

Live Video Conferencing Telemedicine Products



REFRACTIVE SURGERY
ALLIANCE SOCIETY

Please be advised that this document represents a compilation of data derived from publicly available sources and is for informational purposes only. This list is not exhaustive - there are many other publicly available telemedicine products and services that may meet the needs of Ophthalmology. Prior to making any business decisions, please visit the respective company websites to verify product features and pricing.

	<u>Doxy Me</u>	<u>EyecareLive</u>	<u>Mend</u>	<u>ModMed</u>	<u>NextGen</u>	<u>Spruce</u>	<u>VSee</u>	<u>Zoom</u>	<u>Google Meet</u>
Features									
Custom Branding	✓	✗	✓	✗	✗	✗	✓	✗	✗
HIPPA Compliant?	✓	✓	✓	✓	✓	✓	✓	✓	✓
eConsent	✓	✓	✓	✓	✓	✓	✓	✓	✓
Business Associate Agreement	✓	✓	✓	✓	✓	✓	✓	✓	✓
EHR Integration	✓	✓	✓	✓	✓	✓	✓	✓	✗
PM Integration	✓	✗	✓	✓	✓	✗	✓	✗	✗
Video Calling	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voice Calling	✓	✓	✓	✓	✓	✓	✓	✓	✓
Group Calling	✓	✓	✓	✓	✓	✗	✓	✓	✓
Chat	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dr to Staff Messaging	✗	✓	✗	✗	✗	✓	✓	✗	✓
Meeting History	✓	✓	✓	✓	✓	✓	✓	✓	✓
Screen Sharing	✓	✗	✓	✓	✓	✗	✓	✓	✓
File Sharing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Note Taking	✗	✗	✓	✓	✓	✗	✓	✓	✓
Draw/Type Canvas	✗	✗	✓	✗	✗	✗	✓	✓	✓
Eye Tests	✗	✓	✗	✗	✗	✗	✗	✗	✗
Appointment Scheduling	✗	✓	✓	✓	✓	✗	✓	✗	✗
Patient Self-Scheduling	✗	✗	✓	✓	✓	✗	✓	✗	✗
SMS Appointment Reminders	✗	✓	✓	✓	✓	✗	✓	✗	✗
Email Appointment Reminders	✗	✓	✓	✓	✓	✗	✓	✗	✓
Treatment Plan Reminders	✗	✓	✗	✗	✗	✗	✗	✗	✗
Treatment Plan Monitoring	✗	✓	✗	✗	✗	✗	✓	✗	✗
Browser Notifications	✓	✓	✓	✓	✓	✓	✓	✓	✓
Text Notifications (to providers)	✓	✓	✓	✓	✓	✓	✓	✗	✗
Email Notifications (to providers)	✓	✓	✓	✓	✓	✗	✓	✓	✓
Reports	✓	✓	✓	✓	✓	✓	✓	✗	✗
Surveys	✗	✓	✓	✓	✗	✓	✓	✗	✗
Accepts Payments	✓	✓	✓	✓	✓	✓	✓	✗	✗
Billing	✗	✓	✓	✓	✓	✗	✓	✗	✗
Support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Marketing Material	✓	✗	✗	✗	✗	✗	✗	✗	✗
Business Phone Number	✗	✗	✗	✗	✗	✓	✗	✗	✗
eFAX	✗	✗	✓	✗	✗	✓	✗	✗	✗
Secure Voicemail w/Transcription	✗	✗	✗	✗	✗	✓	✗	✗	✗
Pricing									
Onboarding Fee	\$0	\$749	\$199	Unavail.	Unavail.	\$0	\$0	\$0	\$0
Basic	\$0	Quoted	\$59/mth/provider	Unavail.	Unavail.	\$24/mth (1 user)	\$49/mth (1 user)	\$20/mth/host (10+)	\$6/mth/user
Level 2	\$35/mth/provider	Quoted	Quoted	Unavail.	Unavail.	\$49/mth/user	Quoted	N/A	\$12/mth/user
Level 3	\$50/mth/provider	Quoted	Quoted	Unavail.	Unavail.	Quoted	N/A	N/A	\$25/mth/user
Differentiator									
	Cheap, simple, and secure	Ophthalmology Based	Patient self-scheduling	No integration needed. Existing customers only	No integration needed. Existing customers only	Phone System and Messaging	Fast set-up	Reliable infrastructure	Excellent tech and file sharing
Access Method									
	Web	Web/Desktop/App	Web	Web/Desktop/App	Web	Web/Desktop/App	Web/Desktop/App	Web/Desktop/App	Web/Desktop/App
Website URL									
	Doxy Me Website	EyecareLive Website	Mend Website	ModMed Website	NextGen Website	Spruce Website	VSee Website	Zoom Website	Google Meet

NOTE: As of March 18th, 2020, the American Academy of Ophthalmology (AAO) "will not impose penalties on physicians using telehealth in the event of noncompliance with the regulatory requirements under the Health Insurance Portability and Accountability Act (HIPAA) as long as the platform used is not public-facing. Allowed platforms that are not HIPAA compliant include Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, WhatsApp video chat, or Skype. Texting applications such as Signal, Jabber, Facebook Messenger, Google Hangouts, WhatsApp, or iMessage/EHR Portal are still allowed".

<https://www.aao.org/practice-management/news-detail/coding-phone-calls-internet-telehealth-consult>

Please be aware that once the AAO removes this exemption, many of the products listed will no longer be deemed as acceptable forms of patient communication.