




## 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.



	<b>healthdirect Video Call</b> 	<b>Coviu</b> 	<b>NeoRehab</b> 
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	\$39/user/month (or pay-per-hour at \$8/user/hour)
Purchasing	User submits business case application for review and health department approval. <a href="#">Email for details</a>	Online signup <a href="https://coviu.com/pricing/">coviu.com/pricing/</a>	Online signup <a href="https://neorehab.com/pricing/">neorehab.com/pricing/</a>
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 entering an access code into either an iPad app or browser-based client. They are then placed in waiting room until the provider is ready. The patient does not require an account.
Waiting room (2)	Waiting room feature enabled by default	Waiting room feature available	Waiting room feature enabled by default
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 iPhone, iPad. Web browser client for other computers and tablets.
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	Very high: All video calls are encrypted. Application server located in Sydney, video traffic peer-to-peer or routed through servers local to the user.
Patient billing	Limited billing support	Integrated credit card payments, Medicare bulk billing coming soon	None
Minimum bandwidth	350Kbps download and upload	350Kbps download and upload	Minimum 80Kbps, recommended 256Kbps
Help and support	Both online and phone support available.	Primarily online support, phone support available for urgent cases.	Online guides, online contact form, phone support
Extra features	Screen sharing, document sharing, whiteboard	Text chat, screen sharing, document sharing, whiteboard	Text chat, whiteboard, media file sharing, Powerpoint/document sharing, distance and angle measuring

(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 April 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.