VIDEO CONFERENCE SOFTWARE

This documents compares three cloud-based video conferencing platforms. It is intended to present options for clinicians who want to start video consultations with their patients. It is not an exhaustive list of all video conferencing platforms that are commercially available; instead commonly used platforms to provide telehealth in Australia.

Health System Sustainability
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	healthdirect Video Call	**Coviu**	**Zoom**
Cost to healthcare provider (1)	Free for approved organisations/sites	Allied health: plans starting at $19.95/user/month; GPs/specialists: plans starting at $29.95/user/month	Free for basic functionality; Paid starting at $20.99/user/month
Purchasing	User submits business case application for review and health department approval. Email for details	Online signup coviu.com/pricing/	Online signup zoom.us/pricing
Cost to patient	Nil	Nil	Nil
Patient experience	Patient joins the meeting by clicking a link and providing their name and phone number. Conference takes place within a web browser; Patient does not require an account.	Patient joins the meeting by clicking a link and providing their name and a photo (for identity authentication). Conference takes place within a web browser; Patient does not require an account.	Patient joins the meeting by clicking link or entering meeting ID into Zoom application; Zoom will attempt to install automatically if not already installed on the patient's device. Web browser can be used if patient unable to install Zoom software; Patient does not require an account.
Waiting room (2)	Waiting room feature enabled by default	Waiting room feature available	Waiting room feature available
Device compatibility	Web browser client provides compatibility with Windows, Mac, iPhone, iPad, Android.	Web browser client is the preferred connection method. Apps available for Windows, Mac, iPhone, iPad, Android.	Apps for Windows, Mac, iPhone, iPad, Android. Web browser client with reduced functionality also available.
Multi-party support (3)	Yes	Not available on base plan, up to 4 participants with higher plans	Yes
Privacy and security	Very high: All video calls are encrypted, application servers located in Sydney, video traffic is sent directly between clients using "peer-to-peer" architecture	Very high: All video calls are encrypted, application servers located in Sydney, video traffic is sent directly between clients using "peer-to-peer" architecture	Medium: Some security vulnerabilities have been reported. Video calls encrypted by default, video traffic is routed through globally distributed servers
Patient billing	Limited billing support	Integrated credit card payments, Medicare bulk billing coming soon	None
Minimum bandwith	350Kbps download and upload	350Kbps download and upload	600Kbps download and upload
Help and support	Both online and phone support available.	Primarily online support, phone support available for urgent cases.	Primarily online support, phone support available with high-level plans.
Extra features	Screen sharing, document sharing, whiteboard	Text chat, screen sharing, document sharing, whiteboard	Text chat, screen sharing, whiteboard, meeting recording, telephone access

(1) The per-user pricing model refers only to users at the healthcare provider end. It limits the number of simultaneous calls that can be conducted by the healthcare provider. Pricing correct as of March 2020.
(2) The waiting room feature allows the patient to connect to the conference even when the provider is in another call or unavailable when the incoming call arrives.
(3) Multi-party support allows additional participant at different locations to join the video conference. May be useful for multi-disciplinary meetings, including family members who cannot be with the patient.