

12 MUST-HAVE TELEHEALTH FEATURES

Explore the various features your telehealth solution needs to offer for the optimal patient-provider experience.



CUSTOMER CARE

1

24/7/365 white glove support from a dedicated team. This includes real-time support for both patients and providers.



HIPAA AND SECURITY

2

HIPAA compliance, with robust security measures in place to protect PHI.



SCHEDULING AND NOTIFICATIONS

3

Ability to set recurring appointments, sync a calendar, and send automated reminders.



ADVANCED SESSION TOOLS

4

Ability to serve complex use cases with tools like cloud recording and secure chat/file transfer.



DUAL VIDEO ENGINES

5

Two video engine options to accommodate the unique needs of each user/session, and to act as a back-up in case of a technical issue.



ACCOUNT CUSTOMIZATION

6

Incorporates a business' logo and color scheme for brand consistency.



ADVANCED SCHEDULING

7

A "Virtual Clinic" that allows patients to request an appointment or see a first-available provider on-demand.



SYSTEM INTEGRATION

8

APIs that allow you to synchronize your account with an EHR, EMR, or PM system.



VIRTUAL WAITING ROOM

9

Dedicated landing page where the participant can complete paperwork or make payments before their appointment.



E-DOCUMENTS

10

Allows for mandatory or optional paperwork to be assigned & completed online, with secure and legally binding digital signatures.



CLINICAL CHAT

11

Secure communication between participants and the clinician before, during, or after a session.



MASKED CALLING

12

Ability to make calls from anywhere while keeping phone numbers private.