional $35, Clinic $50	Healthcare: $200/ month for 10 seats; this is the only HIPAA compliant option at this time	3 plans: $10, $32, $57
Additional Information	G Suite offers HIPAA compliant email, chat, meetings, and document storage; works with all operating systems	Sign up for Starter plan and receive a BAA.				Microsoft offers HIPAA compliant email, chat, meetings, and document storage; works with Windows and OSX
HIPAA Compliant	yes; must subscribe to G Suite	yes	yes	yes	yes	yes
Signed Business Associates Agreement (BAA)	yes; must have G Suite; more reading here	yes! Contact Sales via chat on their website to receive a signed BAA	yes; Contact Sales via chat or email on their website to receive a signed BAA	download BAA with free plan	yes with healthcare plan	yes

***at the time of this publication, I had not been able to activate Microsoft Teams. To be fair, Teams appears to work best in the context of Office 360 vs as a stand-alone product for meetings only

Most Used Business Platforms being used for Telepractice

	G Suite	WebEx	GoTo Meeting	doxy.me	Zoom	Microsoft Teams
Whiteboard	no	yes	yes	no	yes	unknown***
Screen sharing	yes	download and install desktop software for clinician and client	with Chrome plug-in	yes	yes	unknown***
Client control during screen sharing from a computer**	no control or annotation	full whiteboard controls and full remote desktop control	simple drawing / highlighting and full desktop control	no	full whiteboard controls and full remote desktop control	unknown***
Screen share from iPad or iPhone	no	yes	no	no	yes	unknown***
Waiting room, locking the room	yes waiting room	yes	yes	yes	yes	unknown***
Group session or observer	group only	group only	group only	no	group only	unknown***
Sync with outside calendar such as Gmail or iCal	G Suite	Gmail and iCal	Gmail and iCal	Gmail and iCal	Gmail and iCal	Outlook
Client able to schedule based on availability	no	no	no	yes	no	unknown***
Document client visit within platform	no	no	no	no	no	unknown***
Download whiteboard from session within platform	no	yes	no	no		unknown***
HIPAA compliant chat inside platform	yes	yes	yes	yes	yes	yes
HIPAA compliant email	yes	no	no	no	no	yes
HIPAA compliant document storage	Google Drive	no	no	no	no	yes

**the use of a Chromebook by the clinician results in limited functionality on a variety of platforms due to the limitations of the Chromebook as compared to a laptop or desktop computer

***at the time of this publication, I had not been able to activate Microsoft Teams. To be fair, Teams appears to work best in the context of Office 360 vs as a stand-alone product for meetings only

JOIN US WEDNESDAY FOR PART TWO

On Wednesday, I will present four of the most utilized speech pathology-centric platforms. Many of them include 'back office' set up for billing and medical record management. In addition, many offer the ability to collect payment, invoice clients, send and receive payment from insurance claims.

Note: there may be many more platforms available for use that started as multi-disciplinary in nature and were not necessarily developed for the speech pathologist. This table is not an exhaustive list and I have not intentionally left-off any platform from this list. As I become aware of additional platforms, I will add data to this table. All content presented is intended for informational purposes and is not guaranteed. All efforts have been made to present accurate information. If you have more information to contribute to these tables, please reach out to me directly genevieve@everythingslp.com.

Best wishes!

