NCCHCA Telehealth Recommendations

Vendor Service Assistant – Michael Jacob Barefoot

Agenda

VALUE

SOLUTIONS

PRICING

NEXT STEPS

1 — 2 — 3 — 4

Why should we care?

Who should we care about?

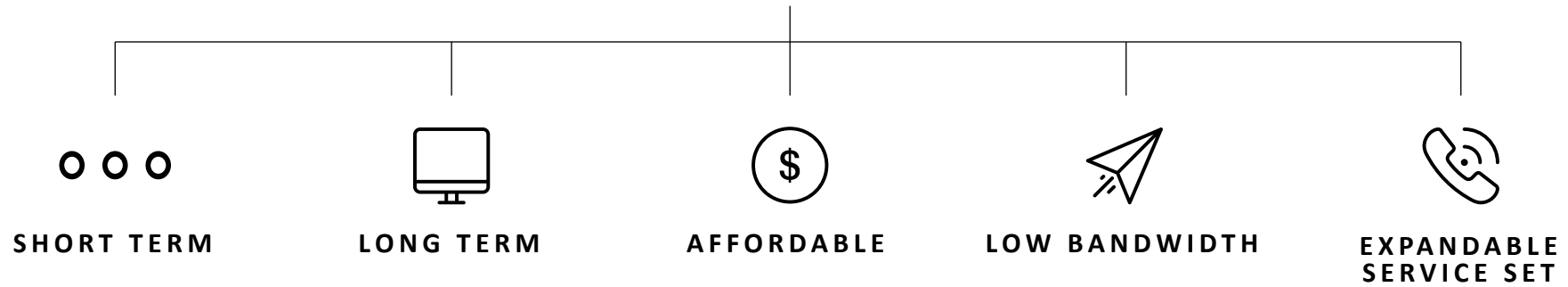**Who can we afford?**

Where do we go now?

Value Proposition

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