NCCHCA Telehealth Recommendations

Vendor Service Assistant – Michael Jacob Barefoot
Agenda

1. Why should we care?
2. Who should we care about?
3. Who can we afford?
4. Where do we go now?
Telehealth will provide a solution for care provision during public health crises that interrupt standard care, but also generate a new service line for competing with commercial competitors and consumer friendly options that provide revenue generation and increase access for members.
Solution Categories

- Short Term
- Long Term
- Affordable
- Low Bandwidth
- Expandable Service Set
SHORT TERM SOLUTION

Zoom Health

✅ Affordable
- 10 licenses per use case
- Can use outside of clinical space

✅ Intuitive
- Simple interface
- Ease of use decreases feature set
- Heavily focused on integration for intuitive clinical use within EMR
LONG TERM SOLUTION

Doxy.Me

**Alignment**
- Initially free for increased access
- Working for preferred pricing

**Affordable, Intuitive, and Expandable**
- Lower per provider cost and negotiated rate with similar organizations
- Easy to use – I set up and hosted a video within 15 minutes
- Expandable to include features like payment collection, file transfer, etc.
LOW BANDWIDTH SOLUTION

Rhinogram / Doxy.Me

**Text Only**
- Synchronous - video expansion is planned
- Preferred pricing for NCCHCA members

**Audio Only**
- Doxy.Me provides a call-in only option
- Only available for clinical level subscriptions at this moment
AFFORDABLE SOLUTION

Updox

☑️ Affordable
  • Partner of NC Association of Free and Charitable Clinics

☑️ Feature Rich
  • Can collect co-pays and act as a patient engagement platform
  • Actively working on negotiated pricing
EXPANDABLE SERVICE SET

Certintell / Medpod

True Telehealth Support
- Virtual Visit to RPM
- Independent Solution

Longtime Partners
- Henry Schein is a current NCCHCA GPO member
- Certintell is a longtime NCCHCA supporter
Telehealth Support

Feedtrail

Patient Engagement
- Text messaging to patients
- Identify need within population

GPO Partner and Supporter
- Offered service for free and messaging at cost to all who need it
- Can be used to further scale and impact NPS scores outside of COVID-19