

# How SecureVideo Established a Trusted Partnership With a Large, Multidisciplinary Enterprise Customer

CASE STUDY



## Customer Overview

An extensive healthcare network spanning the United States has depended on SecureVideo for over four years to facilitate telehealth services. Spurred by the urgent need to enable telehealth rapidly for thousands of providers during the COVID-19 pandemic, this healthcare network turned to SecureVideo.

SecureVideo was selected for its comprehensive functionality, which accommodated various use cases across the organization, and its adherence to stringent security requirements. Additionally, SecureVideo's capability to swiftly set up accounts and onboard providers and staff, combined with its user-friendly interface, made it easy for both providers and patients to transition to virtual care.

Throughout the partnership, SecureVideo has demonstrated high engagement, consistently listening to the healthcare network's needs and responding with innovative development solutions, affirming its role as an indispensable partner in delivering telehealth services.



## Challenges Solved by SecureVideo

SecureVideo's telehealth platform has significantly enhanced the healthcare network's ability to address critical challenges, thereby improving patient outcomes. By streamlining operations, it has increased efficiency, ensuring patients receive timely care. SecureVideo also promotes equitable access to healthcare, allowing underserved populations to connect with providers more easily. This is accomplished through features such as interpretation services (the ability to add a live interpreter to a session on demand), multiple video engine options to accommodate varying internet speeds and bandwidth, and closed captions.

The platform has boosted patient satisfaction by providing convenient and accessible virtual care options. Furthermore, it supports healthcare providers through enhanced collaboration and educational resources, contributing to better continuity of care.

The healthcare organization's expansion of Behavioral Health (BH) services was a notable success. Recognizing the need for robust virtual care in this sector, SecureVideo became their go-to solution. Leveraging the existing partnership, SecureVideo enabled rapid scaling to serve the varying needs of the growing network of BH providers.

The platform provides various key features that have been instrumental in supporting effective and secure BH services:

- ▲ **High-Quality Video:** The platform provides excellent video quality, which is critical for effective BH sessions.
- ▲ **Group Session Management:** Providers can easily conduct and manage group sessions with contact groups, breakout rooms, and in-session chat.
- ▲ **Advanced Recording Capabilities:** Users can securely store and share recorded sessions.
- ▲ **Electronic Document Management (EDM):** The EDM system allows users to render digital signatures for consent forms.

## Onboarding & Support with SecureVideo

Having an established partnership with SecureVideo enabled the healthcare network to swiftly create an effective onboarding process for their BH practices. Collaboratively, they ensure new practices are onboarded, trained, and receive robust support in a short timeframe. Although onboarding can be expedited to just a few days when necessary, the typical process spans about 30 days to account for internal workflow updates, documentation, and training requirements.

The experience working with SecureVideo's support team has been overwhelmingly positive. The team demonstrates exceptional dedication and helpfulness, efficiently troubleshooting simple issues to facilitate quick connections between providers and patients. For more complex problems, their communicative approach ensures timely resolutions. This level of support makes the healthcare organization feel valued and reinforces SecureVideo's role as a true partner in their telehealth success.

Support from SecureVideo runs deep within the organization. Regular standing meetings with a dedicated account manager foster a responsive and reliable relationship, while the 24/7 support available to both providers and patients ensures that technical assistance is always accessible. From top-tier executives to individual patients, SecureVideo's comprehensive support system ensures that no one is left without the help they need.

## The Customer's Preferred Enterprise Tools & Features

The healthcare network leverages several enterprise tools and features by SecureVideo to optimize its telehealth services:

- ▲ **Branding for separate accounts:** Users can establish multiple accounts with distinct branding to accommodate different practices, users, and use cases.
- ▲ **Role-based access:** Differentiated roles such as Admins, Hosts, Schedulers, and Clinical Supervisors ensure secure and efficient management of telehealth operations.
- ▲ **Scheduling Queues:** This feature allows for the segmentation of scheduler access by location or department, streamlining provider coordination.
- ▲ **E-Documents:** Digital documentation capabilities, including electronic signature capture for consent forms, facilitate seamless administrative processes.
- ▲ **APIs for EHR integrations:** Integrations with Electronic Health Records (EHR) streamline workflows and enhance data interoperability.
- ▲ **Cloud Recording:** Secure and manageable recording options for sessions, ensuring compliance and accessibility.
- ▲ **Organizational account structure:** Allows for the creation of numerous accounts tailored to the healthcare network's diverse needs.
- ▲ **Zoom and One-Click Video engines:** Having two video engine options provides flexibility for varied use cases, and redundancy for improved service continuity.

SecureVideo's robust enterprise capabilities confirm its readiness to handle large-scale providers and patients. Its scalability, feature set, and responsive partnership effectively support the varied practice types and evolving needs of healthcare organizations.



# How SecureVideo's Customer Uses Telehealth Today & Their Plans for the Future

Today, over four years into its partnership with SecureVideo, the healthcare network employs telehealth across a diverse array of practice types, demonstrating the platform's flexibility. These applications include:

- ▲ Primary and Family Care
- ▲ Specialty Care
- ▲ Behavioral Health
- ▲ Pharmacy Consultations
- ▲ Nutrition and Wellness Counseling
- ▲ Post-Surgical Education Classes
- ▲ Virtual In-Home Assessments for Home Healthcare

On average, the organization conducts about 15,000 virtual sessions per month across its entire network. The number of providers utilizing SecureVideo has varied over time, currently standing at approximately 1,200.

Looking to the future, the healthcare network envisions a deeper integration of telehealth into its operations. As telehealth becomes more entrenched and its use cases expand, they anticipate the development of more consistent and standardized practices. Additionally, they aim to enhance interoperability, seeking opportunities to integrate SecureVideo with other systems to streamline workflows and improve patient care.





## Favorite Features

- ▲ Ease-of-Use
- ▲ SecureVideo Support Team
- ▲ Zoom & One-Click Video Engines

## Final Thoughts: Does the Customer Recommend SecureVideo?

SecureVideo has proven to be a trusted partner for the large healthcare network, offering the flexibility and reliability required to support its expanding virtual care services. The platform's ability to grow alongside the organization, keeping pace with industry demands, has been invaluable. The healthcare network values its partnership with SecureVideo and feels confident that its business is treated with importance and priority.

For BH groups and other healthcare providers, telehealth is no longer a matter of choice but a necessity. The technological advancements in telehealth have fundamentally transformed how patients perceive and access services. To remain competitive and provide high-quality care, organizations must embrace a robust virtual care solution. SecureVideo stands out as a recommended partner, capable of delivering the essential tools and support needed to succeed.

15,000

VIRTUAL SESSIONS  
CONDUCTED  
PER MONTH

1,200

PROVIDERS  
USING THE  
PLATFORM

4

YEARS AS A  
SECUREVIDEO  
CUSTOMER