

CHOOSING A VIDEO CONFERENCING(VC) PLATFORM FOR TELEHEALTH

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Choose a software-based VC platform that can run on a laptop, desktop or tablet computer.

Most VC platforms are cloud-based meaning the practice does not need their own servers to run the VC platform. Cloud-based systems are typically subscription-based. They reduce the time and complexity of implementing telehealth.

Many web-based practice management software or electronic medical records have video conferencing capabilities. Due to the integration these can streamline both clinical and administrative workflows.

Another good option are health specific video conferencing platforms. As these are stand-alone they may not have the same level of integration as VC platforms integrated with practice management software or EMRs.



Choose a VC platform that has waiting-room functionality. This improves the workflows, reduced the number of missed calls, and is also an important security feature that helps prevent unwanted to unintended intrusion on a teleconsultation. To enhance privacy

- Choose a VC platform that encrypts audio and video content.
- Using Australian servers to route the VC content from sender to recipient.
- Avoid using a personal meeting room for video consultations. Instead use a unique meeting room for each appointment.



Ensure it is easy for the patient. Avoid having the patient need to install software, register for an account, or remember a password.

VC platforms that send the appointment as a hyperlink are ideal.

Patients often perceive lower quality when consumer VC platforms (e.g. Skype, Messenger, WhatsApp, FaceTime) are used for telehealth.

If you do use a consumer VC platform ensure that you do not use a personal account. Instead, setup an account specifically for telehealth.