



# MASSACHUSETTS MEDICAL SOCIETY

*Every physician matters, each patient counts.*

## Telemedicine Vendor Options

The following list reveals the key functionality of the various telemedicine products as reported by the vendors on their own websites. Please note, 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 [bbiary@mms.org](mailto:bbiary@mms.org)

This information is intended to serve as a general resource. No recommendation or endorsement by the MMS for the individual(s) or service(s) listed is expressed or implied. This information does not constitute legal advice. The MMS is not responsible for the recommendations of or the quality of the work provided by any of the parties listed.

### **EHR VENDOR TELEMEDICINE OPTIONS**

#### **Allscripts** | [www.allscripts.com](http://www.allscripts.com)

- Functionality/Options:
  - Video 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 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/](http://www.eclinicalworks.com/products-services/patient-engagement/televisits/)

- Functionality/Options:
  - Patients' clinical data fully integrated with Healow TeleVisits app
  - Access to all tools, like lab interfacing 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 reimbursable under many public and private payer plans
- Pricing: \$2/visit for the physician

**eMDs** | [www.e-mds.com/](http://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** | [www.greenwayhealth.com/marketplace/chiron-health-telemedicine-video-visits](http://www.greenwayhealth.com/marketplace/chiron-health-telemedicine-video-visits)

- 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
  - 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
  - Functionality/Options:
    - HIPAA-compliant, real-time messaging on mobile devices and computer browser
    - 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

**NextGen** | [www.nextgen.com/how-we-help/-/media/Files/how-we-help/patient-engagement/SS45 PE- 0918 Virtual Visits R3.pdf](http://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)

### **STANDALONE 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 in home
  - Can white-label: Brand a service, a specialty, or a facility

- Put doctors on your service, or get wraparound support for 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/visit
- Pricing: Check with Amwell for pricing option

**CareClix** | [www.careclix.com/](http://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/>

- **Has free options**
- **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](#)
  - 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
  - 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/Android platform)
  - 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/](http://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 + 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 setup 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/doesn't persistently store transmitted information
- Pricing: HIPAA/PIPEDA plans start at \$200/month

**Dock Health** | <https://www.dockhealth.com/>

- Dock Health is the secure hub for managing clinical tasks together. Our platform provides a HIPAA compliant collaborative solution to prioritize, delegate & track what a team needs to efficiently deliver quality care for their patients. We're getting rid of painful email chains without closure & giving medical teams the tools & mobility needed to get health done! Every other industry has collaboration platforms, we're bringing the best of tech to healthcare to reduce stress & improve patient care.

Free For COVID-19 Response

- Invite teammates
- Create tasks with patient context
- Add Subtasks
- Team commenting
- Assign/reassign tasks
- Add due dates
- Flag & set task status
- Duplicate tasks
- Create multiple lists
- View history of events
- Forward email to your task lists

- Add Attachments

**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
- <https://www.listenmd.com> - Has free options

**Provider Access Software**

- Agnes
- Chiron
- Intouch Health
- Tytocare
- Spurce

**Attention:**

**Temporary waivers had been issued due to COVID-19 crisis to use:**

- Skype
- Facetime