



Adirondack Health Institute

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Telehealth Vendor Resource Guide

Disclaimer: AHI remains vendor neutral and we are not endorsing the vendors on our list. This list is only for informational purposes for your reference.

Important note:

The expansion of telehealth during the COVID-19 pandemic has put a large strain on various telehealth networks and software resulting in some changes in pricing options. Some free options are no longer available. Reach out to vendors directly to learn more about their pricing and current offerings.

For those who are new to telehealth and related technology - the National Telehealth Technology Assessment Resource Center has a Clinician's Guide to Video Platforms toolkit available for review:

<http://telehealthtechnology.org/toolkit/clinicians-guide-to-video-platforms/>

Key Considerations when selecting a telehealth vendor:

- ◆ How many connections/users will you need?
- ◆ Review available bandwidth and existing IT/HIT infrastructure - Include IT team in the process.
- ◆ Evaluate the needs of your patients and community - Where can telehealth be used in your practice?
- ◆ Is this vendor HIPAA Compliant? Are BAAs available?
- ◆ Contracting and commitments - Look at the long-term requirements of vendor contracts.
- ◆ Reach out to vendors for demos and detailed information.

Electronic Health Record (EHR) Integration - Many EHRs have a built-in telemedicine function to initiate visits with patients. Review your EHR and its functions (if they offer a module or easily integrate) before exploring other vendors! Here is a list of several EHRs with telemedicine functionality:

- [Allscripts](#)
- [Cerner](#)
- [Epic](#)
- [Medent](#)



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What types of telehealth technology do you need? Here are a few common types of telehealth technology:

Videoconferencing Software	Remote Patient Monitoring	Peripheral devices/ Hardware	Enterprise Solutions
<ul style="list-style-type: none"> Provides the means for a face-to-face connection for telemedicine visits 	<ul style="list-style-type: none"> Often include scales, blood pressure monitors, glucometers and other devices to transmit vital signs to a provider from the patient's home 	<ul style="list-style-type: none"> Devices to share diagnostic data with providers that can be attached to a computer or other device. 	<ul style="list-style-type: none"> All-in-one systems that often offer multiple telehealth services - best for large health systems and hospitals

See below for examples of various telehealth vendors.

Note: Many of these vendors offer multiple services that may fit into one or more of the categories below. Review each vendor's website for detailed information on offerings and pricing.

Telehealth Software/Management Platforms

Zoom for Healthcare:  <https://zoom.us/healthcare>

HIPAA compliant videoconferencing software with BAA included
Starts at \$200/month
Integrates with EPIC EHR
Far-end camera control, EHR and medical device integrations, and in telehealth carts
Option for group sessions

Reminder: There are multiple zoom applications - Zoom for Healthcare is HIPAA compliant whereas consumer Zoom is not.

Doxy.me:  <https://doxy.me/>

Free with optional upgrades
No download required; simple videoconferencing link sent to patients
HIPAA, GDPR, PHIPA/PIPEDA, & HITECH compliant
All individual providers get a free BAA
Includes waiting rooms and patient queues



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Mend:  <https://www.mendfamily.com/>

HIPAA Compliant video software
Appointment scheduling, rescheduling and reminders
Full bidirectional integration for automation
Also offers group therapy and telepsychiatry software

BlueJeans:  <https://www.bluejeans.com/use-cases/healthcare>

Platform independent, multipoint video conferencing connectivity at up to 720p HD
Highly secure, encrypted video connectivity to support HIPAA privacy rules
Flexible pricing models
Video mobility – access to patients from anywhere, and interoperability with existing conferencing infrastructure

[Telehealth fact sheet](#)

Vidyo:  <https://www.vidyo.com/video-conferencing-solutions/industry/telehealth->

Offering temporary licenses for free during the COVID-19 pandemic
Optional 5-minute Virtual Care Maturity Assessment to gauge readiness
Multiple capabilities including homecare, ambulatory care, urgent/emergent care, acute and post-acute care

VSee:  <https://vsee.com/>

Basic offering is \$49 per month and offers Unlimited video calls + chat
Integrated intake, consent, and patient triage queue
SEO friendly landing page
BAA for HIPAA compliance
Additionally - they offer home health kits, carts and other hardware options - https://vsee.com/hardware/



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<http://swymed.com/>

Offers multiple software and hardware options
Push/pull from any HL7 compliant EMR
Integrate with scheduling, provisioning and reporting
Monitor vital signs through certified third-party medical devices
Offers consulting services and technical support
Coronavirus rapid response screening tool

Remote Patient Monitoring Software/Tablets



<https://www.healthrecoveryolutions.com/>

Various offerings including their complete package which includes tablet and advanced biometric devices
Options to communicate with patients in real-time through video, phone, and text chat
Offers a "Bring Your Own Device (BYOD)" solution
15+ EMR integrations including Epic, Cerner, Homecare Homebase, Brightree, Allscripts, Netsmart & many more



<https://www.amchealth.com/>

RPM services including peripherals and decision support software
Telecare managers on staff to: <ul style="list-style-type: none"> Analyze and validate the remote data captured from patients Follow-up with patients to clarify self-reported information and address compliance issues Provide targeted disease education Identify barriers that may be affecting utilization Expertly use behavior intervention techniques to proactively address negative trends
Over 200 easy-to-use, safe and seamless Bluetooth connected devices



<https://www.alorahealth.com/>

Offers software options for home health, private duty home care, personal care, hospice or pediatric home care
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Software designed for agencies dealing with Medicaid/Waiver, Private Pay, Private Insurance, VA, Long Term Care Insurance, etc.
Electronic documentation for your aides/personal care workers as well for other disciplines
Visit notes are created based on your client’s plan of care
Handles multiple offices or business lines within one system

Vivify:  <https://www.vivifyhealth.com/solutions/>

Offer easy-to-use technology that automates the consumer engagement process, triages clinical and non-clinical needs, and achieves a high rate of care plan adherence

Medtronic  <https://www.medtronic.com/us-en/index.html>

Ability to create remote monitoring programs specific to individual patient needs, scaled across patient populations
Integrate remote monitoring data into EMR systems
Include more than 20 different disease management programs
Offering COVID-19 Virtual Care Solution to evaluate, remotely monitor, and provide CDC-based recommendations for individuals who are concerned about COVID-19 and potential symptoms

Peripheral Device/Hardware Vendors

Firefly:  <https://fireflyglobal.com/all-product/#Healthcare>

Offers many digital healthcare products such as digital dermatoscopes, video otoscopes, general exam cameras, diagnostic endoscope cameras and more

GlobalMed:  <https://www.globalmed.com/>

Meeting standards of traditional patient encounters with various telehealth solutions
Offers exam cameras, conference cameras, stethoscopes, otoscopes and other devices
Also offers telemedicine carts and transportable exam stations
Software is also available



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Iron Bow Healthcare Solutions:  <https://ironbowhealthcare.com/>

Peripherals, hardware and scalable cloud video services
Offer annual maintenance plans and ongoing support

Hospital/Enterprise Solutions

Amwell:  <https://business.amwell.com/>

Offers a variety of telehealth solutions and resources including clinical service development
Offerings include: Carts, Kiosks, Peripherals, Software, EHR integration, Modules tailored to specific programs

Polycom:  <https://www.polycom.com/collaboration-solutions/solutions-by-industry/healthcare.html>

Offers multiple telemedicine solutions which integrate into various EHRs
Available carts, cameras, web suites and video systems

Intouch:  <https://intouchhealth.com/telehealth-solutions/>

Fully integrated virtual care platform that is scalable to use cases
Offers multiple cart options
Enterprise ready and configurable options

AMD Global Telemedicine:  <https://www.amdtelemedicine.com/>

Complete telemedicine systems available



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Integrated medical devices (like examination cameras, medical scopes, stethoscopes, vital signs, monitors, ECGs, retinal cameras and ultrasound probes)

Offers encounter management software

Other Solutions:

TeleTriage Systems:  teletriage.com

Offering Telehealth Training Programs, Telephone Triage Consulting & Research

Offering free downloads:

1. [Telephone Triage: Theory, Practice and Protocol Development](#)
2. [Audio Tracks](#)