



Video Conferencing Technology Decision Matrix

For Providers/Practices/Organizations ready to begin conducting telehealth visits
 Prime Health does not endorse the use of or the security capabilities of any particular communications product
 Updated 4/17/2020

Note: This document was shared by a partner. The Center at Sierra Health Foundation did not vet the technologies or participate in the compilation of the list, and does not endorse the use of any of the technologies listed in the document.

| | Zoom | Vidyo | VSee | Facetime | Skype for Business | Google Hangouts Meet | TheraNest | doxy.me | Go To Meeting | Thera LINK | Adobe Connect Meetings | Adobe Connect Webinars | OTTO Health | Microsoft Teams | Google Duo |
|--|-----------------------------------|--|--|-----------------------------|--------------------|--|---|---|--|---|------------------------|------------------------|-------------------------------|--|-----------------------|
| Cost | \$200 per month | Contact Sales | Free, Basic \$49 per month, Enterprise contact sales | Free | Free | Basic \$6 per user per month, Business \$12, Enterprise \$25 | \$38 per month for up to 30 active clients, other plans available | Free, Professional \$35 per month, Clinic \$50 per provider per month | Professional \$12, Business \$16, Enterprise Contact sales | Free 15 day trial Basic \$30 per month Plus \$45 per month Ultimate \$65 per month | \$50 per month | \$130 per month | Contact sales | Microsoft 365 E5 \$57 per user per month | Free |
| BAA | Yes | Yes | Yes | No | No | Yes | | Yes | | Yes | Yes | Yes | | No | |
| HIPAA Compliant | HIPAA Compliance with BAA | SOC 2 and HIPAA compliant | Basic BAA for HIPAA compliance | No | Yes with BAA | Yes with BAA | Yes | Yes | Yes | Yes | Yes with BAA | Yes with BAA | Yes | Yes | No |
| Ease of Use 1 easy - 3 more challenging | 2 | 2 | 2 | 1 | 1 | 3 | 2 | 2 | 3 | 2 | 3 | 3 | 2 | 3 | 1 |
| Works on low bandwidth? | Yes | | Yes | Yes | | | | Yes | | Yes | | | Yes | | Yes |
| Smartphone | Apple and Android | Apple and Android | Apple and Android | | Apple and Android | Apple and Android | Apple and Android | Apple and Android | Apple and Android | Apple and Android | Apple and Android | Apple and Android | iPhone 6 or later and Android | Apple and Android | Apple and Android |
| App and/or web browser | Both | Both | Both | App for Apple products only | Both | Both | Browser | Browser | Both | Both | Both | Both | Browser | App | Both |
| Language | English | English | English | English | English | English | English | English | English | English | English | English | English and Spanish | English | English |
| EMR integration | Integrates with Epic | Integrates with Epic and Cerner | | No | No | No | | Yes | | No | | | nextgen, Greenway, athena | No | No |
| Open API | | Yes | Yes | No | | | | | | Yes | | | | No | |
| Encryption | end-to-end 256-bit AES encryption | TLS, SRTP, H.235 (where interoperability with legacy videoconferencing is supported), and AES 128-bit encryption | Military grade 256-bit AES encryption | Yes | | Yes | | | | All web traffic encrypted via HTTPS & TLS 1.2, All video encrypted via AES-256 bit encryption | | | | No | end to end encryption |
| ePrescribing | No | | Enterprise plan only | No | No | No | | | No | Unknown | No | No | | No | No |
| Features | Medical device integration | | | | | | Therapists and counselors | Low utilization pricing less than 5 calls/month | | | | | | | |

