



Telehealth Competitor Research

April 2020

Action Plan for 4/16

Capture screen recordings for the **highlighted** flows in all platforms (web, mobile, desktop):

- **TH Onboarding** - Initial Setup, Create first TH Call Appointment
- **TH Quality Check** - How is quality checked before/during the call? Do extra googling if needed.
- Join TH call together as a group on 4/16
 - Name Tag + Layout of Multiple Users (Plan to support a max of 4 users for now)
 - Sound Notification on Entry/Leaving

Store screen recordings in [this Google Drive folder](#) labeled as: “Flow_Platform_Competitor”

Example: “Onboarding_Desktop_Zoom”, “QualityCheck_Web_Doxy”, “GroupCall_Mobile_Hangouts”

Update [this Google Drawing file](#) to capture what did/didn't work for each competitor

Research Assignments for 4/16

Type	Competitor	Available Platforms	Researcher
EHR with Telehealth	TheraNest (TokBox)	?	Sasha
Telehealth Standalone	Doxy.me	Web on Desktop and Mobile	Peyman
Telehealth Standalone	TheraPlatform	Web on Desktop and Mobile	Cassie
Enterprise Video	Zoom	Web, Desktop, Mobile	Peyman
Enterprise Video	GoToMeeting	?	Sasha
Consumer Video	Slack	Web, Desktop, Mobile	Cassie
Consumer Video	Skype	Web, Desktop, Mobile	Guiomar
Consumer Video	Google Hangouts	Web, Desktop, Mobile	Guiomar

Competitors Overview

Telehealth/Video Calling - Competitive Landscape

Telehealth (integrated with an EHR)

- TheraNest - [Telehealth](#) (Sasha)
- [Chiron Health](#) - TH for drchrono
- Kareo
- [Unified Practice](#) - EHR for acupuncture
- Psychology Today

Telehealth (standalone)

- [Doxy.me](#) (Peyman)
- [TheraPlatform](#) (Cassie)
- [Mend](#)
- [VSee](#)
- [Webex](#)

Enterprise Video Calling

- Zoom - Desktop & Browser (Peyman)
- Google Meet
- GoToMeeting (Sasha)

Consumer Video Calling

- Slack - Desktop & Browser (Cassie)
- FaceTime
- Skype - Desktop & Browser (Guiomar)
- WhatsApp
- Google Hangouts (Guiomar)

Updates On Our Main Competitors

- **Jane App** has launched a beta version of Telehealth to all of their customers & added a [Mental Health Webinar](#)
- **Theranest** is providing Telehealth resources similar to ours
- **TherapyNotes** is recommending Zoom (discovered in their “Ask Alison” youtube video)
- **ChiroTouch** is waving the setup fee and giving 3 months for free
- **PracticeBetter** is now offering Group Accounts (more expensive than ours)
- **WebPT** (based on OCR recommendations) is recommending Skype, Facetime, Updox, Vsee, Zoom, Doxy, Google Hangouts but encouraging a BAA to be in place if possible
- **Cliniko** is posting the hours of Telehealth calls they have done since their launch
- **Doxy.me** offers a free trial for 1-1 video calls with the option to upgrade to group calls at \$50/mo

Telehealth Onboarding

Telehealth Create Call

Telehealth Quality Check

Competitor	Pre-Call Tests	In-Call Settings	In-Call Quality Tests/Info
TheraNest (TokBox)	None. Redirects to fast.com	No ability to change sources	None
Doxy.me	Tokbox test pops up to test connection speed	Change Mic, Camera, Speaker, Video Quality & Troubleshoot (restarts call)	None
TheraPlatform	Tests are linked before a call. Test Camera, Mic, Speaker (Only on Web)	Change Mic, Video (Only on Web)	None
Zoom	Test Mic, Speaker (Web/mobile)	Change Mic, Video, Dial in, Virtual backgrounds	Test Mic and Speaker Bad audio connection status External Support Documents
GoToMeeting	No official pre-call tests. Test Mic, Speaker (in call, but can do prior)	?	Test Mic, Speaker Connection Wizard
Slack	Have to actively search for tests. ~1 min of Automated Tests on Mic, Camera, Network, Connectivity, Throughput (Only on Web)	Change Mic, Speaker, Video (Available on Web, Desktop)	Test Speaker, Video (Available on Web, Desktop) Alert Banner Troubleshoot documentation
Skype	Change & Test Mic, Speaker, Video (during web onboarding)	Change Mic, Speaker, Video	Test Mic, Speaker, Video Support documentation
Google Meet	Hard to notice graph icon Can only run tests as an admin	Change Mic, Speaker, Video (Available on Web, Desktop)	Test Mic, Speaker, Video (Available on Web, Desktop) Meet quality Tool

Pre-Call Quality Tests (Slack - Web)

The screenshot shows a web browser window with the URL `simplepractice.slack.com/help/test/calls`. A permission dialog is open, asking for microphone access. Below the dialog, the page content includes a heading "Having trouble? The automated tests running below will help us figure out what might be wrong." and a table of test results.

simplepractice.slack.com wants to
Use your microphone

Block Allow

Having trouble? The automated tests running below will help us figure out what might be wrong.

▼ Microphone	Testing Microphone 🌀
Microphone	testing...
▶ Camera	1 test - waiting
▶ Network	3 tests - waiting
▶ Connectivity	1 test - waiting
▶ Throughput	2 tests - waiting

Pre-Call Quality Tests (TheraPlatform - Web)

The screenshot displays the TheraPlatform web interface for a pre-call quality test. The browser address bar shows the URL `cassiotherapy.theraplatform.com/#/dashboard/setup`. The page features a sidebar with navigation options: Clients, Schedule, Therapists, Billing, Staff, Resources, Videos, Reports, Settings, My Account, and Sign Out. The main content area is titled "Equipment and connectivity test" and includes a "Finish" button. A message states: "Camera started successfully. You should see yourself in the camera." Below this is a video feed of a person wearing headphones. To the right of the video feed, there are dropdown menus for selecting the camera and microphone. The camera dropdown is set to "FaceTime HD Camera" and the microphone dropdown is set to "Default - Internal Microphone (Built-in)". Below these, there is a "Test Speakers" section with a "Start" button and the instruction: "Click on the Start button to hear audio. If you are not able to hear audio, your speakers or headphone are not working". At the bottom, a message indicates: "Successfully connected to TheraPlatform servers."

Pre-Call Quality Tests (Doxy.me)

The screenshot shows the Doxy.me patient queue interface. On the left is a dark sidebar with the Doxy.me logo and a menu including Patient Queue, Account, Your Dashboard, Edit Waiting Room, Account Settings, Meeting History, Help Center, Upgrade, and Logout. The main content area is light gray and features a welcome message for 'Mr. Sadzadeh' with an invitation link 'https://doxy.me/peytest'. Below the link are four icons for 'Edit Waiting Room', 'Account Settings', 'User Community', and 'Telehealth Shop'. A blue 'Pre-call Test' button is located at the bottom left of the sidebar, with a tooltip that says '5 tips for a great call'. An arrow points from this button to the detailed test results on the right.

The screenshot displays the 'Pre-call Test' results page. At the top, a blue header indicates the test is complete and provides navigation options: 'Hardware & Software Setup', 'Connectivity to OpenTok Servers', and 'Expected Call Quality'. The 'Hardware & Software Setup' section includes a video test (FaceTime HD Camera) and an audio test (Default - External Microphone). The 'Browser Compatibility' section shows that Chrome is supported. The 'Connectivity to OpenTok Servers' section shows three successful connection statuses: 'OpenTok API server - Connected', 'OpenTok Messaging WebSocket - Connected', and 'OpenTok Media Server - Connected'.

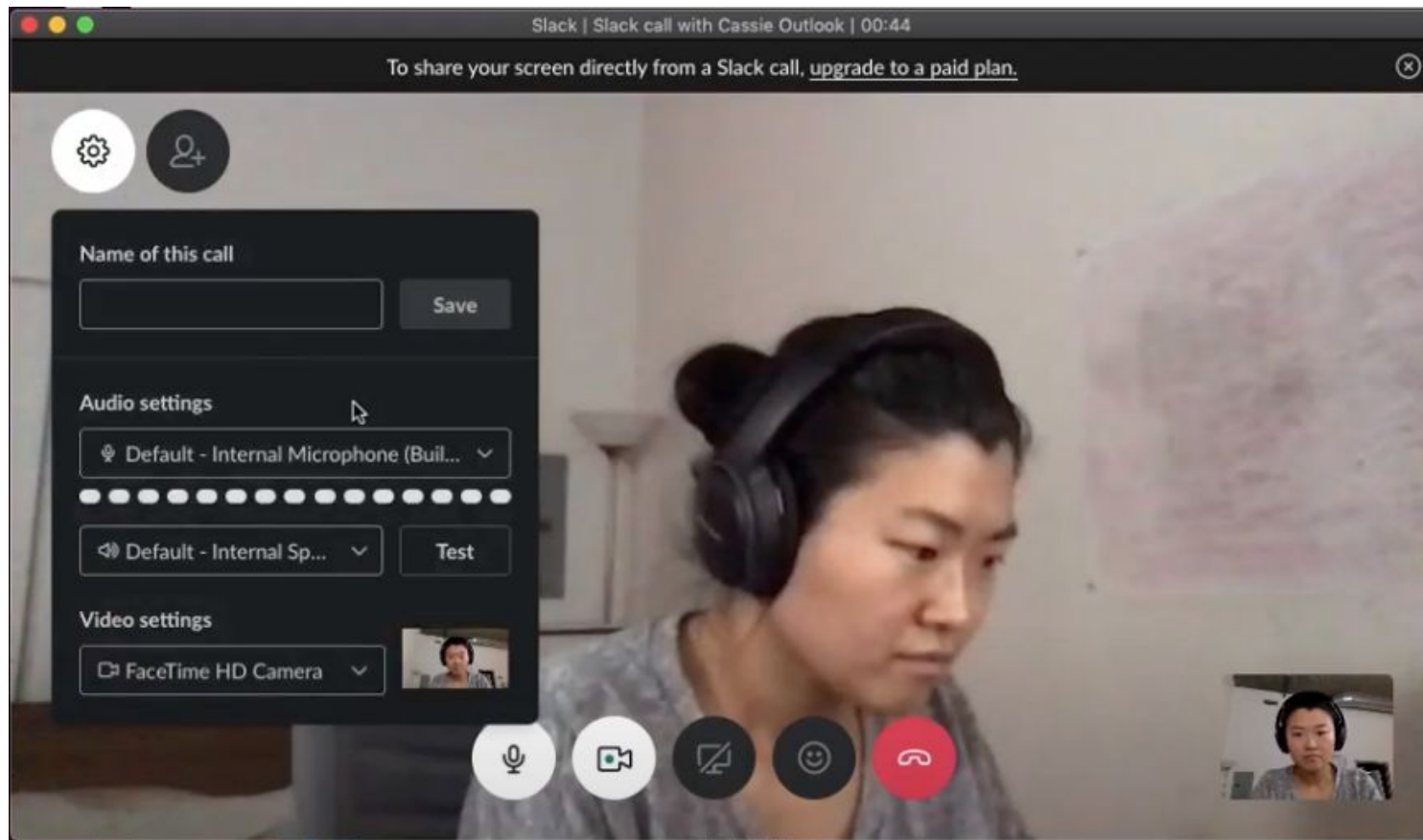
Pre-Call Quality Tests (zoom)

The image shows the Zoom application interface. On the left is a sidebar with navigation options: General, Video, Audio, Share Screen, Virtual Background, Recording, Statistics, Feedback, Keyboard Shortcuts, and Accessibility. The 'Audio' option is selected and highlighted.

The main area displays the 'Settings' window for audio. It is divided into two sections: 'Speaker' and 'Microphone'.
Speaker settings:
- A 'Test Speaker' button.
- A dropdown menu set to 'External Headphones (External Headph...'.
- An 'Output Level' bar.
- An 'Output Volume' slider.
Microphone settings:
- A 'Test Mic' button.
- A dropdown menu set to 'External Microphone (External Microph...'.
- An 'Input Level' bar.
- An 'Input Volume' slider.
- A checked checkbox for 'Automatically adjust microphone volume'.
- Three unchecked checkboxes: 'Use separate audio device to play ringtone simultaneously', 'Join audio by computer when joining a meeting', and 'Mute microphone when joining a meeting'.

Overlaid on the bottom of the settings is a pre-call dialog box titled 'Waiting for the host to start this meeting'. It includes:
- A close button (X) and a minus sign (-) in the top left.
- A loading spinner icon.
- The text 'This is a recurring meeting' and 'Peyman / Guiomar 1:1'.
- A link: 'If you are the host, [sign in](#) to start this meeting'.
- An 'Advanced' button in the top right.
- A 'Test Computer Audio' button at the bottom.

In-Call Settings & Quality Tests (Slack - Desktop)



The image shows a Slack desktop application window during a video call. The window title is "Slack | Slack call with Cassie Outlook | 00:44". A banner at the top reads "To share your screen directly from a Slack call, [upgrade to a paid plan.](#)". The main video feed shows a woman with dark hair in a bun wearing large black headphones. In the bottom right corner, there is a small thumbnail of the same woman. A settings overlay is open on the left side of the call. At the top left of the overlay are two circular icons: a gear for settings and a person with a plus sign for participants. The settings overlay is divided into three sections: "Name of this call" with an empty text input field and a "Save" button; "Audio settings" with a dropdown menu showing "Default - Internal Microphone (Buil...)", a row of seven small white circles, another dropdown menu showing "Default - Internal Sp...", and a "Test" button; and "Video settings" with a dropdown menu showing "FaceTime HD Camera" and a small video thumbnail of the user. At the bottom of the call window, there is a row of five circular control buttons: a microphone icon, a video camera icon, a screen share icon, a smiley face icon, and a red button with a telephone handset icon.

In-Call Settings & Quality Tests (Slack - Web)

The screenshot shows a Slack web browser window with the URL `app.slack.com/calls/T01244PRAUU/R012AJC88HF`. A notification at the top reads: "To share your screen directly from a Slack call, [upgrade to a paid plan.](#)"

The interface features a settings panel on the left and a call participant view on the right. The settings panel includes:

- Name of this call:** An empty text input field and a "Save" button.
- Audio settings:** A dropdown menu showing "Default - Bose AE2 Soundlink (Blu...". Below it is a "Test" button.
- Video settings:** A dropdown menu showing "FaceTime HD Camera..." and a small video thumbnail of the user.

The call participant view shows a red silhouette of a person with a loading spinner, labeled "Cassie". At the bottom right, a "You" button with a smiley face emoji is visible above a small video thumbnail of the user.

In-Call Settings (TheraPlatform - Web)

Mail - Cassie Li - Outlook x TheraPlatform 4.0.13 x +

← → ↻ 📍 cassietherapy.theraplatform.com/#/join/97a37bc9-79d0-4b59-8c0a-5bf84816099b 📺 ☆ 🗄️ 🗣️ Incognito (4) ⋮

FaceTime HD Camera (Built-in) (05ac:8514)

✓ Default - Bose AE2 SoundLink (Bluetooth)

Bose AE2 SoundLink (Bluetooth)

MacBook Air Microphone (Built-in)

📺 🔊 ⚙️ 💬

📺 🔊 ⚙️ 💬

FaceTime HD Camera (Built-in) (05ac:8514)

Default - Bose AE2 SoundLink (Bluetooth)



🔴 End Session

📄 ? Help


In-Call Settings & Quality Tests (Doxy.me)

Upgrade to [Professional](#) or [Clinic](#) to share your screen or request a client to share theirs. ✕

Call settings





Camera FaceTime HD Camera ▾

Microphone Default - External Microphone (... ▾ 

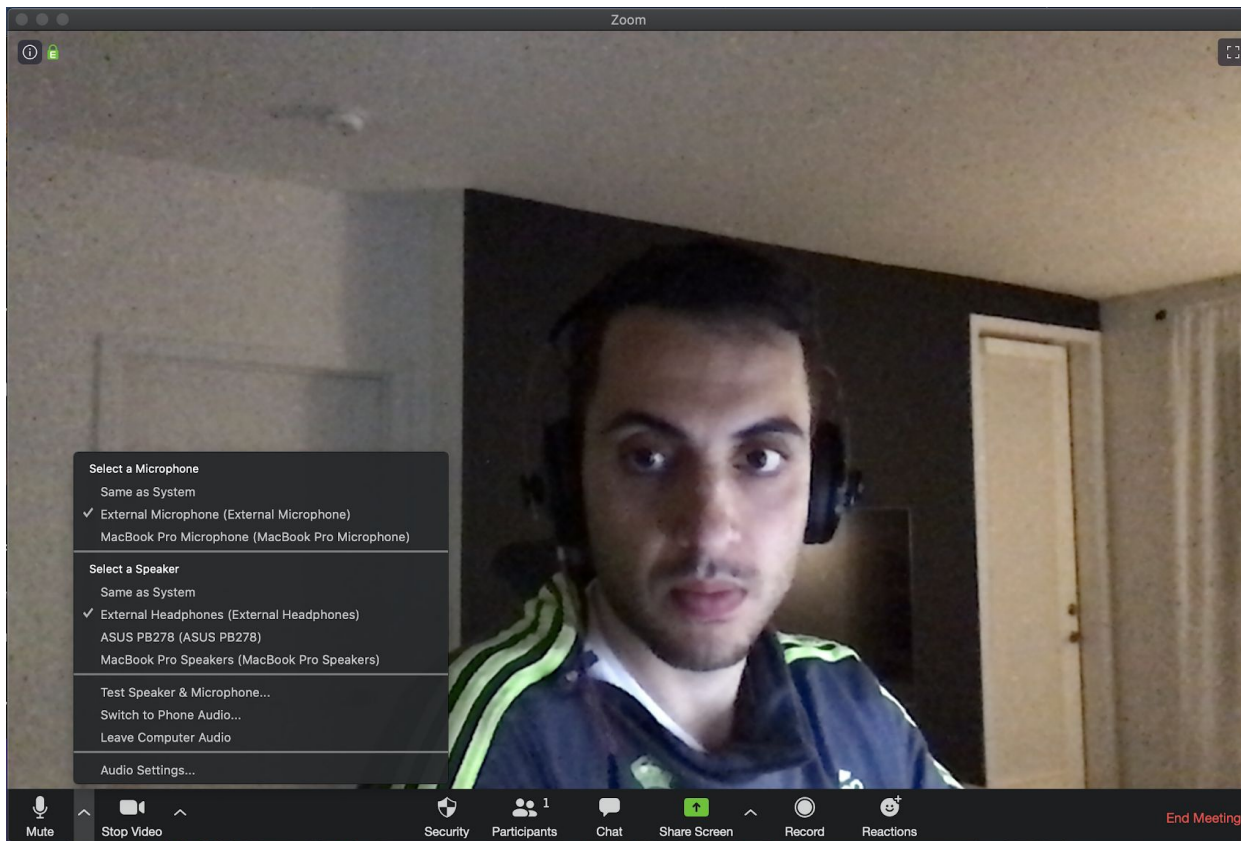
Speakers Default - Headphones (Built-in) ▾

Video Quality Low definition ▾

Troubleshoot [Restart call to sync video](#)



In-Call Settings & Quality Tests (Zoom)



The image shows a Zoom meeting window with a video feed of a man wearing headphones. An audio settings menu is open on the left side of the window. The menu is titled "Select a Microphone" and "Select a Speaker".

Select a Microphone

- Same as System
- ✓ External Microphone (External Microphone)
MacBook Pro Microphone (MacBook Pro Microphone)

Select a Speaker

- Same as System
- ✓ External Headphones (External Headphones)
ASUS PB27B (ASUS PB27B)
MacBook Pro Speakers (MacBook Pro Speakers)

Test Speaker & Microphone...
Switch to Phone Audio...
Leave Computer Audio
Audio Settings...

The bottom of the Zoom window shows a toolbar with icons for Mute, Stop Video, Security, Participants (1), Chat, Share Screen, Record, Reactions, and End Meeting.

Multi-User Layout & Sound Notification

Product / Brand Pages

Video Conferencing

Webex Meetings lets you host online meetings with HD video, audio and screen sharing.

Cloud Calling

Webex Calling brings your phone system to the cloud so you can make and receive calls on any device.

Contact Center

Webex Contact Center is a cloud solution for your call center that drives better customer engagement.

Team Collaboration

Webex Teams keeps your teams connected through messaging, file sharing, whiteboarding and calling.

Online Training Management

Webex Training is a solution for delivering impactful virtual trainings that keep your learners engaged.

Hardware as a Service

Get the latest Webex collaboration devices with a simple, affordable subscription plan.

Online Event Management

Webex Events is a solution for hosting interactive webinars or large-scale virtual events.

Remote Support Management

Webex Support is a platform for providing your customers remote technical support and service.

Webex Devices

Webex Devices help your team communicate clearly and create together in real time.

Webex for industries

Education

Healthcare

Financial Services

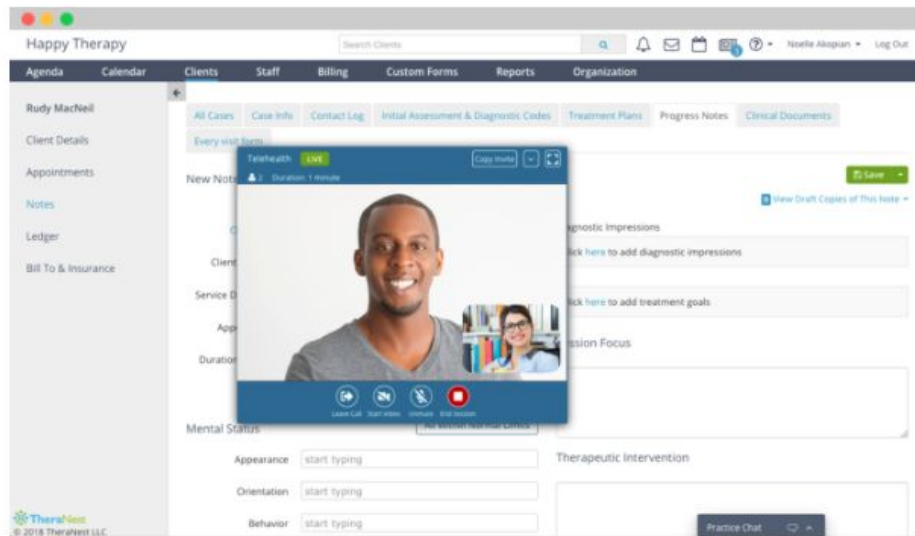
Government

Start-Ups

Sports& Entertainment

TheraNest (EHR) - Product Page

Telehealth - Online Therapy in TheraNest



The easiest Telehealth tool your clients have used. No downloading required. No login or password needed. Clients can quickly join sessions with their unique session link.

Chiron Health (works with drchrono) - Product Page



Simple telemedicine software to boost practice efficiency and patient satisfaction.

1

Cloud Architecture

Chiron Health and drchrono are entirely cloud-based services. No software to download and every user is always on the latest version.

2

Chiron Rules Engine

Automated eligibility checks with the most advanced telemedicine insurance rules database. Smart software that learns more with every check.

3

Practice Efficiency

Boost practice efficiency and patient satisfaction by seamlessly integrating video visits into existing practice workflows.

Doxy.me (standalone) - Product Page

We make it easy to get started
By keeping things simple



NO DOWNLOAD REQUIRED

With accessibility in mind, we have made Doxy.me extremely simple and easy to use for both clinicians and patients.



FREE TO USE

We believe cost shouldn't be a barrier to telemedicine. That's why Doxy.me is free for all.



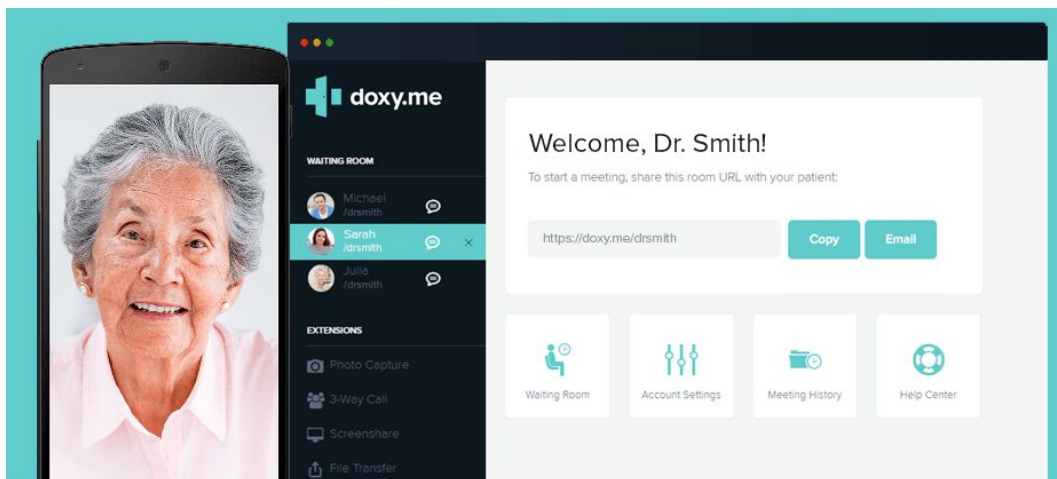
WORLDWIDE USAGE

HIPAA, GDPR, PHIPA/PIPEDA, & HITECH compliant: We meet worldwide security requirements.



BAA INCLUDED

All individual providers get a free Business Associate Agreement (BAA) with Doxy.me. Sign up for free to download your BAA.



Accessible from everywhere
Your desktop, tablet & smartphone

TheraPlatform (standalone) - Product Page

[Home](#)[Features](#)[Pricing](#)[Blog](#)[Contact](#)[Sign In](#)[30 Day Free Trial](#)

HIPAA-compliant video

Minimize late cancels and no-shows by offering teletherapy options when clients cannot get to your office using our HIPAA-compliant video conferencing. High quality video and audio, whiteboard and other teaching tools, in-session documentation, group telehealth, meeting reminders and more!

[Start 30-Day Free Trial](#)

HIPAA-compliant video



Scheduling



Documentation



Billing and Invoicing



Insurance



Client Portal



Amazing Support



Security

Mend (standalone) - Product Page

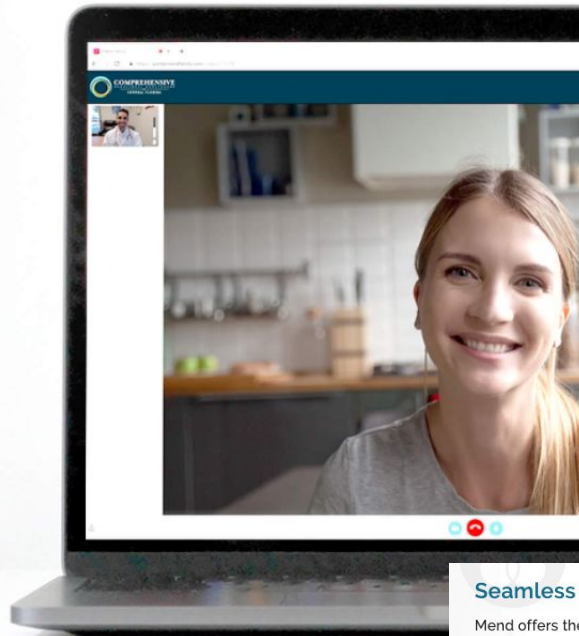


HIPAA Compliant Telemedicine

Other telemedicine platforms struggle to get patients connected to their visits. With Mend, almost 100% of visits connect without issue in a [HIPAA compliant environment](#). If the patient cannot join the video, you are not able to deliver care. On Mend, visits happen!

- Mend virtual visits average single-digit no-show rates
- No special software downloads for patients to connect
- Industry-leading 99.85% successful connection rate
- Instant support available to patients and staff
- HD connection on a fraction of the bandwidth
- Patients and providers can be anywhere
- Any device with Internet can connect

[Learn More](#)



Seamless EHR/PMS Integrations

Mend offers the latest in Artificial Intelligence and telehealth solutions and trends, enterprise-grade implementation, state-of-the-art infrastructure, and exceptional [EHR/PMS integration capability](#).

- Epic
- Allscripts
- Nextgen
- Athena
- Echo Group
- And hundreds more

[Learn More](#)

VSee (standalone) - Product Page

Basic VSee Clinic for Solo Providers

HIPAA-compliant Telehealth Platform

Go live in 10 minutes...

- ✓ Simple walk-in waiting room
- ✓ Unlimited 1-1 video calls + text chats
- ✓ Mobile app for patients
- ✓ Professional landing page
- ✓ BAA for [HIPAA compliance](#)

Patients always free!

[BUY NOW \\$49/MO](#)

Watch [step-by-step video tour >>](#)

The screenshot shows a web browser window displaying the VSee Clinic interface. The browser tab is titled "Jaslyn Provider's Clinic" and the address bar shows "jaslyn-provider.vsee.me/clinic". The page features a green header with the "VSee Clinic" logo and navigation links for "Help", "Test Computer", "Login", and "Sign Up". The main content area includes a welcome message for "Jaslyn Provider's Clinic" with a room code of "TUPL7". A central box contains instructions for video visits, the current number of patients waiting (0), and a prominent green "ENTER WAITING ROOM" button. Below this, there is a section titled "Our Providers" featuring a profile for "Jaslyn Provider", who is currently "Offline". The profile includes a circular profile picture, a "BIO" section with placeholder text, and a "Video visit with your provider when you need it, where you need it." message.

Zoom - Healthcare Product Page

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN OUT

REQUEST A DEMO 1.888.799.0125 RESOURCES SUPPORT

We have developed resources to help you through this challenging time. [Click here to learn more.](#)

Zoom for Healthcare

Video conferencing that keeps you connected and compliant

HIPAA/PIPEDA plans start at \$200 per month per account, which comes with 10 hosts. Please contact sales for signed BAA for HIPAA compliance and to learn about 1, 2 and 3 year pre-paid packages.

Contact Sales

Video conferencing for telehealth

Zoom for telehealth reliably delivers consistent clinical user experiences, seamlessly integrates into your technology and workflows, and keeps you connected and compliant. With high quality video, even in low-bandwidth environments, organizations can support healthcare teams and patients around the globe.

[Zoom for Healthcare datasheet](#) [HIPAA datasheet](#) [PIPEDA/PHIPA](#)

Expand patient care and communications

Help

Plans & Pricing

Choose a plan that empowers your life and business

Billed annually Billed monthly

Save 10% with a annual billing cycle

Most Popular

Free

\$0

per host, per month

1 host maximum

Get started

Starter

\$ 13.50

per host, per month

1-9 hosts

Buy Now

Plus

\$ 17.95

per host, per month

1-50 hosts

Buy Now

Business

\$ 26.95

per host, per month

5-100 hosts

Buy Now

Enterprise Plan



Customizable plans for businesses that need other products, extra storage, larger meetings, webinars, breakout sessions, and more features.

Contact Sales

TheraNest (EHR) - Plans & Pricing



Solut

Bill Monthly | Bill Annually

☆ Receive 2 months free when you subscribe annually!

\$38
per month

- ✓ Up to 30 Active Clients
- Up to 40 Active Clients
- Up to 50 Active Clients
- Up to 80 Active Clients
- Up to 100 Active Clients
- Up to 130 Active Clients
- More than 150 active clients

Contact Sales

Have a question? Call our Sales team for help!

205-498-5312

Customize and Enhance Your Plan with Additional Features

Below are optional upgrades to help streamline and run your practice even more—seamlessly integrated in TheraNest.

Wiley Practice Planners

Access over 1,000 prewritten treatment goals, objectives and progress notes – plus space to record your own notes if needed.

\$25 per therapist per month

Fully Integrated Client Portal

Make client communications a breeze. Client records are automatically synced in TheraNest. **Every TheraNest account includes one Client Portal account at no additional cost.**

\$6 per therapist per month

Telehealth

Unlimited HIPAA compliant online video therapy sessions with screenshare. No additional downloads needed for you or your clients.

\$10 per therapist per month

\$10/clinician
Add to any plan type

TheraNest (EHR) - Telehealth Pricing

Flexible pricing options available for your practice!*

Your subscription plan applies to all active Telehealth staff members.



Individual Telehealth Plan

1 client per session, unlimited sessions per month

\$10/month

per provider



Group Telehealth Plan

Up to 6 participants per session, unlimited sessions per month

\$20/month

per provider

By subscribing, you agree to the [Terms of Service](#).

Telehealth Subscription

Cancel Subscription

Available Staff for Telehealth: 1 \$20/month

Group Sessions (\$20 per provider per month) ▾

Active Telehealth Staff

Mark Friedman ×

Add staff

Discard All Changes

Update Subscribed Staff List

Telehealth Title (collapsed mode, 15 max characters):

Telehealth

Virtual waiting room intro message

The session has not been started by its host. Once they start the session, you will be able to join.

Update

Chiron Health (works with drchrono) - Plans & Pricing

Simple pricing that scales with your practice



Monthly



Yearly

Save 20%!

Independent

Everything you need to offer modern telemedicine in your practice. Includes unlimited video visits.

— per month —

\$150 per provider

Request Demo

Enterprise

Ultimate flexibility for scaling modern telemedicine in larger groups.

Supports the needs of multiple practice locations, specialties and appointment types.

Request Quote

Doxy.me (standalone) - Plans & Pricing

Monthly

Annually **Save 16%**

Free

Telemedicine for everyone

Free forever

[Sign up](#)

Professional

For individual providers

\$35 / mo

[Upgrade to Professional](#)

Clinic

— 1 + providers

\$50 / mo

[Upgrade to Clinic](#)

Doxy.me (standalone) - Plans & Pricing additional info

Monthly Annually Save 16%

Free

Telemedicine for everyone

Free forever

[Sign up](#)

Professional

For individual providers

\$35 / mo

[Upgrade to Professional](#)

Clinic

- 1 + providers

\$50 / mo

+ \$300.00 clinic setup fee ⓘ

[Upgrade to Clinic](#)

Call Features Workflow Features Extensions Support Success Security **Groups** Add on

FREE

- For 2+ users
- Clinic subdomain
- Custom branding
- Room access control
- Admin controls
- Shared rooms
- Simultaneous calls

PROFESSIONAL

- For 2+ users
- Clinic subdomain
- Custom branding
- Room access control
- Admin controls
- Shared rooms
- Simultaneous calls

CLINIC

- For 2+ users
- Clinic subdomain
- Custom branding
- Room access control
- Admin controls
- Shared rooms
- Simultaneous calls

TheraPlatform (standalone) - Plans & Pricing

	Basic	Pro	Pro Plus
Monthly Yearly			
	\$ 29.00 per month	\$ 39.00 per month	\$ 59.00 per month
	single provider only	\$29 for each additional provider	\$39 for each additional provider
	Start Free Trial (no credit card required)	Start Free Trial (no credit card required)	Start Free Trial (no credit card required)
General			
Unlimited Clients	✓	✓	✓
Teletherapy			
Unlimited HIPAA Compliant Video	✓	✓	✓
Interactive Whiteboard		✓	✓
Resource Sharing with Annotations		✓	✓
* \$0.03 per recording minute ** \$0.25 per claim submission *** \$0.02 per text message **** Additional fee			

TheraPlatform (standalone) - Plans & Pricing additional info

	Basic	Pro	Pro Plus
	\$ 29.00 per month single provider only	\$ 39.00 per month \$29 for each additional provider	\$ 59.00 per month \$39 for each additional provider
	Start Free Trial (no credit card required)	Start Free Trial (no credit card required)	Start Free Trial (no credit card required)
General			
Unlimited Clients	✓	✓	✓
Teletherapy			
Unlimited HIPAA Compliant Video	✓	✓	✓
Interactive Whiteboard		✓	✓
Resource Sharing with Annotations		✓	✓
Resource Library		✓	✓
Session Recording*		✓	✓
21 Interactive Apps			✓
Thousands of ready to use activities			✓
Video Sharing		✓	✓
2-way Screen Sharing		✓	✓
Chat	✓	✓	✓
Waiting Room	✓	✓	✓
Group Session	✓	✓	✓
Observe Providers		✓	✓
Time Tracking		✓	✓

Mend (standalone) - Plans & Pricing

Mend Now Telehealth	Mend Now Telehealth	Mend Pro Telehealth
Monthly Subscription Self service access to the #1 Telehealth platform. Launch your Telehealth program in minutes.	Annual Subscription Self service access to the #1 Telehealth platform. Launch your Telehealth program in minutes. Save 35% by paying annually.	Affordable access to advanced features, custom workflows, premium branding, EHR integrations, and Mend telehealth implementation experts.
\$59	\$49	Quoted
\$59 per provider per month Paid monthly \$199 setup fee \$0 One-time Patient Import	\$49 per provider per month (Save 35%) Paid annually \$0 setup fee \$0 One-time Patient Import	Custom proposal to suit needs Affordable pricing Full service implementation
SIGN UP	SIGN UP	REQUEST DEMO
World class customer service <ul style="list-style-type: none">▶ Self guided setup▶ Self-guided user training and knowledge<ul style="list-style-type: none">▶ Live instant technical support▶ Unlimited staff and patient users	World class customer service <ul style="list-style-type: none">▶ Self guided setup▶ Self-guided user training and knowledge<ul style="list-style-type: none">▶ Live instant technical support▶ Unlimited staff and patient users	▶ ALL Mend Now features included World class customer service <ul style="list-style-type: none">▶ Account manager white glove setup<ul style="list-style-type: none">▶ Live training Advanced Telehealth workflows <ul style="list-style-type: none">▶ On-demand Telehealth queue▶ Telehealth visit staff transfers▶ Messaging Telehealth visits<ul style="list-style-type: none">▶ Group scheduling▶ Group Telehealth (mobile supported)

VSee (standalone) - Plans & Pricing

Start Simple, Scale Fast, & Build As You Need

Choose a VSee Clinic Plan To Start Telehealth Today

Basic (\$49/mo)

For Those Flying Solo

[BUY NOW](#)

- Unlimited video calls + chat
- Integrated intake, consent, and patient triage queue
- SEO friendly landing page
- BAA for HIPAA compliance
- Email & live chat support
- [& More..](#)

Enterprise

To Compete & Win Against Amazon Care

[CONTACT SALES](#)

- Covid19 / urgent care hotline
- Virtual front desk and patient routing
- Uber-style load balance across thousands of providers
- Remote patient exam
- Remote patient monitoring
- Home and Hospital quarantine room
- Custom branding mobile app
- Credit card payment
- Insurance verification and claims submission
- More features below

VSee (standalone) - Telehealth Group Calls ([HC guide link](#))



PRICING

PRODUCTS ▾

ABOUT US ▾

RESOURCES ▾

SUPPORT ▾

CONTACT SALES

Start Free Now – VSee Clinic

All plans get HIPAA-Compliant, easy to use workflows & quality video

FREE

- ✓ No download, one-click video calling
- ✓ Virtual waiting room
- ✓ Unlimited 1-1 video calls
- ✓ Screenshare + live annotation*
- ✓ HIPAA BAA
- ✓ Email patient invite
- ✓ Knowledge Base & email support

*live annotation requires a download

BASIC (\$49/mo)

All Free features +

- ✓ Intake + telemedicine consent forms
- ✓ Unlimited small group video calls
- ✓ Online appointments
- ✓ Credit card payment
- ✓ SMS patient invite
- ✓ Phone Dial-in
- ✓ Email & live chat support

ENTERPRISE

All Basic features +

- ✓ Custom branding & mobile app
- ✓ Unlimited large group video calls
- ✓ Virtual front desk triage
- ✓ Multi-provider walk-in waiting room
- ✓ Insurance verification & claims submission
- ✓ Remote patient exam
- ✓ Remote patient monitoring
- ✓ Admin & scheduler roles
- ✓ EMR light & ePrescription



VSee (standalone) - Telehealth Group Calls ([HC guide link](#))

Group Calls: Maximum Number of Participants

VSee has no hard limit on the maximum number of participants in a call. VSee will automatically scale down A/V quality when it notices that it can not send all its data to all users. However, due to network and CPU limitations eventually the conference experience will become poor even at reduced A/V quality. The exact number where this occurs depends on many factors, including whether or not the conference takes place on our video bridge server. For a conference to be placed on the video bridge, at least one of the users in the conference must be a paid VSee user. For a conference between free users that is not on the video bridge, we recommend limiting the call to 6 or fewer participants. For conferences on the video bridge 20-30 participants are reasonable as long as all the participants have fairly modern computers or mobile devices and reliable networks.

Healthie - Plans & Pricing

HIPAA- Compliant Telehealth	✓	✓	✓	✓	✓
Transfer Support		✓	✓	✓	Advanced
One-on-one Support		✓	✓	✓	Advanced
E-Faxing			Dedicated Line	Dedicated Lines	Dedicated Lines
HIPAA Compliant Group Video Chat (Via Zoom)			✓	✓	✓
Programs			✓	✓	Advanced
Reporting			Advanced	Advanced	Advanced
API Integration					✓
Branding					✓
Support	✓	✓	✓	✓	Dedicated Manager
Customizations		Basic Email Customizations	Premium Email Customizations	Premium Email Customizations	Custom Features, White Labeling, Custom Workflows
Free Resources	Mastermind Group	Mastermind Group and Webinars	Mastermind Group and Webinars	Mastermind Group and Webinars	Mastermind Group and Webinars
Monthly	\$29	\$89	\$129	\$149+	Custom
Yearly		\$75/month	\$115/month	\$135+/month	Custom

Note: There is a 100 person maximum on all group calls and webinars. Clients will automatically receive their appointment confirmation and appointment reminders as per your [settings](#).

Healthie - Group Telehealth Calls ([HC guide link](#))

Note: There is a 100 person maximum on all group calls and webinars. Clients will automatically receive their appointment confirmation and appointment reminders as per your [settings](#).

Practice Better - Group Telehealth calls

Practice Better Versus Zoom for Telehealth



Help

Updated 3 months ago

Follow

We offer two applications for conducting online/virtual sessions with your clients, Practice Better telehealth sessions and Zoom virtual meetings. We have broken down the main elements for each application and outline the differences between the two below.

Practice Better Telehealth	Zoom Meeting
<ul style="list-style-type: none">• HIPAA-Compliant• Included in Starter, Pro, Plus and Team plans• Available for 1-on-1 video sessions• Requires clients and potential clients to have access to the Client Portal to access video sessions• Sessions can not be recorded	<ul style="list-style-type: none">• Conduct meetings with multiple clients (group sessions)• Link existing Zoom accounts to Practice Better• Option to purchase a HIPAA-Compliant account powered by Zoom for group sessions• Ability to record meetings• Clients don't require access to the Client Portal to access video sessions• Limited to 1-on-1 sessions on the Starter plan

Appendix

Related Resources

- Telehealth [Quality Improvement Areas](#)
- Telehealth Cancellation Survey - [Results](#)
- Telehealth # of Users in Calls - [Facebook Poll](#), [UV Survey](#)

Flows (to potentially go through later)

- TH Initial Account Setup
- Join a Telehealth Call
 - As a Client
 - As a Clinician
- Telehealth Waiting Room
- Use Telehealth Collaboration Features
 - Screen Sharing
 - In-Session Chat
 - etc.

Feature Matrix Comparison

[Detailed Feature Comparison](#) of Telehealth Competitors

Key Features Include:

- No download required by client - join by unique link
- Multi-User Telehealth
- Screen Sharing
- In-Session Chat
- In-Session Documentation
- Telehealth Billing
- ...

Doxy.me - Clinician interface

doxy.me | FREE

PATIENT QUEUE

Mitar Dobranic
waiting <1m

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Upgrade
- Logout

Welcome, Dr. Dobri!

To invite someone to your waiting room, share this link:

<https://doxy.me/dobrota> Copy Invite via

Edit Waiting Room **Account Settings** **User Community** **Telehealth Shop**

Upgrade to Professional or Clinic account, starting at \$29/mo

Pre-call Test
5 tips for a great call

doxy.me | FREE

← Back to Dashboard

PATIENT QUEUE

Start Call

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Upgrade
- Logout

Waiting Room of /dobrota

You are on the Free Plan. [Upgrade](#) to use [Edit Waiting Room](#) feature.

Welcome!

I will start the video call in a moment.

Tips for a great video call:

Pre-call Test
5 tips for a great call

Doxy.me - Clinician features: Waiting room, Chat

The screenshot shows the Doxy.me patient queue dashboard. On the left is a dark sidebar with the Doxy.me logo and 'FREE' text. Below the logo are sections for 'PATIENT QUEUE' and 'ACCOUNT'. The 'PATIENT QUEUE' section shows a patient named 'Mitar' who is 'waiting <1m'. The 'ACCOUNT' section lists options like 'Your Dashboard', 'Edit Waiting Room', 'Account Settings', 'Meeting History', 'Help Center', 'Upgrade', and 'Logout'. At the bottom of the sidebar is a 'Pre-call Test' button and a link to '5 tips for a great call'. The main content area has a 'Back to Dashboard' link and a card for 'Mitar'. The card shows the patient's name with status icons, location ('waiting <1m in /dobrota from California, United States'), device ('Mobile/Tablet'), and browser ('Safari 13'). Below this are buttons for 'Chat', 'Audio call', 'More', and 'Remove'. At the bottom of the main area is a section titled 'Tips for a great video call:'.

doxy.me | FREE

PATIENT QUEUE

Mitar
waiting <1m

ACCOUNT

- Your Dashboard
- Edit Waiting Room
- Account Settings
- Meeting History
- Help Center
- Upgrade
- Logout

Pre-call Test

5 tips for a great call

https://doxy.me/account/dashboard

← Back to Dashboard

Mitar

● waiting <1m in /dobrota
from California, United States

Mobile/Tablet Apple iOS

Safari 13

Chat Audio call More Remove

Tips for a great video call:

The screenshot shows a video call interface. A woman is visible in the video feed. A dark control menu is overlaid on the left side of the video feed, containing the following options: 'Pin to main screen', 'Unmute myself', 'Turn off camera', and 'Hide my preview'. The name 'You' is displayed below the video feed.

Pin to main screen

Unmute myself

Turn off camera

Hide my preview

You

Send Mitar a message.

The screenshot shows a text chat interface. At the top, it says 'Send Mitar a message.' with a dropdown arrow. Below this is a timestamp 'APRIL 6, 2020 3:30 PM'. The chat history shows two messages: 'hey' and 'one moment'. At the bottom, there is a text input field with the placeholder 'Type your message...' and a 'Send' button.

Send Mitar a message. ▾

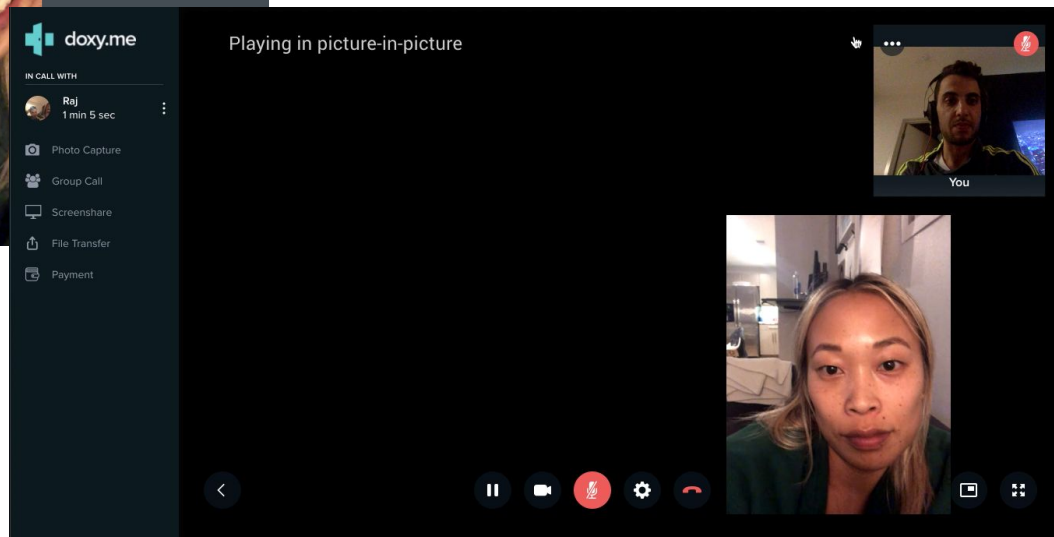
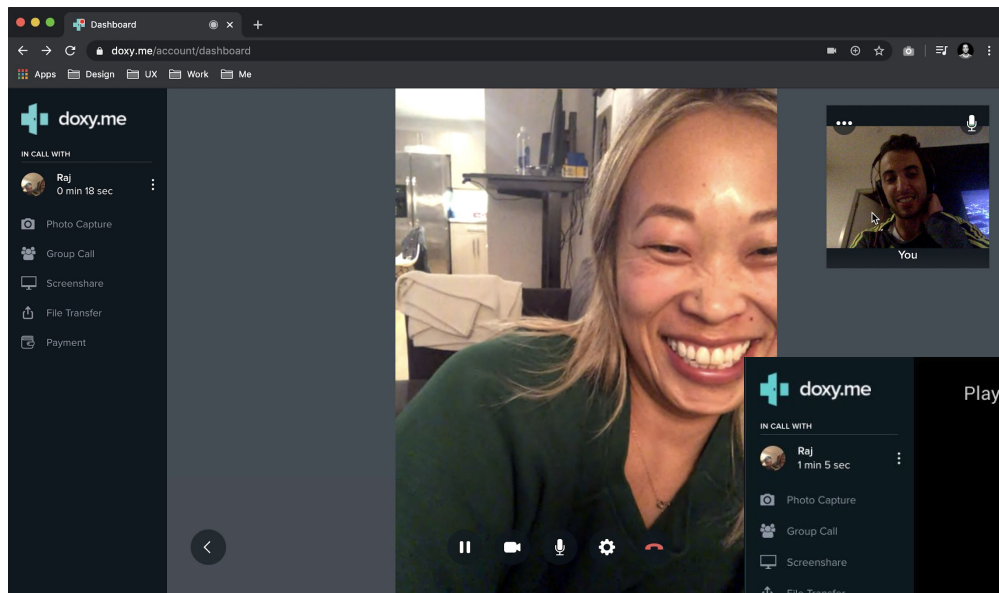
APRIL 6, 2020 3:30 PM

hey

one moment

Type your message... Send

Doxy.me - Clinician features: Flexible layout



Doxy.me - Post Call paywall

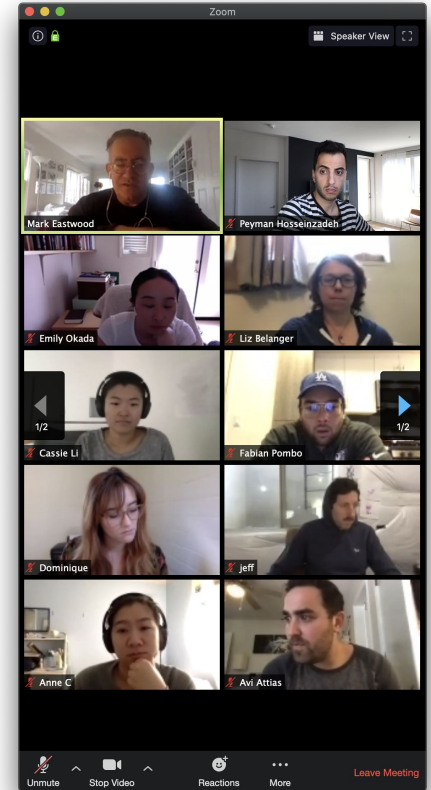
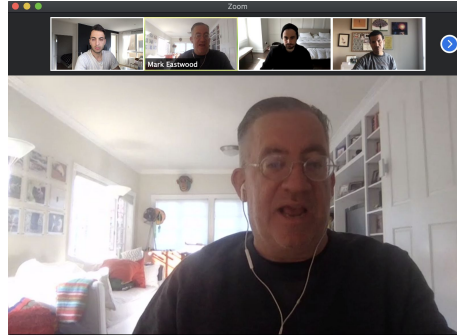
The screenshot shows a web browser window with the URL `doxy.me/account/subscription`. The page is titled "Choose the best option for you" and offers two subscription plans: "Monthly" and "Annually" (with a "Save 16%" badge). Below the plans, there are two tabs: "For individual providers" and "For groups of providers".

The "For individual providers" section displays three plan options:

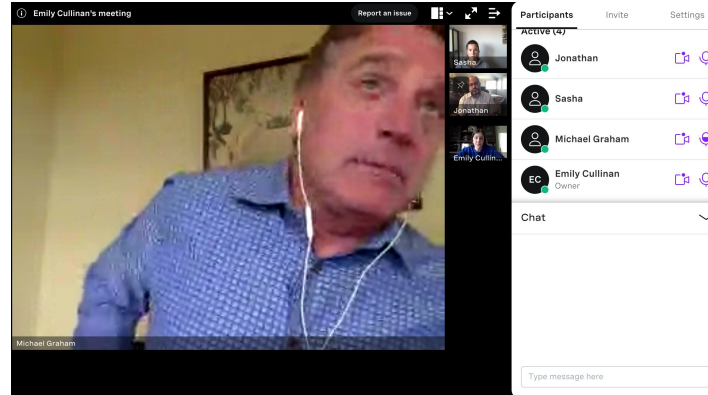
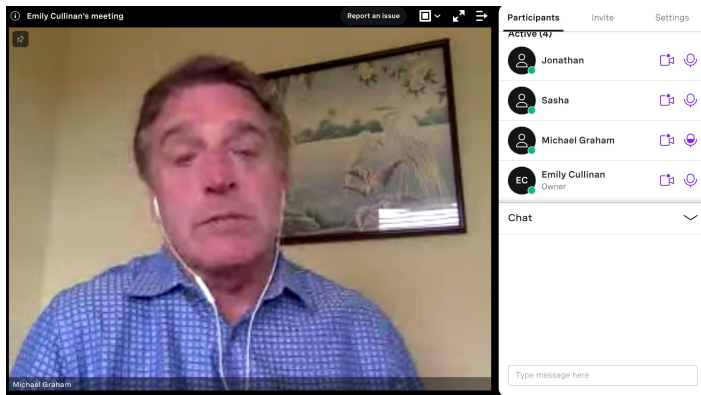
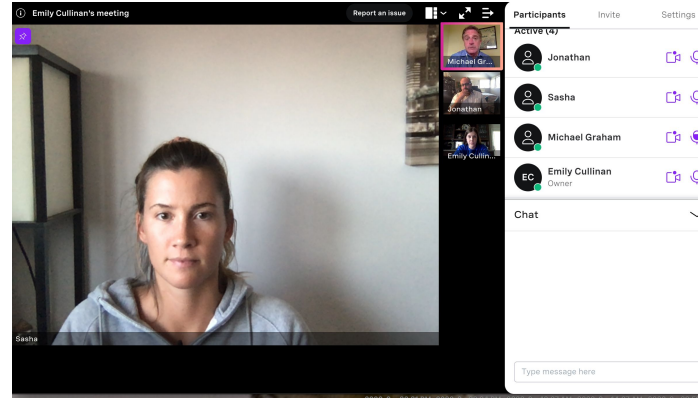
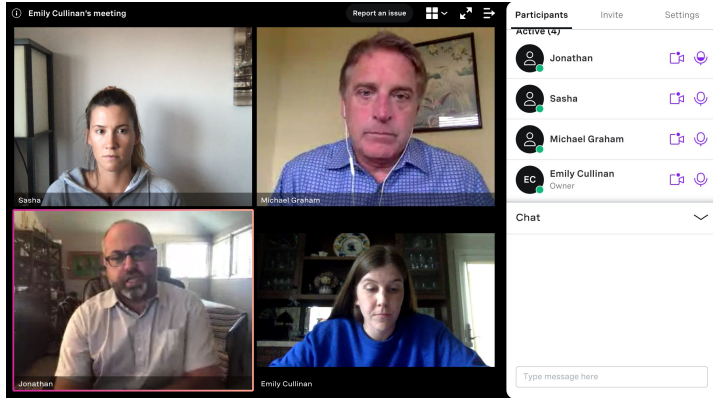
- Free** (Current plan):
 - Unlimited audio and video
 - HIPAA compliant
 - Business Associates Agreement
 - Personalized room URL
 - Virtual waiting room
 - Patient queue
 - Real-time messaging
 - Mobile friendly
 - Email and community support
- Professional** (\$35 / mo):
 - Everything in Free
 - HD/SD quality
 - Personalize waiting room
 - Text and email alerts
 - Photo capture
 - Group call
 - Payments
- Clinic** (\$50 / mo):
 - Everything in Professional
 - 1 users per account (adjustable)
 - White label
 - Custom subdomain
 - Shared rooms
 - Room access
 - Controls
 - Teleconsent
 - Add ons and customization

A video player overlay is visible in the center of the page, showing a play button and a progress bar from 02:53 to -00:00. A "HELP" button is located in the bottom right corner. A chat notification at the bottom right says "Send Raj a message." with a close button.

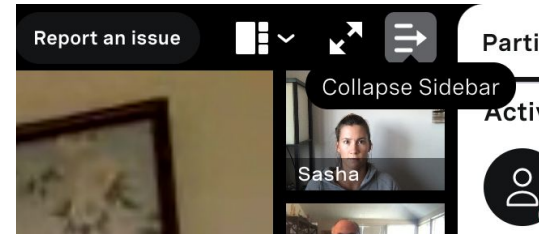
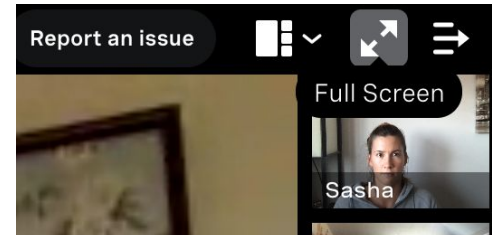
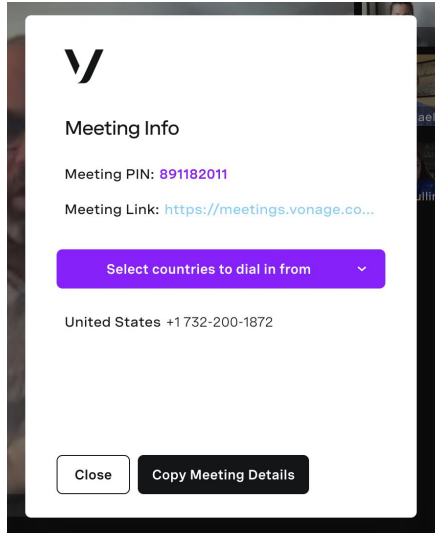
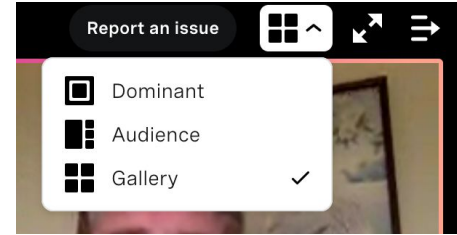
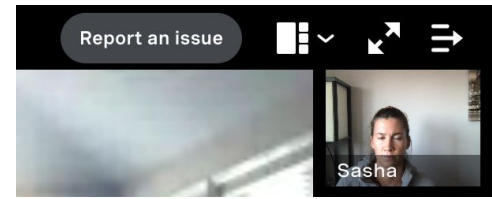
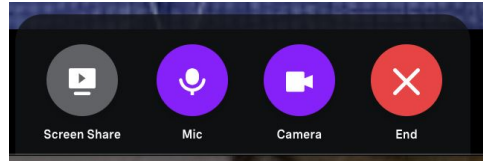
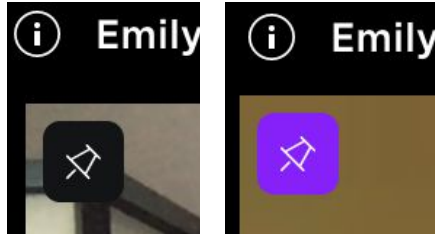
Zoom - Layouts Galore!



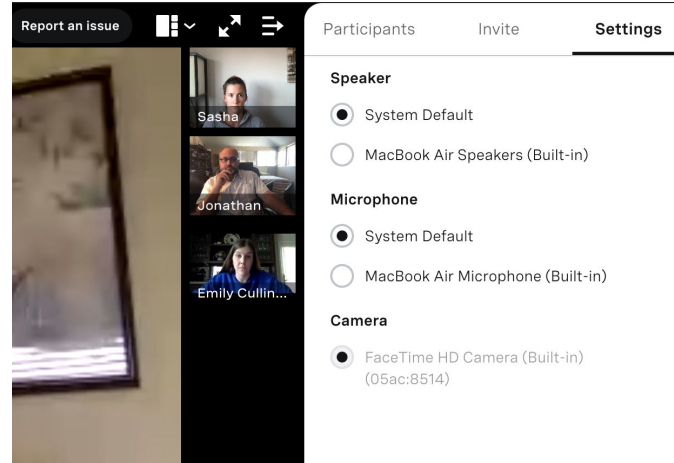
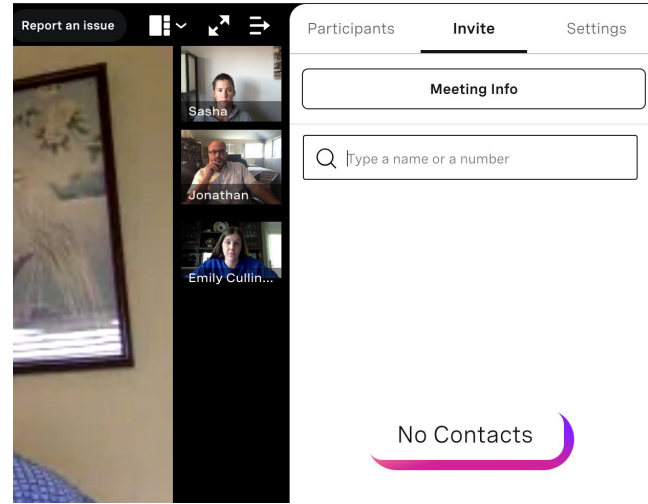
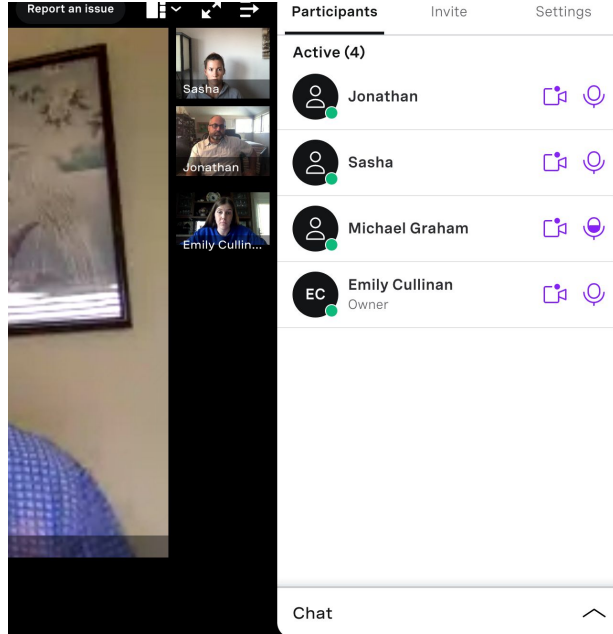
Vonage - Layouts



Vonage - Controls and Components



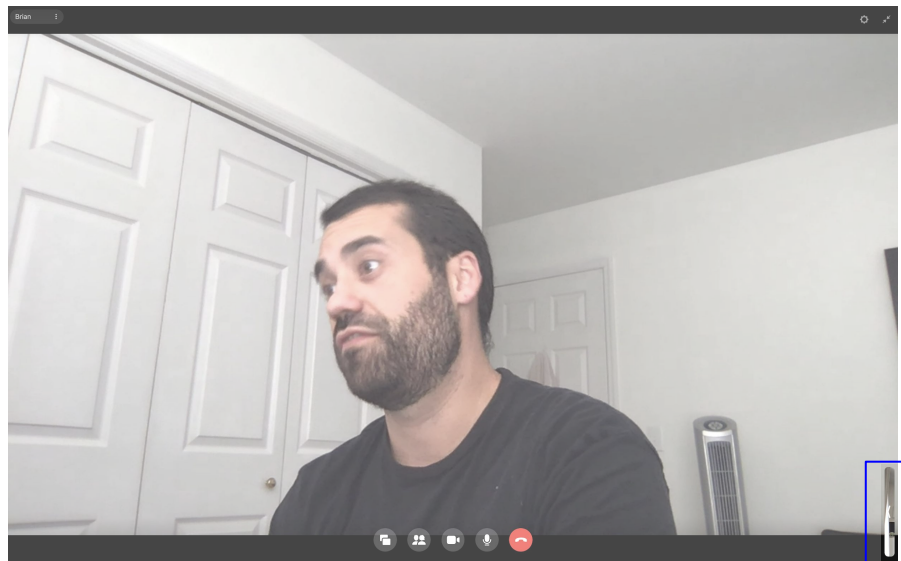
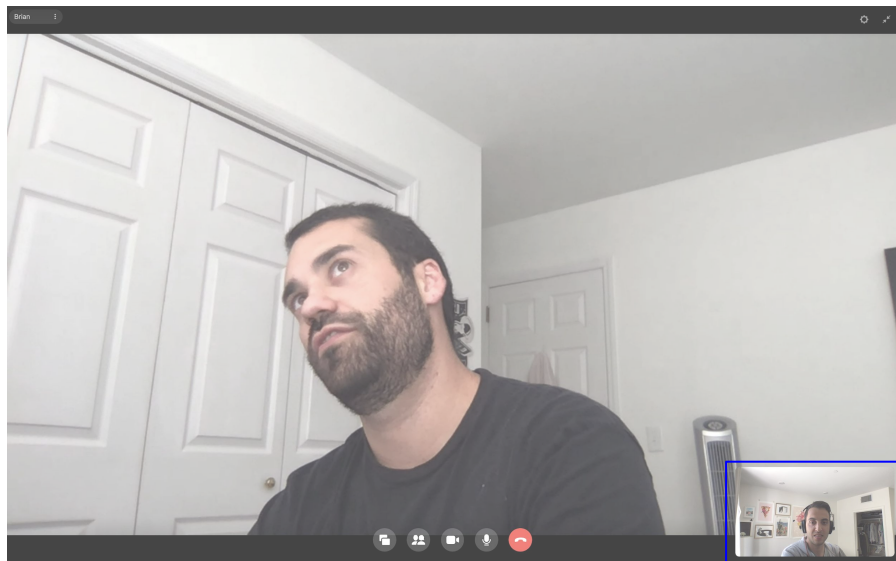
Vonage - side panel options



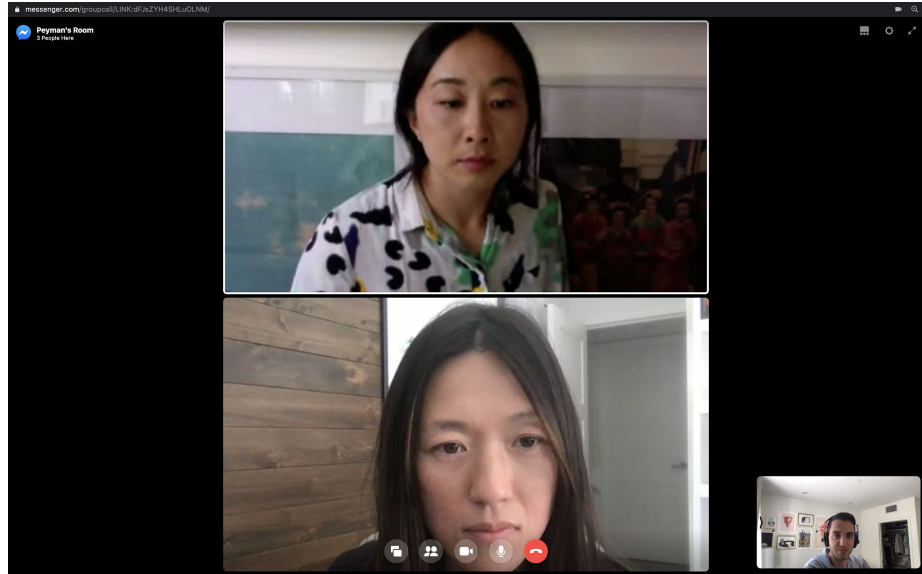
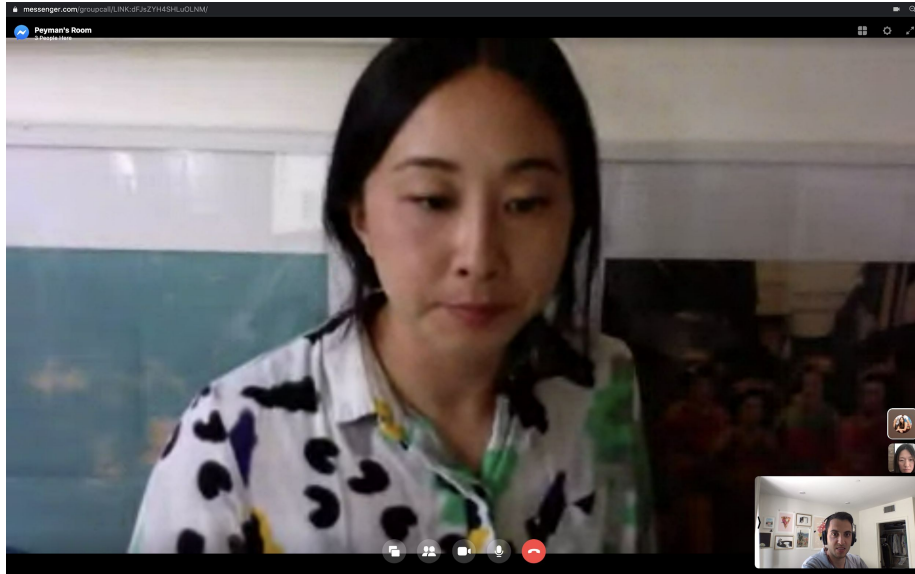
Vonage - speaker view difference due to user's device size



Messenger Rooms - Collapsing self view



Messenger Rooms - layout toggle



Psychology Today video platform

Pros & Cons

Pros

- Very good quality
- Good sound quality (mic is not too sensitive)
- Customizable waiting room
- Customizable URL link
- Pin feature
- In-call chat feature
- Session timer feature
- 2 layouts (similar to grid and speaker except theirs changes on pinning user)
- Check-in feature (Clinician admits clients who are in the waiting room)

Cons

- Limit at 3 participants (clinician + 2)
- No screen sharing feature
- No toggle to change views between speaker and grid

Clinician's account - Waiting room settings

- SESSIONS
Psychology Today
- Waiting Room
- Session History
- Settings
- Help

Back to Account

Waiting Room

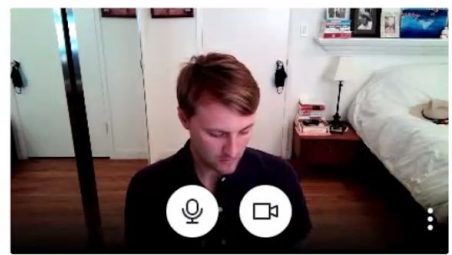
Welcome to your Waiting Room!

Your Sessions Waiting room is ready for your clients! Just direct them to:
<https://sessions.psychologytoday.com/mr-reed-farrier>

When they arrive, they will appear in the box below and you can begin a session with them! It's that easy!

You can customize your URL, choose a background image and more in Settings.

[Update Settings](#) [Dismiss](#)



When your clients have checked in for their session, they will appear here in your waiting room.



Invite Client to Session

<https://sessions.psychologytoday.com/mr-reed-farrier>

[Copy Link](#)

[Email Link](#)

← Back to Account

Clinician's account - Sessions History

The screenshot shows a web browser window with two tabs for 'Psychology Today'. The address bar displays the URL 'sessions.psychologytoday.com/dashboard/history'. The browser's bookmark bar contains various folders and links, including 'Apps', 'Calendar', 'Allie & Reed Bills', 'Surf', 'Private Practice', 'Therapy', 'Mindfulness', 'Reading', 'My Tunes', 'Digitakt', 'Music', 'Music to DL', 'Mixes', 'Movies', 'GoPro', 'Travel', 'Food', 'Health', 'Books', and 'Documentaries'. The page header is blue and features the 'Psychology Today' logo on the left and a 'Back to Account' link on the right. A dark grey notification bar at the top right indicates 'Talking: Sasha Dobranic'. The left sidebar contains navigation options: 'Waiting Room', 'Session History' (highlighted with a mouse cursor), 'Settings', and 'Help'. The main content area is titled 'Session History' and contains a white box with the following text: 'You haven't had any sessions yet. Invite a client to a session. You can send an invitation from your [waiting room](#). Session history results may be delayed by up to 20 minutes.'

Psychology Today

Back to Account

Waiting Room

Session History

Settings

Help

Session History

You haven't had any sessions yet.

Invite a client to a session. You can send an invitation from your [waiting room](#). Session history results may be delayed by up to 20 minutes.

Back to Account

Clinician's account - Settings

Psychology Today Psychology Today

sessions.psychologytoday.com/dashboard/settings

Talking: Sasha Dobranic

Apps Calendar Allie & Reed Bills Surf Private Practice Therapy Mindfulness Reading My Tunes Digitakt Music Music to DL Mixes Movies GoPro Travel Food Health Books Documentaries »

SESSIONS Psychology Today Back to Account

Waiting Room

Session History

Settings

Help

Settings

Display Name

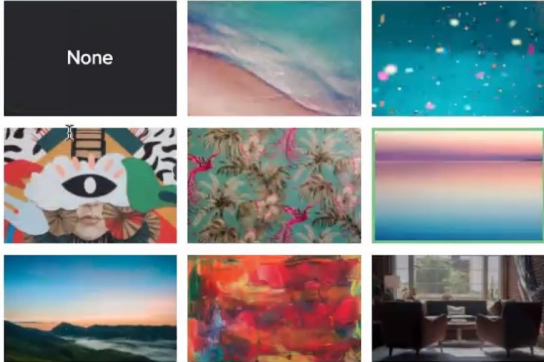
Mr. Reed Farrer

Custom Waiting Room Link

sessions.psychologytoday.com/ mr-reed-farrer

Waiting Room Background

None



Save

← Back to Account

Clinician's account - Settings

The screenshot shows a web browser window with the URL `sessions.psychologytoday.com/dashboard/settings`. The browser's address bar and tabs are visible at the top. The page header includes the 'Psychology Today' logo and a 'Back to Account' link. A sidebar on the left contains navigation options: 'Waiting Room', 'Session History', 'Settings', and 'Help'. The main content area is titled 'Waiting Room Background' and displays a grid of nine background image options. A modal dialog box titled 'Confirm Settings' is centered on the screen, containing the text: 'Are you sure you would like to update your Custom Waiting Room URL to: `https://sessions.psychologytoday.com/reed-farrer?`'. The dialog has 'Cancel' and 'Confirm' buttons at the bottom.

Psychology Today

Talking: Sasha Dobranic

Back to Account

SESSIONS Psychology Today

Waiting Room

Session History

Settings

Help

Confirm Settings

Are you sure you would like to update your Custom Waiting Room URL to: `https://sessions.psychologytoday.com/reed-farrer?`

Cancel Confirm

Waiting Room Background

None

Save

Back to Account

Client - Permission modals

The image shows a browser window with a permission modal open. The modal is titled "...ions.psychologytoday.com wants to" and contains two options: "Use your microphone" and "Use your camera". Below these options are "Block" and "Allow" buttons. The background of the browser window shows a website with a "Welcome!" message and a "Join Session" button. The website also includes a "Please enter your name" input field and a checkbox for "I agree to the terms of service".

SESSIONS
Psychology

...ions.psychologytoday.com wants to

Use your microphone

Use your camera

Block Allow

Welcome!

Before we get started, enter your name and agree to the terms of service.

Please enter your name

I agree to the [terms of service](#)

Join Session

Are you Reed Farrer? [Login Here](#)

Client - Welcome screen

Welcome!

Before we get started, enter your name and agree to the terms of service.

I agree to the [terms of service](#)

Join Session



Client - Welcome screen (name added)

Welcome!

Before we get started, enter your name and agree to the terms of service.

I agree to the [terms of service](#)

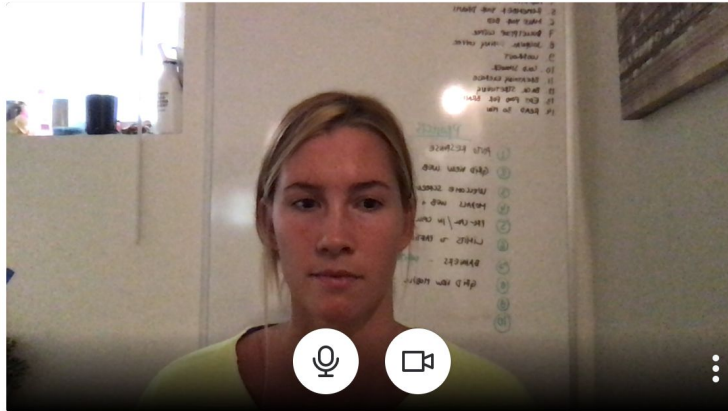
Join Session



Client - entered waiting room

You are checked in!

We have let your therapist know you are here. Your session will begin when they are ready.



Client - entered waiting room, settings

SESSIONS
Psychology Today

You are checked in!

We have let your therapist know you are session will begin when they are ready.

Video and Mic Settings ✕

Audio Video

Microphone

Default - MacBook Air Microphone (Built-in) ▾

Speakers

Default - MacBook Air Speakers (Built-in) ▾

Done

Enable Video

Are you Reed Farrer? [Login Here](#)

In call - Client's end



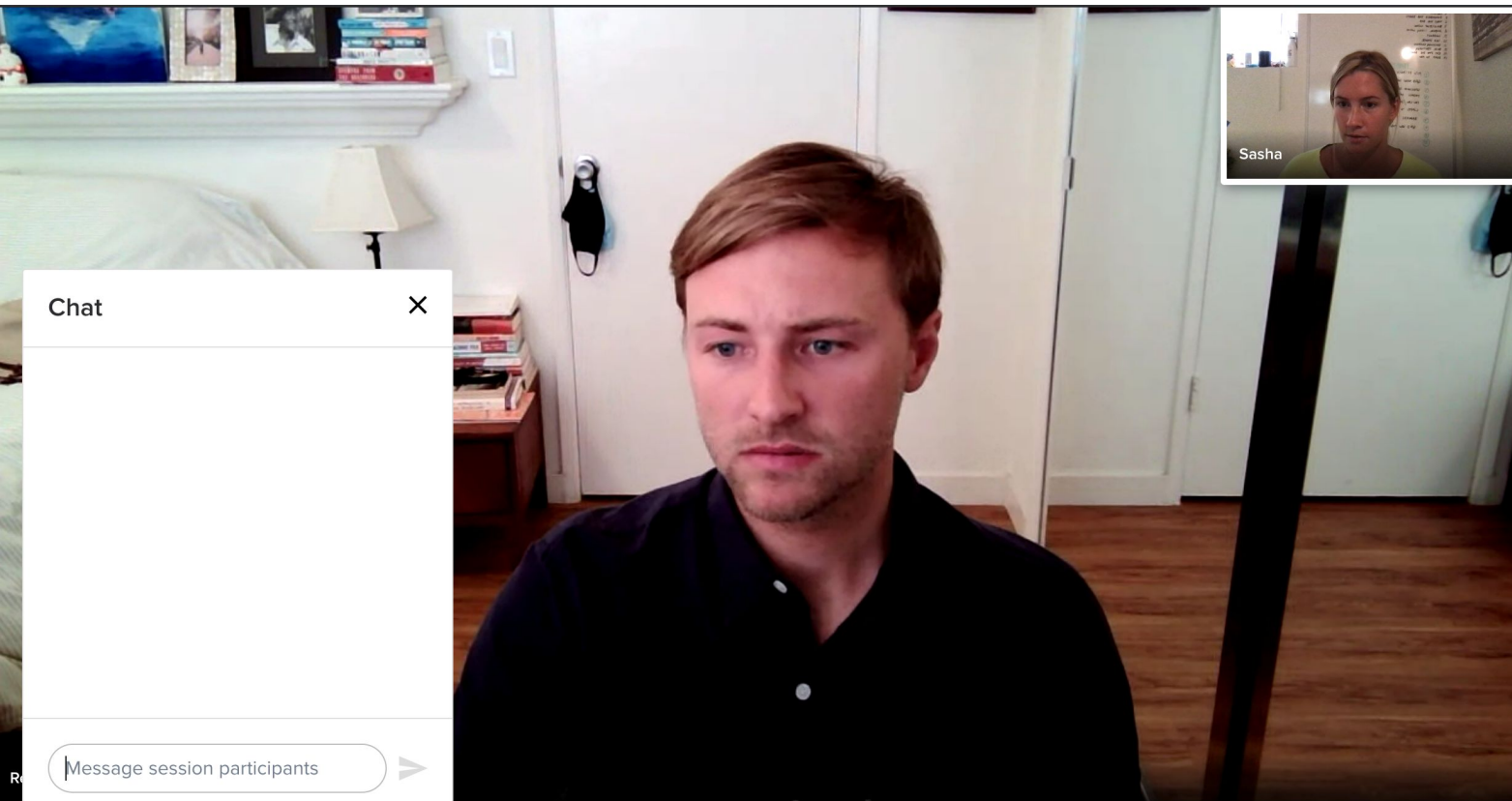
Reed Farrer

00:40 Elapsed

Sessions by Psychology Today



In call - chat feature

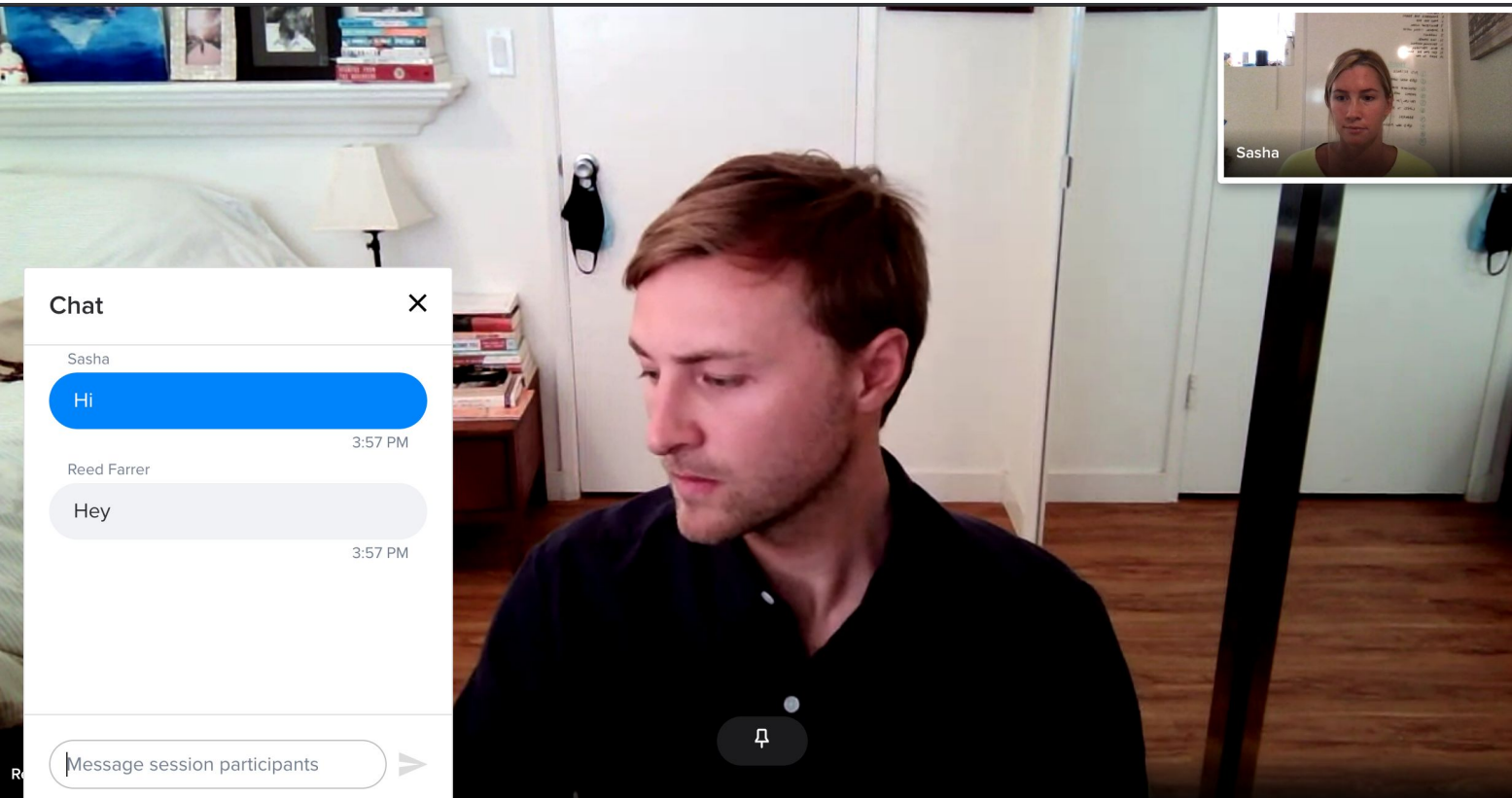


01:17 Elapsed

Sessions by Psychology Today



In call - chat feature (with messages)

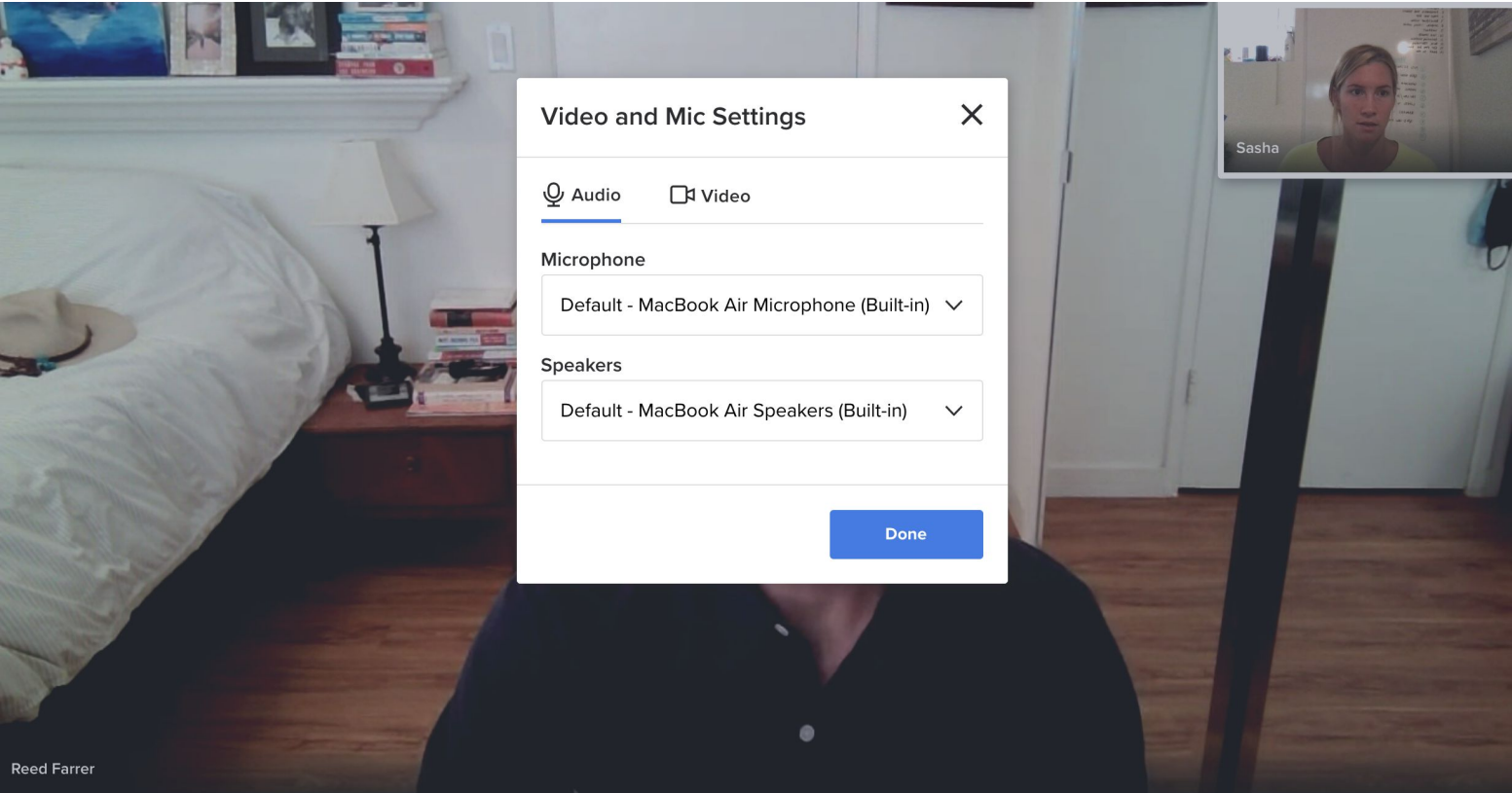


01:33 Elapsed

Sessions by Psychology Today



In call - settings icon

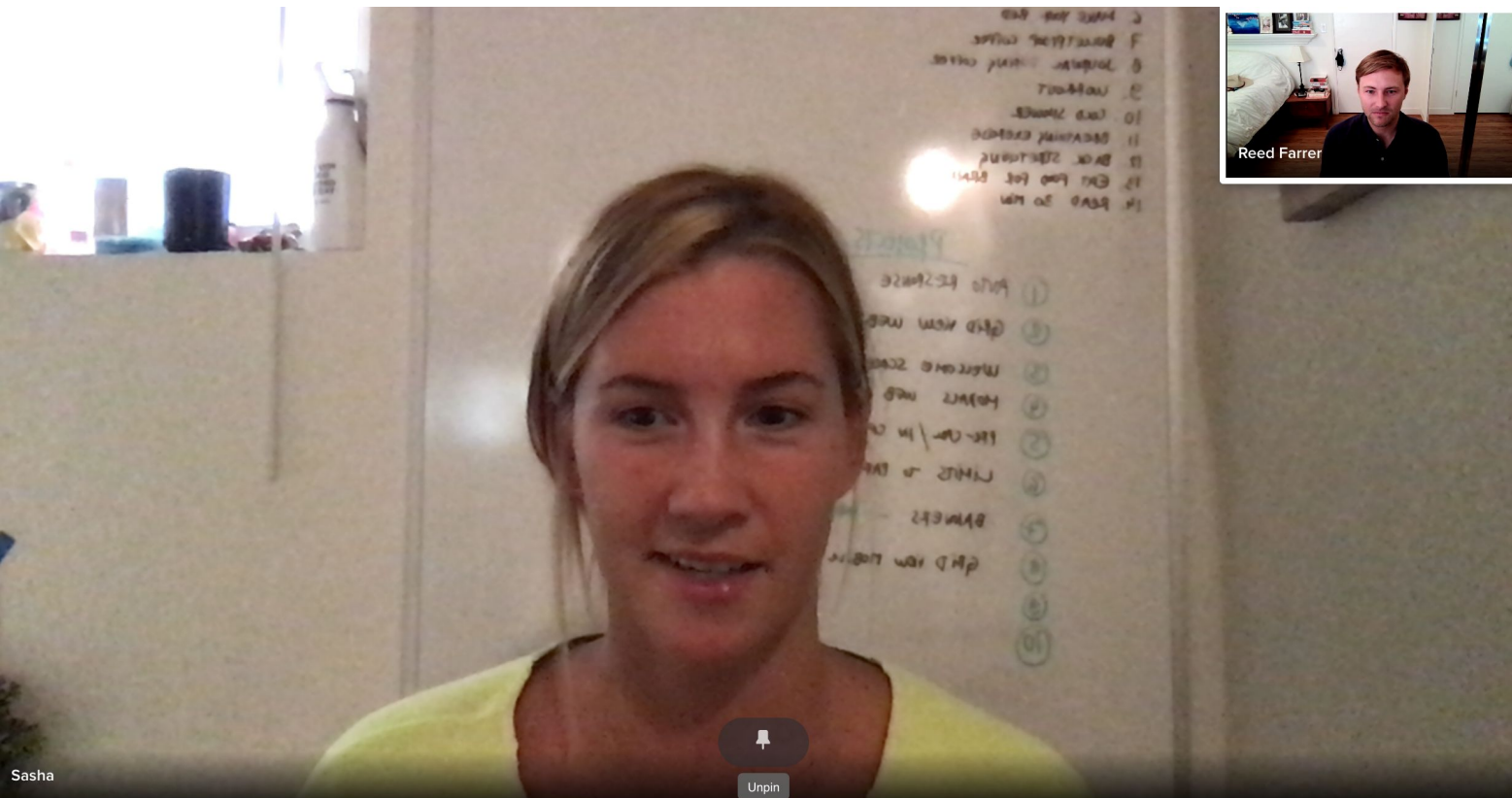


Reed Farrer

01:49 Elapsed

Sessions by Psychology Today

In call - pin feature



Sasha

Reed Farrer

Unpin

02:21 Elapsed

Sessions by Psychology Today

In call - unpin feature



Sasha

Reed Farrer

02:21 Elapsed

Sessions by Psychology Today



In call - 2 clients, no pin view

sessions.psychologytoday.com/reed-farrer

Reed Farrer

Sasha

Sasha 2

03:43 Elapsed
Sessions by Psychology Today

03:43 Elapsed
Sessions by Psychology Today

In call - 2 clients, client pinned



03:55 Elapsed
Sessions by Psychology Today



In call - 2 clients, clinician pinned



04:16 Elapsed
Sessions by Psychology Today



In call - Clinician joining

Psychology Today Psychology Today

sessions.psychologytoday.com/mr-reed-farrer

Talking: Sasha Dobranic

SESIONS Psychology Today

Welcome!


Before we get started, enter your name and agree to the terms of service.

Please enter your name

I agree to the [terms of service](#)

Join Session


In call - Clinician's view, 1 client in waiting room




The main video feed shows a woman with blonde hair, wearing a yellow top, looking directly at the camera. In the background, a whiteboard is visible with handwritten notes. The notes include a list of items: "1. Washroom", "2. Lab coats", "3. Scrub caps", "4. Hair ties", "5. Hair pins", "6. Hair ties", "7. Hair ties", "8. Hair ties", "9. Hair ties", "10. Hair ties", "11. Hair ties", "12. Hair ties", "13. Hair ties", "14. Hair ties", "15. Hair ties", "16. Hair ties", "17. Hair ties", "18. Hair ties", "19. Hair ties", "20. Hair ties". There are also some other notes and a small diagram on the whiteboard.


08:37 Elapsed
Sessions by Psychology Today

Waiting Room



Sasha 2 Add






In call - Clinician's view, 2 clients in waiting room



In call - Clinician's view, max capacity



Waiting Room

 Sasha 4

Your session is full with 2 participants.

 Reed Farrer

S2

 Sasha 2



 simplepractice