

Platforms for Virtual Visits: A comparison chart

Updated April 20, 2020

	Adracare ⁱ	Doxy	FaceTime	Medeo	OTN	Skype	Telephone	VirtualCare ⁱⁱ	Zoom
Privacy & Security	Secure – PHIPA and PIPEDA compliant	Secure – PHIPA compliant	Not secure, end-to-end encryption but not PHIPA compliant	Secure (PHIPA compliant)	Secure – (PHIPA compliant)	Somewhat secure – Skype-to-Skype calls are encrypted. Skype for Business is HIPAA compliant (not PHIPA compliant)	Somewhat secure – landlines generally more secure than cell phones (not PHIPA compliant for most uses)	Secure – PHIPA and FIPPA compliant	Somewhat secure – end-to-end encryption (PHIPA compliant version is minimum \$270/mo for 10 hosts) ^{iii iv}
Cost	Basic Virtual: \$14/mw/mo Premium: \$39/mw/mo *20% off for AOM Members w/ 1 yr commitment	Free for audio calls, \$35-50/mo for video features	Free	Contact for quote (prices for OPA - \$17/mo for messaging only version, \$149/mo for messaging + video) ^v	Free	Free	Free	MPGs with <10 mw: \$20/mw/mo for 1 st year MPGs with 10+ mw: \$10/mw/mo for 1 st year	Free (PHIPA compliant version is \$270/mo or \$225/mo if billed annually)
Provider Sign-up Process	Easy – short sign-up process	Easy – short sign-up process	Easy	Easy – 2-step process	Possibly onerous (AOM working with OTN to see if this can be streamlined)	Easy	Easy	Easy – short sign-up process	Moderately Easy
Timeframe for Initial Use	Immediate – can sign-up and book appointment within 5 minutes	Immediate	Immediate	After signing up, providers will be contacted by Medeo	3-5 business days (expect delays due to COVID-19)	Immediate	Immediate	24 hours or less	Immediate

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Client Ease of Use	Easy – access through browser on any device	Easy – doxy URL invitation for clients	Easy – requires iPhone or Apple iOS	to implement services Easy – download free app on their smartphone to use	Easy – email invitation for clients	Easy	Easy	Easy – clients setup a VirtualCare account on website or smartphone app	Easy – zoom URL sent to client
Video Capabilities	Y	Y	Y	Y	Y	Y	N	Y	Y
Additional Features	Group Conferencing (up to 8 people/video session) 24/7 Support for Clients and Providers Document Sharing Demo available							Product offered in English and French 24/7 Support for Clients and Providers ^{vi} Document Sharing Demo available	

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ⁱⁱⁱ <https://blog.zoom.us/wordpress/2018/11/12/zoom-serves-canadian-healthcare-pipeda-hipa-compliance/>

^{iv} <https://zoom.us/buy?plan=biz>

^v <https://www.psych.on.ca/OPA/media/Public/Membership%20Benefits/Medeo-OPA-Cost-Summary.pdf>

^{vi} <https://www.thinkresearch.com/ca/products/virtualcare/>