Telehealth Platform Solutions Tailored to Student-Run Free Clinics

Platform	Cost	Video	Patient Usability and Ease of Access (1-10)	Max People	Break-Out Rooms	HIPAA Compliant	Key Conclusions for SRFC
Doxy.me	$30 per provider + $300 setup fee	Yes	**2 (easy):** Accessed through link. *Challenges if poor internet connection.*	5	Yes	Yes	(+) Very user-friendly for both patient and medical team, chat (-) Pricing, frequent drop calls during low-bandwidth, no mobile call-in option for patients/phone interpreters
EPIC	Free (if Epic EMR)	Yes	**9 (difficult):** Must use MyHealthConnection application and navigate through multiple steps to check in. Only available in English.	3	No	Yes	(+) Integrated into EMR (-) Difficult to navigate for population, only Google Chrome, no mobile call-in option for patients/phone interpreters, too few people
Skype	Starting from $2.99	Yes	**10 (difficult):** Must download Skype application then access "Skype Simple Visit."	50	No	Only with "Skype Simple Visit" function	(+) Pricing (-) Appointment scheduling process not conducive to real-time clinic; "Simple visit" increases the difficulty of navigating Skype.
VSee	$49 per provider	Yes	**4 (Medium):** Accessible via links sent by email or text message. Available via web or application.	30	Yes	Yes	(+) cost not prohibitive (-) "Basic Clinic" version is not compatible for multiple people, "Messenger" version was unavailable for testing.
Whats App	Free	Yes	**2 (easy):** Must use mobile application. Common app among Spanish-speaking patients.	4	No	No	(+) Common with some patients (-) HIPAA, modification of members of call, unable to add phone interpreter, limited # of people
Zoom	$200 or Free through institution	Yes	**3 (fairly easy):** Links sent by email or text message.	>50	Yes	Yes	(+) Relatively easy to use, versatile use of rooms, call-in option for patients/interpreters (-) Patients can have trouble with app download, navigation for host can get complicated