Software Solutions for Family Doctors

Telehealth, patient portals, secure messaging and more

Overview

This slide deck provides information on a variety of **software** systems than can be used by family doctors to provide additional services to patients such as telemedicine and online booking.

Most of these services **integrate with your EMR**. Use the decision trees in the next slide to determine which options are available for you, and then learn about each offering in the relevant product's **information page**.

Many products offer **multiple services**, such as a combination of patient portals and online booking.

Definitions

- **Telemedicine**: Appointments conducted via videoconferencing software.

- **Patient Portals**: Web pages or phone apps that allow patients to log in to perform a variety of tasks, which may include booking appointments, sending messages to their primary care provider. May be accessed through a web page or phone app depending on the software.

- **Secure messaging**: Encrypted digital communication allowing physicians to send (and possibly receive) information to/from patients. May include attachments or forms depending on the software.

- **Online Booking**: Software that allows patients to book appointments without needing to phone the office. May be performed through a patient portal or web page.

- **Billing Support**: Software that helps manage patient billings and may help with claims depending on the software and support packages.

General

- **Cost**: How much the service costs. Costs are often broken down by the number of physicians using the service per month (or number of licenses)

- **Tech Support**: What level of troubleshooting support is included. May range from online articles to 24/7 support via phone or email

- **Server Locations**: All services included have their server locations in Canada

- **Privacy Compliance**: Compliance with varying Canadian and international standards

- **Features**: Space for additional information about the software that does not fit the remainder of the template

Telemedicine

- **Installation**: Does the software need to installed (phone-app, computer application) or can it be accessed some other way (i.e., A web browser)
- **Test Connection**: Able to trial the connection first before the call
- **Waiting room messages**: Can a message be displayed on the patient's screen while they wait for the provider to join the virtual visit?
- **Max Number of Participants**: How many individuals can be on the call at once?
- **Conversion from audio-only call**: Can the call start as audio-only, then switch to video?
- **Upload/Sending Documents**: Can documents be sent during the call through the software?
- **Record Pictures/Audio/Video**: Can the software record parts of the video or audio feeds during the call?
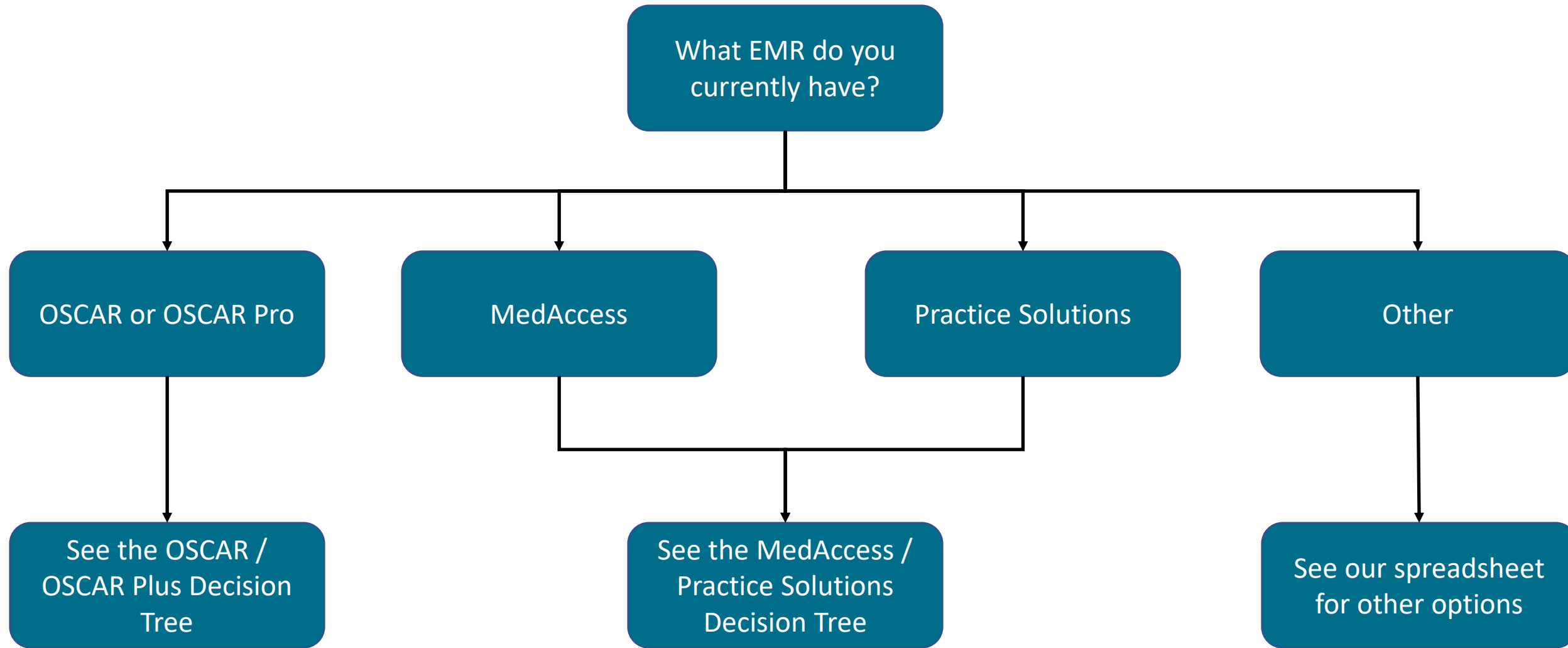
Online Booking

- **Method**: How can the booking be made? Through an app, patient portal, or website?

- **Booking Confirmation**: Will the patient receive a message that the booking went through?

- **Change Booking**: Ability to modify the booking, including changing the date, online

- **Auto reminder**: Reminder sent to patient prior to appointment (can be days or hours before appointment and sent via different means)

Secure Messaging

- **Type of Communication**: Is the communication one-directional (ie. Only provider can message patient), or two-directional (both patient and provider can message each other)?

- **Encryption**: What kind of encryption is available?

- **Read indication**: Ability to determine if patient has seen the message

- **Email / Text Message Notification**: Patient will be notified via their email or phone number if they have received a secure message

- **Send Attachments / Forms**: Ability to send/receive forms or images

- **Mass-Messaging**: Ability to send bulk messages to multiple patients

Patient Portals

- **Secure Messaging**: Ability to send / receive secure messages to/from provider

- **Book appointment**: Ability to book appointment through the portal

- **Adding to Chart**: Patient able to add information to their chart

- **Request medication refill**: Patient able to directly request medication refill

OSCAR or OSCAR Pro

Click on the links below to navigate to each product's information page

What service are you interested in?

Telemedicine

Cortico
doxy.me*

Online Booking

Avocare
BookMD†
CognisantMD
Cortico
Cliniconex
Mikata
Veribook

Patient Portals

Cortico

Secure Messaging

Avocare
CognisantMD
Cortico
Mikata

* does not integrate with EMR
† Only available on OSCAR Pro

Click on the links below to navigate to each product's information page

MedAccess or Practice Solutions

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What service are you interested in?

Telemedicine	Online Booking	Patient Portals	Secure Messaging
doxy.me* Pomelo	CognisantMD Cliniconex Mikata Pomelo	Pomelo	CognisantMD Mikata

* does not integrate directly with EMR

Avocare

- **General**
  - **Cost:** $50 / physician / month
  - **Tech Support:** Yes (online)
  - **Server Locations:** Canada
  - **Privacy:** Compliant with Canadian anti spam legislation (CASL), PIPEDA, PHIPA
  - **Features:** Includes in-clinic communication
  - **Website:** https://avocare.ca/
- **Online Booking**
  - **Method:** SMS, App, Clinic website
  - **Booking Confirmation:** Unknown
  - **Change booking:** Unknown
  - **Auto-reminder:** Unknown
- **Secure Messaging**
  - **Type of Communication:** One-way, Two-way, within clinic
  - **Encryption:** Yes
  - **Read Indication:** No, but confirmation that message successfully in patient inbox
  - **Email/Text notification:** Unknown
  - **Send attachments/forms:** Yes, pictures
  - **Mass-message:** Yes

BookMD

- **General**
  - **Cost:** Free
  - **Tech Support:** Yes, through WELL Health
  - **Server Locations:** Canada
  - **Privacy:** Similar to WELL Health
  - **Features:** Only available for OSCAR PRO
  - **Website:** https://apps.health/featured/bookmd/

- **Online Booking**
  - **Method:** SMS, App, Clinic website
  - **Booking Confirmation:** Unknown
  - **Change booking:** Unknown
  - **Auto-reminder:** Unknown

CliniConex

- **General**
  - **Cost:** Unknown
  - **Tech Support:** Website (can send request tickets from website)
  - **Server Locations:** Unknown
  - **Privacy:** Has policies and safeguards relating to the collection, use, disclosure, retention and disposition of personal health information if and when collected. Routine 3rd party penetration tests,
  - **Website:** https://cliniconex.com/

- **Online Booking**
  - **Method:** Clinic website
  - **Booking Confirmation:** Yes (email, SMS)
  - **Change booking:** Unknown
  - **Auto-reminder:** Yes (email, SMS)

- **Secure Messaging**
  - **Type of Communication:** One-way
  - **Encryption:** Unknown
  - **Read Indication:** Unknown
  - **Email/Text notification:** Yes (email)
  - **Send attachments/forms:** Unknown
  - **Mass-message:** Yes

CognisantMD

- **General**
  - **Cost:**
    - Patient reminders and secure messaging: $25/month/user license
    - Online booking: $25/month/enabled schedule (requires reminders + secure messaging)
    - Website forms: $55/month/link
  - **Tech Support:** Website (can send request tickets from website)
  - **Server Locations:** Primary in Montreal, backup in Toronto
  - **Privacy:** Encrypted using 256-bit AES, keys kept secret to end-users, never sent to ocean servers, PHIPA compliance
  - **Features:** Only available for OSCAR PRO
  - **Website:** https://www.cognisantmd.com/

- **Online Booking**
  - **Method:** Clinic website
  - **Booking Confirmation:** Yes (email)
  - **Change booking:** Yes (email)
  - **Auto-reminder:** Yes (email)

- **Secure Messaging**
  - **Type of Communication:** One-way, Two-way
  - **Encryption:** 256 AES
  - **Read Indication:** Physician can be updated if message not read or responded to
  - **Email/Text notification:** Yes (email)
  - **Send attachments/forms:** Yes, and forms can add information to the patient's chart
  - **Mass-message:** Yes

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Cortico Health

- **General**
  - **Cost:**
    - Essentials – includes Online booking, Telemedicine, email/calendar reminders, secure messaging ($76 per month per full-time equivalent physician using service)
    - Premium – everything in essentials plus SMS reminders, book-by-invitation, and intake forms ($109 per month per full-time equivalent physician using service)
    - Enterprise – everything in premium plus your own server, and other products ($199 per month per full-time equivalent physician using service, $149 if 5+ providers)
  - **Tech Support:** Yes (online or over phone)
  - **Server Locations:** Burnaby
  - **Privacy:** Compliant with GDRP, HIPAA, PIPEDA and PHIPA
  - **Features:** Is a plug-in for web-browsers
  - **Website:** https://cortico.health/
- **Telemedicine**
  - **Install:** No (web-browser based)
  - **Test Connection**: Yes
  - **Waiting Room Message:** No
  - **Max # of participants:** Tested up to 4, but theoretically unlimited
  - **Conversion from Audio-only call:** Yes
  - **Upload/Send Documents:** Yes
  - **Record Pictures/Audio/Video:** No (privacy reasons)
- **Online Booking**
  - **Method:** Clinic website
  - **Booking Confirmation:** Yes
  - **Change booking:** No
  - **Auto-reminder:** Yes (email, SMS)

- **Patient Portal**
  - **Secure Messaging:** Yes
  - **Book Appointment:** No
  - **Patient can add to chart:** Patient can self-register all demographic data and update contact info online
  - **Request Medication Refills:** No
- **Secure Messaging**
  - **Type of Communication:** Two-way
  - **Encryption:** Yes
  - **Read Indication:** No, but confirmation that message successfully in patient inbox
  - **Email/Text notification:** Yes
  - **Send attachments/forms:** Yes
  - **Mass-message:** Yes, but may cost $200 if on Essentials or Premium Plans

Contact: Ashley Rahiman
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doxy.me

- **General**
  - **Cost:**
    - Free – unlimited call minutes, meets HIPAA requirements, virtual waiting room ($0)
    - Professional – everything in free plus high definition videos, send invites through text/email, customizable waiting room, text/email notifications, screen sharing, group calls, meant for individuals ($35/month)
    - Clinic – everything in professional plus custom branding, personalized subdomain, shared waiting rooms, admin control, teleconsent ($50/month per provider)
  - **Tech Support:** Yes (online, email, on-demand chat for professional and clinic accounts)
  - **Server Locations:** Uses AWS (amazon web services), no mention of where servers are located
  - **Privacy:** Compliant with HIPAA, GDPR, PHIPA/PIPEDA, & HITECH
  - **Features:** A stand-alone system usable in tandem with any EMR (does not integrate with EMRs)
  - **Website:** https://doxy.me/en/

- **Telemedicine**
  - **Install:** No (web-browser based)
  - **Test Connection**: Yes
  - **Waiting Room Message:** Yes, can embed images, text or video into waiting room. Can also provide links to forms.
  - **Max # of participants:** 12, have recently beta-tested up to 25
  - **Conversion from Audio-only call:** Yes
  - **Upload/Send Documents:** Yes
  - **Record Pictures/Audio/Video:** Able to screenshare and photo capture

Contact: Jacob Palmer
International Growth Manager
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Mikata

- **General**
  - **Cost:** See next slide
  - **Tech Support:** Dedicated customer service by phone or email 24/7
  - **Server Locations:** AWS located in Canada
  - **Privacy:** PIPEDA compliant, HIA
  - **Features**: 3 month try before buy. discount offered for Division's Members
  - **Website:** https://mikatahealth.com/

- **Online Booking**
  - **Method:** Clinic website (via QR code or web widget), SMS
  - **Booking Confirmation:** Yes (email, SMS)
  - **Change booking:** Only after clinic confirmation
  - **Auto-reminder:** Yes (email, SMS)

- **Secure Messaging**
  - **Type of Communication:** One-way
  - **Encryption:** Yes
  - **Read Indication:** No (shows successful delivery)
  - **Email/Text notification:** No
  - **Send attachments/forms:** Yes
  - **Mass-message:** Yes

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Pricing

We are pleased to offer the Victoria Divisions of Family Practice team an additional 20% partnership collaboration discount.

Pricing includes personal support and service from our award-winning team.

Integration Fees

QHR Accuro: 25%
Telus: $18/provider

Units/Month	Appointment Reminder System Appointment reminders with Information collection and prep instructions	Check-In System Check-in messages with optional screening capabilities	Bulk Text Campaigns and Direct Patient Messaging	Appointment Requests
	Per patient visit	Per patient visit	Per successful text sent	Per request submitted
201–400	~~$0.35~~ $0.28	~~$0.16~~ $0.13	~~$0.20~~ $0.16	~~$0.35~~ $0.28
401–1000	~~$0.32~~ $0.25	~~$0.15~~ $0.12	~~$0.18~~ $0.14	~~$0.35~~ $0.28
1,001–2,500	~~$0.30~~ $0.24	~~$0.14~~ $0.11	~~$0.16~~ $0.13	~~$0.25~~ $0.20
2,501 – 10,000	~~$0.28~~ $0.22	~~$0.13~~ $0.10	~~$0.14~~ $0.11	~~$0.25~~ $0.20
10,001 – 100,000	~~$0.25~~ $0.20	~~$0.11~~ $0.08	~~$0.12~~ $0.10	~~$0.25~~ $0.20
100,001+	~~$0.22~~ $0.18	~~$0.09~~ $0.07	~~$0.08~~ $0.06	~~$0.25~~ $0.20

Pomelo

- **General**
  - **Cost:** See next slide
  - **Tech Support:** Yes (dedicated support manager)
  - **Server Locations:** Servers in Canada
  - **Privacy:** Yes
  - **Features**: 3 tiers of features (essential, plus, premium)
  - **Website:** https://www.pomelohealth.ca/

- **Telemedicine**
  - **Install:** No (web-browser based)
  - **Test Connection**: Yes (Physician and patient)
  - **Waiting Room Message:** Can input information via chat
  - **Max # of participants:** 2 (patient and provider)
  - **Conversion from Audio-only call:** Yes
  - **Upload/Send Documents:** Yes
  - **Record Pictures/Audio/Video:** No

- **Online Booking**
  - **Method:** Patient portal
  - **Booking Confirmation:** Yes
  - **Change booking:** No (must cancel then reschedule)
  - **Auto-reminder:** Yes

- **Patient Portal**
  - **Secure Messaging:** Yes
  - **Book Appointment:** Yes
  - **Patient can add to chart:** Yes via forms sent to them in secure messaging
  - **Request Medication Refills:** No

- **Secure Messaging**
  - **Type of Communication:** One-way, Two-way
  - **Encryption:** Yes
  - **Read Indication:** Can update provider if message not responded to by a certain day
  - **Email/Text notification:** Email
  - **Send attachments/forms:** Yes
  - **Mass-message:** Yes - either as banner for specific patients (passive) or direct messages to certain patients (active)

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Pomelo Platform Pricing
by **Pomelo**Health

Features	Essential	Plus	Premium
eBooking	●	●	●
Reminders	●	●	●
Messaging	●	●	●
Patient Portal	●	●	●
Mobile Check-in		●	●
Broadcasting*		●	●
eForms			●
TeleHealth			●

Monthly fee per provider	Essential	Plus	Premium
● Full Time	$85	$110	$135
◐ Part Time	$50	$65	$80
♥ Allied Health Professionals	$35	$45	$55

For a limited number of transactions

Pomelo Platform Pricing
by **Pomelo**Health

Onboarding	Basic Package	Enterprise
Mandatory Setup, Configuration & Installation	Initial clinic configuration, onboarding call, etc **$300** + **$150** per provider	**Custom Pricing**
Mandatory Training	Web / remote training **(1.5h)** **$225** per session	

Veribook

- **General**
  - **Cost:** $50/month/clinician (setup fee waived), $0.49/booking (plus $200 one time setup fee)
  - **Tech Support:** Providers/Physicians have a dedicated account manager, patients can use the customer support page on their website
  - **Server Locations:** Servers in Canada
  - **Privacy:** PIPEDA compliant, HIA
  - **Features**: Discount offered with subscription, fully customizable for each unique clinic's needs
  - **Website:** https://info.veribook.com/examples-2/family-physicians
- **Online Booking**
  - **Method:** Clinic website
  - **Booking Confirmation:** Yes (email) with custom instructions
  - **Change booking:** No (must cancel then reschedule)
  - **Auto-reminder:** Yes (email)

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