

Tele-therapy Software

G-Suite

- Not all G-Suite features are HIPAA compliant and there must be a business associate agreement (BAA) in place first, Google Hangouts (used for chat and video calls) can only be HIPAA compliant for chat features which isn't effective for tele-therapy needs
- From Google "Administrators must review and accept a BAA before using Google services with PHI. Google offers a BAA covering Gmail, Google Calendar, Google Drive (including Docs, Sheets, Slides, and Forms), Google Hangouts (chat messaging feature only), Hangouts chat, Hangouts Meet, Google Keep, Google Cloud Search, Google Sites, Google Groups, Google Tasks, Google Voice (managed users only), Jamboard, Google Vault services, and Google Cloud Identity Management."

Doxy.me <https://doxy.me/>

- **Cost:** Free for solo and small practices, supported by bigger practices that pay for more features. Unlimited sessions and minutes but low quality video. \$35/month for basic plan. Discounts for nonprofits available! No contracts, can cancel anytime
- See detailed information about features by plan at <https://doxy.me/pricing>
- Highly rated, 4 stars and up. Used by many clinics, many at universities since it was created at a research study at a university. Clients include University of San Diego, Georgia Department of Public Health, and University of Utah Health Care. 4.3 stars from over 100 reviews on Capterra
- No software installation needed

V-See Clinic <https://vsee.com/>

- **Cost:** Free (limited to 25 video calls per month), pricing as you scale up most basic individual plan at \$49/month
- See detailed information by plan at <https://vsee.com/pricing/>
- Highly rated, 4 stars and up. Used by many practitioners such as The Geo Group, Walgreens, and Trinity Health. 4.7 stars from ~10 reviews on Capterra

Zoom Healthcare version <https://zoom.us/healthcare>

- **Cost:** \$199.90/month, annual \$166.58/month for 10 hosts unlimited calls
- Rated highly as a video conferencing platform. Used by organizations such as John Hopkins School of Medicine, National Heart, Lung and Blood Institute (NIH), and Phoenix Children's Hospital
- Seems to be more for telehealth and HIPAA compliant video conferencing than tailored for tele-therapy

Simple Practice <https://www.simplepractice.com/>

- **Cost:** 30 day free trial, \$39/month for basic plan and options to add in clinicians for additional \$10/month. No contracts
- See detailed information about features by plan at <https://www.simplepractice.com/pricing>
- Rated highly by licensed professionals from reviews on the site and 4.6 stars overall from over 2,000 reviews on Capterra

WeCounsel <https://www.wecounsel.com/>

- **Cost:** Free (unlimited video calls), more features not included \$99/month per user and the enterprise plan requires quote
- See detailed features by plan at <https://www.wecounsel.com/pricing/>
- Rated 4 stars and up on average out of ~30 reviews on Capterra

Thera-LINK <https://www.thera-link.com/>

- **Cost:** Free 15 day trial, basic plan at \$30/month for 1 provider
- See detailed information about features by plan at <https://www.thera-link.com/pricing/>
- Rated 4.8 stars overall from ~30 reviews on Capterra, pretty positive from usage

TheraPlatform <https://www.theraplatform.com/>

- **Cost:** free 30 day trial plan. Basic plan at \$29/month only for single providers and Pro at \$39/month and additional \$29/month for each additional provider. Can contact to discuss pricing and no contract necessary
- See detailed information about features by plan at <https://www.theraplatform.com/Pricing>
- Rated highly at almost 5 stars but only 10 reviews on Capterra

TheraNest <https://theranest.com/>

- **Cost:** free 21 day trial plan. Basic plan at \$38/month for up to 30 clients, costs more depending on the # of active clients. 2 months free if subscribe annually
- See detailed information about features by plan at <https://theranest.com/pricing/>
- Rated highly 4 stars and up on average (about 2,000 reviews) by professionals on Capterra but not for large practices and not as much customer support to deal with issues

Blink Session <https://blinksession.com/>

- **Cost:** Most basic plan at \$38/month per staff user, no contracts pay by the month
- See detailed information about features by plan at <https://blinksession.com/pricing>
- Rated highly at 4 stars and up but not as many reviews (~20 reviews on Capterra)
- No software or plug-in installation needed

Microsoft Office 365 and Skype

- Microsoft Office 365 (suite of subscription products developed by Microsoft that includes Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access) which is/can be HIPAA compliant if there is a BAA
- Microsoft owns Skype but Skype is only HIPAA compliant if Enterprise E3 or E5 package is purchased and a BAA is signed with Microsoft that covers the use of Skype for Business
- All employees who use Skype must be made aware of how the platform can be used and their responsibilities under HIPAA. The platform must be configured to maintain an audit trail, security settings must be appropriately configured, individual logins should be created for each user, and backups must be created and maintained

Dr. Chrono

- Not suited for tele-therapy! Meant for medical records and billing