SECUREVIDEO

WHITE PAPER

Exploring Extensive Telehealth Features

SECUREVIDEO

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Exploring Extensive Telehealth Features

SecureVideo is here to transform your telehealth experience, enhancing both provider and patient outcomes. We deliver comprehensive remote care without sacrificing security or efficiency. With SecureVideo, providers can customize their accounts to better meet their practice's specific needs, while advanced session tools ensure seamless and effective virtual consultations. Explore how SecureVideo's robust features can establish a solid foundation for your telehealth services, ensuring that both providers and patients experience the highest standard of remote care.

Account Customization

Account customization in SecureVideo allows you to tailor your telehealth account to reflect your practice's brand identity, ensuring a professional and cohesive appearance across all virtual interactions. By incorporating your logo and brand colors, your virtual waiting room, invitations, and E-Documents will align with your practice's aesthetic. This feature also enables you to customize your account subdomain to match your website, further reinforcing brand consistency.

Key Benefits:

- **Brand Consistency:** Customize the virtual waiting room, invitations, and E-Documents with your logo and brand colors to create a unified and professional look.
- **Subdomain Customization:** Match your account subdomain with your website to maintain a consistent online presence.
- **Custom Support Details:** Provide a custom support phone number or email address to manage telehealth support in-house, enhancing patient experience and trust.
- **Personalized Communication:** Customize specific language and policies for invitations and reminders, ensuring clear, courteous, and aligned messaging with your practice's standards.

With SecureVideo's account customization, providers can maximize their branding potential while maintaining a consistent and professional image. This feature not only enhances branding but also increases efficiency and clarity in communications with session participants. Additionally, practices can leverage these tools creatively, such as incorporating unique cancellation policies in session invitations, setting patient expectations, and minimizing last-minute cancellations that can affect the practice's bottom line.

Advanced Session Tools

SecureVideo's advanced session tools are designed to enhance the telehealth experience for both providers and participants, ensuring a seamless, secure, and efficient remote care process. These tools maintain strict security standards to guarantee patient confidentiality and safety while making telehealth appointments effortless and optimal.

E-Documents

- **Secure Handling of PHI:** Provides a robust and secure way to send and receive sensitive patient health information.
- **Online Form Completion:** Patients can complete and digitally sign forms from any device.
- **Custom Templates:** Create custom templates with text fields, checkboxes, dropdown fields, and more.
- **Organized Form Packets:** Forms can be organized into packets, ensuring patients receive the appropriate documents for each encounter.
- **Automated Reminders:** Session invitations and reminders help ensure paperwork is completed on time.

Session Management

- **Session Notes:** Secure note-taking during sessions, with notes organized by participants for easy access to patient history.
- **Advanced Zoom Features:** High-quality interactive video sessions with enhanced features like virtual backgrounds, annotations, whiteboard, and remote screen control. Step-by-step guidance ensures smooth installation for participants.
- **Cloud or Local Recording:** Securely record and store telehealth sessions in an Amazon S3 vault with easy sharing options. Local recording is also available through Zoom at no additional cost.

Virtual Waiting Room

- **Customizable Branding:** For a professional, engaging experience, customize the waiting room with your practice's logo and colors.
- **Pre-Session Paperwork:** Patients can complete the necessary paperwork and make secure payments in advance.
- **Digital Signatures:** Enables easy digital signing of forms, simplifying the check-in process.

Secure Payment Options

- **Easy Credit Card Payments:** Secure, PCI-compliant payment methods with no added transaction fees.
- **Flexible Payment Timing:** Options to require payment in advance or allow payment post-session from the Virtual Waiting Room.

Communication Tools

- **Masked Calling:** Protects provider privacy by allowing calls from the SecureVideo dashboard using a validated phone number.
- **Clinical Chat Modality:** HIPAA-compliant communication tool for secure messaging and file transfers before, during, or after sessions. Messages are encrypted and removed after 24 hours to ensure confidentiality.

SecureVideo's advanced session tools provide comprehensive functionality to ensure every telehealth session is smooth, secure, and efficient. These features offer significant benefits, including streamlined patient check-in, secure document handling, easy payment processing, private communication, and high-quality video interactions, making SecureVideo a robust platform for telehealth services.

Clinical Live Chat

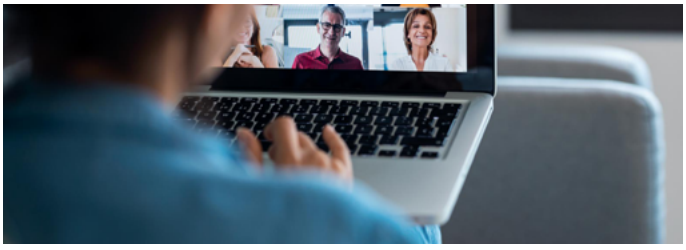
SecureVideo's Clinical Live Chat feature offers HIPAA-compliant messaging, guaranteeing secure communication between healthcare providers and patients. This tool enhances the accessibility and convenience of virtual consultations by enabling asynchronous care and transactional messages. Integrated seamlessly within the Virtual Waiting Room, the Clinical Live Chat is a valuable addition that allows providers to deliver exceptional patient care.

Key Benefits:

SecureVideo's Clinical Chat tool offers numerous benefits for healthcare practices, improving the efficiency and effectiveness of telehealth sessions:

- **HIPAA Compliance:** Provides a secure message exchange tool that ensures patient confidentiality.
- **Convenient Notifications:** Sends text or email notifications when a chat message is received, ensuring timely communication.
- **Flexible Use:** Can be used before, during, or after telehealth sessions, offering flexibility in patient-provider interactions.
- **File Transfer Capabilities:** Allows for the secure exchange of pertinent health documents, such as lab results, enhancing the utility of the chat tool.

With its user-friendly interface and robust security measures, SecureVideo's Clinical Chat feature is a powerful tool for improving telehealth communication and patient care.



Dedicated Customer Care

SecureVideo's telehealth solution enables healthcare providers to prioritize delivering quality care over managing technology. Recognizing that offering top-tier telehealth services goes beyond having a great product; we have a dedicated team of professionals who are always ready to assist you. With SecureVideo, you benefit from 24/7 technical support, ensuring smooth care for your patients. Our team of tech experts are meticulous, friendly, and professional, enabling our clients to deliver the finest virtual care possible.

Key Benefits:

- **Quick Setup:** Save time and avoid frustration by using our expert team to help you get started quickly.
- **Increased Patient Time:** Spend more time with patients and clients and less on technology issues.
- **Expert Support:** Get strong product support from a knowledgeable team.
- **Focus on Healthcare:** We'll troubleshoot so you can focus on delivering quality healthcare.

With SecureVideo's dedicated customer care, healthcare providers can trust that their telehealth platform is always supported, allowing them to concentrate on what they do best – delivering exceptional patient care.

E-Documents

SecureVideo's E-Documents optimize workflows by securely storing patient data. They enable telehealth providers to swiftly initiate patient care without compromising on quality or security. They also provide clinicians with a seamless way to store and access information across different systems.

Versatile Forms

E-Documents extend beyond new patient paperwork; they can be templated to mirror a healthcare practice's physical forms, encompassing text boxes, dropdowns, radio buttons, checkboxes, and date fields. This versatility enhances efficiency for both new and returning patients.

E-Sign Documents

Legally binding documents, like a telehealth consent form, can be swiftly and conveniently finalized through the use of e-signatures. Once an E-Document is signed, the session invitation prompts the patient to complete their paperwork, leading to a smoother and more efficient process for both patient and provider.

Secure Storage of Sensitive Patient Data

SecureVideo provides a HIPAA-compliant storage system for confidential health information, meeting all security and privacy standards. Patient data is securely stored and accessible only to authorized personnel in a safe environment.

Streamlined Patient Data Collection

E-Documents streamline workflows by enabling the collection of all patient information before or after a session. This eliminates the necessity for a separate paperwork transmission process, saving time for the provider and their staff. Moreover, E-Documents mitigate the risk of missing paperwork for both the patient and provider.

(Advanced Configuration) API Integration

SecureVideo facilitates seamless data communication across systems. Through our API integration, intricate forms can be filled out and saved in the EHR as a PDF with a verifiable digital signature. Alternatively, individual e-document fields can be linked to specific EHR fields. This streamlined process offers telehealth practices an effective means to interact with patients and centralize stored data.

With SecureVideo's E-Documents, telehealth providers can optimize their workflows, ensure compliance, and provide excellent patient care through secure and efficient digital solutions.

Key Benefits:

Ensure Compliance

Swift Launch

Achieve Excellence

Harness Technology

Data Access

Boost Efficiency

Group Sessions

SecureVideo's telehealth technology makes group therapy sessions an effective and affordable alternative to individual therapy. These sessions offer numerous benefits, such as fostering connections among individuals with similar experiences, reducing feelings of isolation and loneliness, and creating a sense of community. Additionally, group therapy encourages participants to consider different perspectives and learn new coping strategies.

Key Benefits:

- **High Participant Capacity:** Group sessions can accommodate up to 300 participants, making it possible to host large groups seamlessly.
- **Efficient Participant Management:** Providers can create contact groups and add multiple participants to a session simultaneously, streamlining the setup process.
- **Automated Links and Reminders:** Participants receive unique links in their invitations and reminders, ensuring easy access to sessions and consistent attendance.
- **Recurring Session Support:** Hosts can set up recurring sessions, with invitations and reminders automatically sent out for each session.
- **Attendance Tracking:** Detailed reports track individual attendance, providing valuable insights for providers.
- **Privacy Options:** Customizable display names allow participants to maintain privacy by showing only their first name during sessions.
- **Session Transferability:** If the regular session leader is unavailable, sessions can be transferred to another provider to maintain continuity.

SecureVideo's tools enable providers to conduct productive group therapy sessions efficiently. The user-friendly dashboard streamlines session management, ensuring top-notch care and consistency. Unlike other telehealth platforms that restrict participant numbers or focus solely on one-on-one sessions, SecureVideo enables behavioral health providers to save time and offer a broader range of care options. SecureVideo's group therapy sessions provide a robust platform for delivering practical, inclusive, and manageable telehealth solutions, benefiting both providers and participants.

Hybrid Video Engines

SecureVideo's hybrid video engine solution guarantees outstanding reliability and flexibility for virtual interactions. Providers can enhance their patients' experiences by choosing from a range of video engines that align with their unique requirements. This multi-engine setup offers backup alternatives, ensuring seamless transitions to different engines in the event of technical difficulties and avoiding appointment cancellations.

How do our hybrid video engines work, and how can you optimize their use during sessions?

SecureVideo offers the choice between two video engines for telehealth sessions, each with distinct advantages, features, and capabilities. By selecting the appropriate engine for your session, you can guarantee a high-quality telehealth experience.

Zoom for Telehealth

SecureVideo leverages Zoom's robust video engine to deliver high-definition video calls and advanced features, ensuring optimal virtual healthcare experiences.

One-Click for Telehealth

SecureVideo's One-Click Video Engine provides easy, browser-based telehealth access without the need for downloads or installations. This engine is perfect for patients with varying technology skills, offering straightforward and reliable access to virtual care.

Key Benefits:

- Enhanced flexibility in every virtual session
- Backup feature for video engine
- Ability to switch video engines post-scheduling
- Decreased missed or canceled appointments caused by technical glitches

Telehealth Interpretation Services

SecureVideo has partnered with Voyce to enhance telehealth access through remote interpreting services. This collaboration allows users to add certified interpreters to telemedicine visits quickly, overcoming language barriers and ensuring HIPAA-compliant, secure communication.

Why did we opt for Voyce?

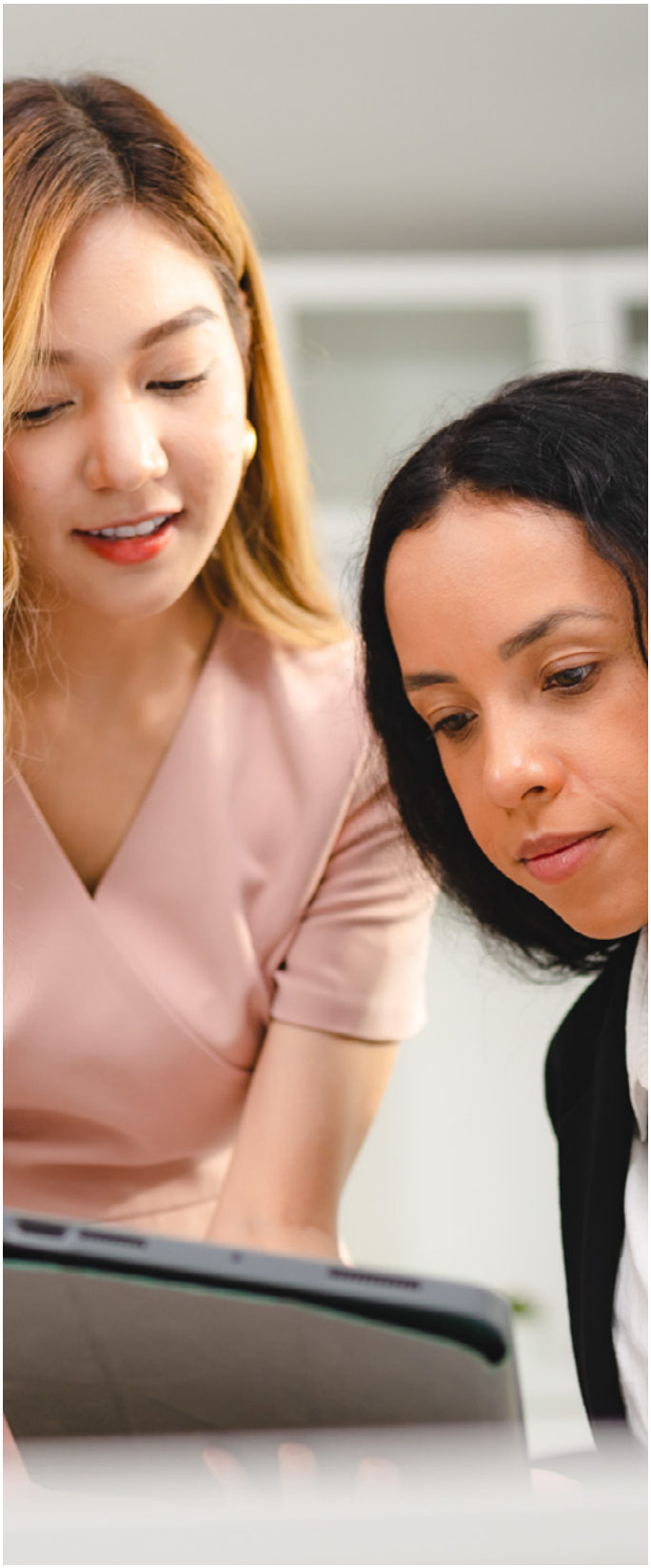
SecureVideo's partnership with Voyce reduces healthcare barriers and enhances patient-provider satisfaction. Voyce's secure video technology bridges the communication gap, enabling clinicians to deliver equal care to all patients, regardless of language. Patients can interact with providers in their preferred language, ensuring accurate and efficient communication.

How It Works

SecureVideo's telehealth interpretation services connect remote interpreters to patients quickly and securely. The platform provides access to interpreters within minutes and allows them to join a call with just a few clicks.
The service is charged by the minute and is available in both unlimited and enterprise plans. This feature helps telehealth providers bridge language barriers and deliver effective care.

Key Benefits:

- **Affordable pricing structure**
- **24/7 Access to live certified interpreters**
- **Support for 240+ languages, including American Sign Language (ASL)**
- **Remote healthcare interpreters are certified, compliant, and exceptionally qualified**



Masked Calling

SecureVideo's Masked Calling feature enables users to place outbound VOIP calls directly from their dashboard using their device's speakers and microphone. This functionality is particularly beneficial for healthcare providers and their teams, allowing them to display a verified number, such as the main office line, on the recipient's caller ID. This ensures privacy, even when using a personal smartphone. Masked Calling not only enhances privacy protection by concealing the call source but also boosts the answer rate by presenting a familiar number. Additionally, it provides recipients with a callback option for returning missed calls, further enhancing communication efficiency.

How It Works

1. **Verify Number:** Within the SecureVideo account, verify the phone number to be displayed (e.g., the main office line).

2. **Place Call:** Click "Masked Call" from the SecureVideo dashboard. The verified phone number will be displayed on the call recipient's caller ID, whether it's the office line or another designated number.

This feature allows providers to make outbound calls from any location using the SecureVideo dashboard, ensuring an optimal user experience with intuitive setup and functionality.

Key Benefits:

- **Guarantees privacy and security**
- **Safeguards personal phone numbers, keeping them confidential**
- **Facilitates seamless and worry-free communication with patients**
- **Provides comprehensive call reports**
- **Offers account-wide or individual user deployment choices**
- **Includes a monthly minute allowance with a minimal per-minute overage fee**

Scheduling & Notifications

SecureVideo offers an easy-to-use scheduling process that enhances the telehealth experience with secure, unique participant links for each session. From one-on-one interactions to complex multi-participant meetings, SecureVideo simplifies the scheduling process. Automated reminders, including unique session links, calendar integration, and technical support information, reduce the chances of missed appointments. Providers can also add customized language, such as a cancellation policy, ensuring a modern and user-friendly extension of quality care.

Telehealth Scheduling

SecureVideo's user-friendly booking solution enhances patient experience and ensures continuity of care. With automated invitations and reminders, providers can efficiently manage time and reduce no-shows. Unique patient links provide added security, and customizable reminders cater to each provider's preferences. Providers schedule appointments through the dashboard by selecting date, time, and participant details, triggering automatic invitations and reminders. Patients can book appointments via the Virtual Clinic feature, selecting service types, providers, and preferred dates and times, or request on-demand sessions for urgent needs.

Virtual Clinic On-Demand

SecureVideo's Virtual Clinic On-Demand feature enables healthcare practices to welcome patients to request sessions at their convenience. This functionality proves invaluable for patients in urgent situations, offering a seamless and user-friendly system that alleviates additional stress during tense moments. Healthcare providers providing On-Demand telehealth services, like Urgent Care or Crisis Intervention, can effectively handle incoming session requests, guaranteeing patients receive prompt assistance.

How It Works

The Virtual Clinic On-Demand operates via a personalized, branded booking page that effortlessly guides patients to connect with staff promptly. During peak times, SecureVideo equips users with tools to communicate, keeping them informed about their queue status. Gathering data at the session request stage speeds up the intake and prioritizes incoming requests. Additionally, the system enhances the process of scheduling follow-up appointments by providing automated notifications and advanced features. This ensures a seamless telehealth experience from beginning to end.

Key Benefits:

- **Enhanced communication tools**
- **Tailored patient intake inquiries**
- **Streamlined session request process**
- **Effortless paperwork completion**

Virtual Waiting Room

SecureVideo's Virtual Waiting Room is part of an array of advanced session tools crafted to mirror a traditional doctor's office, elevating satisfaction for patients and providers alike. This digital solution allows patients to complete essential forms, make payments, and ready themselves for their session ahead of time, streamlining the entire process. By delivering a smooth and effective pre-session experience, SecureVideo's Virtual Waiting Room ensures that both patients and providers are well-prepared, ultimately enhancing the efficiency and satisfaction of telehealth visits.

Key Benefits:

- **Participants get a personalized and secure link for each session**
- **Simple instructions for easy Zoom download and installation**
- **Access to SecureVideo's support team via email, chat, or provided contact information**
- **Clear presentation of session specifics: hostname, appointment time, and practice phone number**

SecureVideo's Got You Covered

SecureVideo's top telehealth features equip healthcare professionals with essential tools to deliver premium patient care securely and efficiently. From brand personalization and secure payment options to virtual waiting rooms and advanced session tools, SecureVideo covers every aspect of comprehensive telehealth solutions. By utilizing these features, providers can streamline patient interactions, enhance communication, and ensure compliance with HIPAA regulations, thereby elevating the telehealth experience for everyone.

Get in touch with us today.