

Videoconferencing

Description

Videoconferencing is the use of technology to virtually provide live (synchronous) interactive consultation between 1) primary care provider and specialist/allied health professional, 2) primary care provider and patient, and/or 3) Primary care provider, specialty health services, and the patient.

The videoconferencing session can be accompanied with **store and forward (asynchronous)** data to aid in the assessment. Store and forward allows for the transmission of diagnostic images, vital signs, lab values, and/or video clips along with patient data for review by a primary care or allied health professional.

Purpose

To provide live video and audio communication between a clinician and patient.

Patient Population

Any patient population with a good internet connection may use videoconferencing. Videoconferencing is the basis of telehealth. Requirements may include the ability to see and hear.

Additional equipment to consider

Peripherals: additional external devices or attachments may be used within the videoconferencing software to allow for additional assessment of the patient. These may include stethoscopes, exam cameras, otoscopes, ophthalmoscopes, or other remote patient monitoring (RPM) devices.

Reimbursement considerations

Audio-videoconferencing is considered the same as an office visit (Current **CPT codes** 99201-99215 for telehealth services).

The telephone, which is not considered videoconferencing or telehealth, allows for audio-only encounters and can be used for some evaluations and management (current **CPT codes** 99441-99443).

Equipment used to provide videoconferencing

Telehealth Cart (mobile)

Telehealth Kiosk (stationary)

Telehealth Backpack (mobile)

Travel Kit (mobile)

Tablet

Laptop

Stationery Computer

Smartphone

Questions to consider

Is the computer/tablet compatible with peripherals?

Do you have a working camera, microphone, and/or headphone dock?

Do you need to have a device that is easily transported (Tablet, Smartphone)?

Does it integrate with the EMR?

Optional Vendors (software): *Not endorsed by National Educational Toolkit Committees

Video-Conference Vendor (Link)	Remote Student Access (limit on # of "guests") During Visit	Cost (\$, \$\$, \$\$\$) Subscriptions required?	Considerations (Ex: EMR integration access required? HIPAA edition available? Does university/clinic already use videoconference technology? Workarounds to "guest" limits?)
Cisco https://www.cisco.com/	Video and Web conferencing capacity of 100,000 (enterprise plan) – Other plans are available	https://www.webex.com/pricing/index.html \$26.95 Per host per month (5-100 hosts)	
Doxy.me https://doxy.me/	Up to 10 participants in different locations	\$ (free to use)	HIPAA, Business Associate Agreement included
eVisit https://evisit.com/		\$\$ Request free demo	HIPAA compliant. EMR integration
Mend https://www.mendfamily.com/telehealth-demo/?utm_source=SoftwarePundit&utm_medium=SoftwarePundit&utm_campaign=SoftwarePundit		\$\$ \$49.00 per provider per month	Contact for free demo
Pathways https://www.mypathways.us/	Provider + patient (up to 6-8 participants)	\$ \$99/month or if 501c \$69/month	HIPAA compliant 24/7 technical support Patient notes within platform; no EMR integration
SimplePractice https://www.simplepractice.com/simplepractice-affiliate-program/	Unlimited	\$ \$39 (Essential) \$59 (Professional)	HIPAA compliant. Multiple levels of service. EMR, billing services; live support.
TheraNest https://theranest.com/	Unlimited	\$	Therapy management software. HIPAA compliant online video therapy sessions with screenshare
Tytocare https://www.tytocare.com/		\$\$\$ Device \$250-350 Platform Fee Annually \$25-50,000	On demand exams with healthcare providers. Offers a variety of products to connect people to clinicians to provide home examinations and diagnosis solutions. Can be used in a variety of settings, i.e., schools, health systems, senior care, and employee health.
VSee https://vsee.com/	Unlimited small group or unlimited big groups	\$	HIPAA compliant; Free, basic and enterprise packages
Vidyo https://www.vidyo.com/video-conferencing-solutions/industry/telehealth	Healthcare Edition=51-10,000 plus	Contact Sales	HIPAA compliant; integrates with a variety of EMR
Zoom https://zoom.us/healthcare	Multiple participants	\$\$	HIPAA/PIPEDA enabled plans start at \$200 per month per account, which comes with 10 hosts.

*\$ - Under 100, \$\$ 100-200, \$\$\$ over 200

Examples of Use Cases

[Telehealth Consultation Real Time Video Call App](#)



List of Technology Resources

- ❑ The **American Telemedicine Association**, in partnership with the **Consumer Technology Association**, has started putting together this **Digital Health Care Directory** to connect the health care industry with digital health technologies so you can get a feel for the massive number of options available in the marketplace. The directory has a mixture of both telehealth technology vendors and service providers.

Vendor Resources

- ❑ The **Midatlantic Telehealth Resource Center** has a **Vendor Selection Toolkit** to better help you determine your technology and/or clinical requirements before selecting a vendor(s).
- ❑ If you are looking solely for telehealth service providers, the **Southwest Telehealth Resource Center** has put together this **Service Provider Directory for Telemedicine and Telehealth**.

Select References

Mallow, J. A., Petite, T., Narsavage, G., Barnes, E., Theeke, E., Mallow, B. K., & Theeke, L. A. (2016). The Use of Video Conferencing for Persons with Chronic Conditions: A Systematic Review. *E-health telecommunication systems and networks*, 5(2), 39–56. <https://doi.org/10.4236/etsn.2016.52005>