

Telehealth Platforms: Vendor Overview

Zoom:

- App/Browser: App
- EMR Integration: with Epic only or using 3rd party tool like Phreesia
- People per Call: 300
- Interpreter Service: Available via phone or app

Luma:

- App/Browser: App
- EMR Integration: Available with various EMRs (Epic, Nextgen, eCW, Allscripts, Athenahealth, CareCloud, Meditech, Centricity)
- People per Call: 4
- Interpreter Service: Available only using app, max of 4 people per visit. 20 language patient support for text-messaging. English and Spanish only for provider portal interface
- Notes: Broadcast meetings, direct patient messaging in platform, integration with NextGen, good tech support, cannot work with Edge

Otto (NextGen):

- App/Browser: Browser
- EMR Integration: NextGen only
- People per Call: 4
- Interpreter Service: can invite third party interpreter service

Doxy.me

- App/Browser: Browser
- EMR Integration: No
- People per Call: 10
- Interpreter Service: Unavailable
- Notes: 50% off for nonprofit and education. Annual is \$21.00. Can't call out with a phone number, only send a link. Offers consent in platform: <https://help.doxy.me/en/articles/2452807-get-digital-signatures-with-teleconsent>

eCW (Healow)

- App/Browser: Browser
- EMR Integration: eCW only
- People per Call: 2 (patient and provider)
- Interpreter service: does not support third-parties to be added on the call.
- Notes: Can integrate RPM natively

Qure4u':

- App/Browser; Browser
- EMR Integration: EHR integration via HL7, native to Athena
- People per call: up to 50 on a call
- Interpreter: Multiple languages
- Notes: Video and RPM, supports multiple languages