

Disclaimer

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The Centre for Online Health acknowledges that this is an assessment of a limited number of videoconferencing platforms, with some of the information being self-reported by the providers themselves.

Inclusion or absence of the video platforms in this document does not represent endorsement. The Centre for Online Health, UQ does not endorse any one platform.

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	The ability of the platform to be joined securely by a third party e.g. parent, partner, or supervisor under the control of the host therapist i.e. they can silence them or cut them off without disconnecting the call	Background screen options for therapist confidentiality	Recording to local source with no residual data on the cloud or platform e.g. for court or supervision needs	Whiteboard function that data can be downloaded be either party at end of session	Secure transmission of data e.g. screen sharing of documents, uploading via photo or some other means of responses. These types of abilities will be essential for testing purposes	Allowing for internet issues outside the platforms control, general clarity of visuals and auditory
Coviu	<p>Maximum number of participants is dependent on the plan: Starter: up to 2 Professional: up to 4 Clinic: up to 6</p> <p>Extra 350Kbps of bandwidth required for each additional participant</p> <p>The doctor can remove attendees or mute their microphone</p>	Feature not available	Supports local video recording. Videos must be downloaded before call is ended. Cloud recording is available but supports audio only	Has a whiteboard feature that supports downloading, can add multiple whiteboards to the call	<p>All transmitted call data (including shared documents) are transmitted peer-to-peer (where supported) and encrypted</p> <p>Screen and file sharing have minimum bandwidth requirements</p>	Based on WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)
Zoom	<p>Maximum number of participants is dependent on the plan: Free: up to 100 Pro: up to 100 (can be expanded to 1000 with paid add-on) Business: up to 300 (can be expanded to 1000 with paid add-on) Enterprise: up to 500 (or 1000 with Enterprise+ plan)</p> <p>Meeting hosts and co-hosts can mute and remove call participants. Removed participants cannot re-join the meeting, however muted participants can unmute themselves</p>	Background can be blurred or set to user-selected still image or video	All plans support locally saved recordings.	Whiteboard drawings can be saved as PNG or PDF. Viewers may only download if the host has allowed that option.	<p>Screen sharing data is encrypted (along with audio and video data).</p> <p>The Zoom privacy policy states "Zoom employees do not access meeting, webinar, or messaging content (specifically, audio, video, files, and messages) unless directed by an account owner, or as required for legal, safety, or security reasons..."</p>	Video and audio will automatically adjust based on the network bandwidth and supports video resolutions up to 1080p (full HD)

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Skype	Supports up to 100 participants in meeting	Background can be blurred (when using the web client, desktop client, or mobile client) or set to a custom image (when using a desktop client)	Local recording is not supported. Cloud recording possible, recordings are saved for 30 days	Feature not available	File transfers and instant messages are encrypted (along with audio and video), however transferred files are stored on Skype servers for up to 30 days	Video and audio will automatically adjust (up to HD-quality) based on the network bandwidth. Details of resolutions and codecs have not been published
Skype for Business	Supports up to 250 participants in the meeting. The doctor can remove attendees and mute their audio and/or video	Feature not available	Supports local recording of audio and video (cloud recording not supported)	Whiteboard feature available and contents can be saved after the meeting	Microsoft privacy policy states that during desktop and application sharing, “No information is sent to Microsoft”	Video and audio quality depend on network, platform, hardware specifications – can scale up to 1080p (full HD)
WhatsApp	Supports up to 8 participants in the meeting. The doctor cannot remove other participants from the call or control their audio/video	Feature not available	Feature not available	Feature not available	Screen sharing not available; however, documents and text chats can be shared and are protected by end-to-end encryption	WhatsApp do not publish details of their video call resolutions or codecs

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FaceTime and iMessage	Supports up to 32 people The doctor cannot remove other participants from the call or control their video/audio	Feature not available	Feature not available	Feature not available	Screen sharing not available. Files/documents can be shared using iMessage, these are encrypted. Regarding these, the Apple privacy policy states: "Attachments you send over iMessage (such as photos or videos) are encrypted so that no one but the sender and receiver(s) can access them. These encrypted attachments may be uploaded to Apple. To improve performance, your device may automatically upload attachments to Apple while you are composing an iMessage. If your message isn't sent, the attachments are deleted from the server after 30 days."	Apple do not publish details of their FaceTime video call resolutions or codecs
GoTo Meeting	Maximum number of participants is dependent on the plan: Professional: up to 150 Business: up to 250 Enterprise: up to 3000 Clinician can remove attendees or mute their audio	Paid GoToMeeting accounts have free access to third-party service for blurring/replacing webcam background.	Paid plans can record locally (or to the cloud) from the desktop client	No dedicated whiteboard feature, however, screen sharing can be annotated with drawings and highlights	Uses secure encryption methods (AVTP+AES, SRTP+AES) however maybe not be implemented end-to-end as per statement "While E2EE can provide desirable security properties, it also conflicts with some product features of remote collaboration tools."	1-on-1 calls support video up to 1080p. Group calls (3 or more participants) support up to 720p per participant Codec details have not been published
Microsoft Teams	Supports up to 1000 meeting participants The doctor can remove or mute participants, however muted participants are able to unmute themselves	The background can be replaced with an image or blurred from both desktop and mobile clients	Supports cloud/server recording but not local recording. Whiteboards and shared notes are not included in this recording, however whiteboard data can be saved separately.	Whiteboard feature only available in calls of three or more participants. Whiteboard data is available to meeting participants after the meeting via the Microsoft Teams interface	Screen-sharing is available. The security guide states that "Teams data is encrypted in transit and at rest in Microsoft data centers. Microsoft uses industry standard technologies such as TLS and SRTP to encrypt all data in transit between users' devices and Microsoft data centers, and between Microsoft data centers." End-to-end encryption is optionally configurable for one-on-end calls.	Video quality scales depending on available network bandwidth. Microsoft recommends speeds of at least 1.5 Mbps for 1080p one-on-one calls. Uses modern video (H.264) and audio (SILK, Opus) codecs

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Facebook Messenger	Supports up to 50 participants, with up to 6 people visible at once No control over other participants	Virtual backgrounds can be enabled	Feature not available	Feature not available	Screen sharing is available. Facebook's most secure form of messaging ("Secret Conversations") supports end-to-end encryption for transfer of messages, pictures, videos, voice recordings	Video resolution and codec details have not been published
NeoRehab	Supports up to 6 participants The doctor can decide who enters the call, mute the microphone of the patients, or terminate the call – but cannot remove individual patients	Feature not available	Client recordings are performed at the client end, and then securely transferred (with end-to-end encryption) to the doctor. No persistent storage of patient video/audio/ documents	Whiteboard annotations can be downloaded	Supports a variety of media/document sharing, all of which is transferred securely	Based on WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)
Health Direct Video Call	Supports up to 5 participants in the video call Extra 350Kbps of bandwidth required for each additional participant Doctor privileges not specified, however likely the same as Coviu as Healthdirect is built on the Coviu platform	Feature not available	Not specified, however likely the same as Coviu as Healthdirect is built on the Coviu platform	Shared images, documents, and whiteboard annotations can be downloaded during the call. This data is not stored anywhere after the call ends	All transmitted call data (including shared documents) are transmitted peer-to-peer (where supported) and encrypted. The Healthdirect privacy policy states "Video Call does not by default store personally identifiable information or protected health information.", and also "patient data exchanged during a video call or in a video room does not persist beyond the end of the consultation or if the clinic decides to store it, is stored in encrypted fashion with decryption keys only available to the clinic"	Video resolution can be configured to be adaptive (scales depending on network bandwidth), or high quality (minimum or 480p, aims for 720p or higher) Based on WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)

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Pexip	Supports up to 100 participants. The doctor can mute or remove participants either individually or en masse	Feature not available	Recordings are saved onto cloud servers or enterprise servers, no native local recording	Feature not available	Supports image, PDF, and screen sharing. Shared files can be viewed but not downloaded by other participants in the meeting	Calls have configurable maximum video resolution, from 448p (SD) to 1080p (full HD). Default is 720p (HD). Screen sharing content is always sent at 1080p where possible Supports a very large range of video and audio codecs, including many modern codecs
Telstra Health	Multiparty calls are possible, however maximum number of participants is not stated	Not stated	Not stated	Not stated	Secure screen sharing possible, details not stated	Uses a mix of technologies, including WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)
LifeSize	Maximum number of participants is dependent on the plan: Free: up to 25 Standard: up to 100 Plus: up to 300 Enterprise: up to 1000 Meeting moderators can mute/unmute individual or all participants or remove individual participants from the meeting	Feature not available	Cloud recording by default, no local recording	Feature not available	The Lifesize privacy policy states: "We transmit audio and video call content and screen sharing content between call participants during the call, but we do not retain or store the content unless Lifesize Record and Share is activated by a participant."	Video resolution and codec details have not been published

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Doxy.me	Maximum number of participants is dependent on the plan: Free: up to 2 Professional: up to 10 Clinic: up to 10 The doctor can remove people from the group call	Feature not available	Feature not available	Feature not available	Files can be sent to or received from the patient. The transferred files are temporarily stored on Doxy.me's USA-located servers as a download intermediary, before being "permanently removed"	Based on WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)
Cliniko	Maximum of 2 participants in the call	Feature not available	Feature not available	Feature not available	File transfer is integrated into the wider Cliniko practice management system	Based on WebRTC which uses modern video codecs (VP8, VP9, AVC / H.264) and audio codecs (Opus)

To date, no videoconferencing platform is integrated with My Health Records.