

Summary of video consultation systems available

Features and functions		Skype	Skype for Business	Microsoft Teams	Zoom	Facetime	WebEx	Attend Anywhere	BlueJeans	GotoMeeting (LogMeIn)	Pexip Healthcare	Scopia	Vidyo Telehealth	GP Consults	Cliniko	COViU	healthdirect Video Call	
General features and functions ¹	Cost/user/month (AUD)	Free	Unknown	Unknown - part of MS Office	Free version, plans from \$20.99	Data cost only	Free version, plans from \$18.95	Unavailable to individuals, cost unknown	Free trial, plans from \$15.21	Free trial, plans from \$20.00	Free trial, cost not disclosed	Unknown	Currently free	Currently free	Free for 30 days, then from \$45.00	Free trial, plans from \$29.95 (GP) or \$19.95 (Allied Health)	Currently free for GP, AMS & ACCHS	
	Download/ plugin/ system/ device required	No	Yes	Microsoft Office	Yes	Apple only	Yes	No	No	Optional	No	Plugin	Yes	No	Unknown	No	No	
	Specific browser required	No	No	No	No	No	Chrome, IE, Edge, Firefox	Chrome, Safari (Apple devices)	Chrome, Firefox, Edge, Safari, Opera	Optional (Chrome, Firefox)	Chrome, Edge (optional)	Chrome, Firefox, IE, Safari	Chrome, Firefox, IE, Safari	Safari (Mac only), Chrome, Firefox	Unknown	Chrome, Safari (Apple devices)	Chrome, Edge, Firefox, Safari	
	Available on mobile	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Available on tablet	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Available on laptop	Yes	Yes	Yes	Yes	Apple only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Maximum participants	20	250	10,000	100	32	100	Multiple	50	26	100	28	100-250	Unknown	Unknown	5	5	
	Send/receive audio	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Send/receive video	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Screen sharing available	Yes	Yes	Yes	Yes	Yes	Yes	Yes, but not using Safari	Yes	Yes	Depends on browser	Yes	Yes	Unknown	Yes	Yes	Yes	
	File share available	Yes <300MB	Yes <300MB	Yes	Yes	No	Yes	Unknown	No	No	Yes	Yes	Yes	Unknown	Unknown	Yes*	Yes	
	Recording available ²	Yes	Yes	Yes	Paid version	No	Yes	No	Yes	Yes	Yes	Yes	Unknown	No	No	Yes	Yes	
	Chat function available	Yes	Yes	Yes	Yes	Unknown	Yes	Unknown	Yes	Yes	Yes	Yes	Yes	Unknown	Yes	Unknown	Yes	
	Drawing/ whiteboard/ annotation tool available	Unknown	Yes	Yes	Yes	Unknown	Yes	Unknown	Yes	Yes	Unknown	Yes	Yes	Unknown	Unknown	Yes	Yes	
	Integrates with existing appointment system, calendar or browser	Extension for Chrome browser	Outlook	Outlook	Office 365, Google, Outlook	Unknown	Office 365, Google, Outlook	No	Outlook, Google	Office 365*	Unknown	Office 365, Google, Outlook*	Outlook, Google	Unknown	Google, iCal, Outlook	Nookal Practice Management, Acuity Scheduling*	Unknown	
Storage	Unknown	Unknown	Unknown	1GB	Unknown	5GB+	Unknown	5 hours/user	Depends on plan	Unknown	Unknown	Unknown	Unknown	Unlimited	N/A	Unknown		
Helpdesk/ customer support service	No	No	No	Online only	No	Online only	No	Online only	Online only	Online only	Online only	1300 367 166, M-F, 8am - 4pm ³	Unknown	Unknown	Unlimited, free email & chat, 24 hrs/day	Live chat, 18 hrs/day	1800 580 771, email	

¹ Consult your IT provider for information on network capacity. In response to the rapid expansion of telehealth services, NBN Co is upgrading general practitioner clinics to 50 Mbps download and 20 Mbps upload connections at no extra cost for six months. (Source: [Paul Fletcher MP, 6 April 2020](#))

² The default position is that telehealth consultations are not recorded (in the same way that face-to-face GP consultations are not recorded). However, instances may arise where it is clinically appropriate to record all or some of a telehealth video consultation, or take and record still images from a consultation in order to properly manage a patient's health needs. (Source: [RACGP Telehealth Video Consultations Guide](#))

³ May be by commercial arrangement only.

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Health-specific features	Developed specifically for health industry	No	No	No	No	No	No	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes
	Patient, clinician and administrator guidance	No	No	No	No	No	No	No	No	No	No	No	No	Patients & clinicians	Patients, practitioners & administrators	Patients & general setup information	Patients, clinicians and administrators
	Dedicated waiting room	No	No	No	No	No	No	Yes	No	No	Yes	No	Unknown	Unknown	No	Yes	Yes
	Telehealth consent form	No	No	No	No	No	No	Unknown	No	No	Unknown	No	Unknown	Unknown	Unknown	Yes*	Unknown
	Medicare integration	No	No	No	No	No	No	Unknown	No	No	Unknown	No	Unknown	Unknown	Yes	Unknown	Unknown
Security and compliance	End-to-end encryption	No	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Meets Australian Information Commissioner requirements ⁴	No	Yes ⁵	Yes ⁵	No	Unknown	Unknown	Unknown	Unknown	No	Yes	Yes	Unknown	Yes ⁵	Yes ⁶	Yes ⁵	Yes ⁵
	Funded by the Australian Federal Government	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes

*With plug-in or add-on.

While general video conferencing systems are widely available and suit most computers and mobile devices, health-specific platforms are specifically designed for virtual consultations and preservation of privacy.

HNECC PHN supports the consistent use of one system across all health providers to minimise the number of different systems that patients need to use when consulting more than one practitioner. This would also provide an integrated, regional telehealth solution, increasing ease of use and reducing training time and costs for clinicians.

The PHN supports the use of the Federally-funded [healthdirect Video Call](#), which:

- ✓ is an **Australian** product, **purpose built for health settings**,
- ✓ is **free** for use by General Practices, Aboriginal Medical Services, Aboriginal Community Controlled Health Services, Mental Health, Aged Care, Maternity, Indigenous Health and Allied Health services (including paediatrics and child health, palliative medicine, psychiatry, chiropractors, diabetes educators, exercise physiologists, mental health workers, midwives, nurses, Aboriginal and Torres Strait Islander health practitioners and health workers, nurse practitioners, clinical psychologists, psychologists, occupational therapists, social workers, speech pathologists and physiotherapists) and Residential Aged Care Facilities until **March 2021**,
- ✓ is **simple** and **easy to use**, with:
 - one-click link for patients to join,
 - a virtual waiting room for patients and practitioners, and
 - simple patient management and messaging for administrators
- ✓ enables **specialists, translators** and **family members** to be included,
- ✓ can be used on **computers, laptops, tablets** and **mobiles**,
- ✓ comes with **free training** and **online support**,
- ✓ **complies with Australian Information Commissioner requirements**, so that both practitioners and patients can be confident that their consultation will be **private** and **secure**.

⁴ Australian Information Commissioner requirements include, but are not limited to, storing caller data (e.g. name and email address) in Australia, rather than offshore.

⁵ See [Allied Health – Health information and clinical systems survey report](#)

⁶ "Cliniko keeps your records safe, and all of our features are designed to meet the data protection regulations of [Australian Privacy Principles](#), [GDPR](#), and [HIPAA](#)." (Source: [Cliniko website](#))