

Appendix B: Evaluation of Telehealth Platforms

Doxy.Me

Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	"Free BAA for individual users; Clinic BAAs via admin/support."	https://help.doxy.me/en/articles/95880-baa-how-do-i-get-a-baa-with-doxy-me
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	"Covered Entities using our platform are compliant with HIPAA, because doxy.me: operates according to the Privacy and Security Rules."	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
Retention Policy	1	"We only keep Your personal information only as long as necessary." - no specifics provided	https://help.doxy.me/en/articles/4793258-doxy-me-is-pipeda-compliant
Meeting History and Audit Logs	2	"Meeting history allows you to see details about your past sessions as a Provider on doxy.me."	https://help.doxy.me/en/articles/3670263-meeting-history-overview
Breach Management Procedures	2	"We have procedures in place to respond to a data breach regardless of what data may have been involved. Any successful unauthorized attempts to access any data, modification or destruction of data, will put into effect emergency steps to mitigate any further disclosure and begin an investigation to the cause and effect."	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
Consent and Authorization Workflow	2	"Teleconsent is only available on Professional, Clinic, and Enterprise accounts."	https://help.doxy.me/en/articles/2452807-get-digital-signatures-with-teleconsent
Complaint or Grievance Procedure Disclosure / Contact	1	Have a procedure to respond to individual inquiries. If an individual wants to know what data we have collected about them, our policy is to notify and assist the account holder to respond to the request	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant?
Subcontractor / Subprocessor Compliance	2	"Security: required services used by doxy me" "We maintain BAAs with all vendors as required under HIPAA"	https://help.doxy.me/en/articles/3287752-security-required-services-used-by-doxy-me
Privacy and Cyber Security Training and Awareness Program	2	"conducts in ongoing HIPAA training for all staff and contractors."	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
Data Use and De-Identification Policy	2	Our legal agreements with third-parties (those companies that provide extended functionality) state that any data they receive from us will only be used for the purpose intended.	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
HIPAA Risk Assessmet	2	"Each year, our risk management program requires engaging a trusted third-party auditor to perform an independent HIPAA assessment that evaluates the oxy.me software, environment, and procedures."	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	"You can change member roles for each user. Each role is given a set of default permissions,"	https://help.doxy.me/en/articles/3815889-change-member-roles
Multi Factor Authentication (MFA)	2	While doxy.me does not have this option if you use an email and password to log in to doxy.me separately, you can leverage MFA if you use one of our Single Sign-On (SSO) integrations. - Google and Facebook	https://help.doxy.me/en/articles/6636830-adding-multi-factor-authentication
Automatic Logoff and Idle Timeout	0	3rd party reviews says it doesn't have it. Cant find any documentation	https://www.hipaajournal.com/is-doxy-me-hipaa-compliant
Encryption-in-Transit	2	"We utilize the open standard WebRTC point-to-point NIST-approved AES 128 bit encryption for video & audio communication. " "All access to the doxy.me interface (such as the dashboard, waiting room, and any public webpages) is secured over TLS 1.2+ (https), ensuring the information is encrypted."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Encryption-at-Rest	2	"Doxy.me uses full volume encryption and AES 256-bit standard encryption used on all data stored at rest on file servers with secure backups."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Data Integrity Controls	2	"We only use HIPAA/HITECH compliant servers with active OSSEC intrusion detection, file integrity monitoring, log monitoring, root check, and process monitoring."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Third Party Security Attestation and Testing	2	SOC 3 Attestation available publicly. "Doxy.me Inc. has been audited using the industry standard SOC 2® Type 2 method for the period February 9, 2023 to February 8, 2024. This audit looked at HIPAA compliance and overall data security. "	https://help.doxy.me/en/articles/7895018-doxy-me-soc-2-type-2-and-soc-3-reports
Incident Response Procedures	2	"We have procedures in place to respond to a data breach regardless of what data may have been involved. Any successful unauthorized attempts to access any data, modification or destruction of data, will put into effect emergency steps to mitigate any further disclosure and begin an investigation to the cause and effect."	https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant
Backup and Disaster Recovery Controls	2	"We have backup and disaster recovery policies and procedures in place."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Network Security Controls	2	We only use HIPAA/HITECH compliant servers with active OSSEC intrusion detection, file integrity monitoring, log monitoring, root check, and process monitoring. - OSSEC is an intrusion detection technology	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Security Policy and Security Contact Availability	1	"Security and privacy overview HIPAA, PHI, encryption and data storage standards, and more" - publicly available page - hard to find security contact though - it only says support team	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Patch Management Procedures	2	We maintain a hardened, patched server OS with frequent security updates.	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Cyber Insurance Policy	2	"Doxy .me maintains a cyber insurance policy."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	1	"We recommend Calendly for free and straightforward scheduling.Note: Calendly is not HIPAA compliant. Appointments made through Calendly should not include PHI." - it recommends a third party app integration - not built in	https://help.doxy.me/en/articles/2471396-integrations-scheduling-apps
Integration with EMR Software	0	Cannot find any documentation regarding EMR integration (they suggest using a dual monitor)	Not Available / Not Documented
Client Billing / Insurance Verification	1	Noted payment support using STRIPE but no insurance integration	https://help.doxy.me/en/articles/95899-payments-overview
Secure Messaging / Chat Functionality	2	"The doxy.me chat feature allows you to communicate in writing with your patients. This is handy when you need to share information such as written instructions, links to websites, the spelling of a medication, and so forth."	https://help.doxy.me/en/articles/3859728-chat-overview

Uptime and Availability SLAs	1	No public SLA is published but it does have uptime and availability monitoring	https://status.doxy.me/
Training Resources (Staff & Patient)	2	Fairly comprehensive help center covering patients and practitioners	https://help.doxy.me/
Licensure and Jurisdiction Verification	0	No built-in licensure check; clinics must verify manually.	https://help.doxy.me/en/articles/3371743-meeting-with-patients-in-a-different-state-or-country
IT and Helpdesk Support	2	There is a "Help" button for direct assistance	https://help.doxy.me/en/articles/2420538-get-support
Multi-device Access	2	"We support devices that can run the latest versions of supported internet browsers. Generally, these devices operate on: Windows 7 or later; Mac OS 11.7 or later; iOS 16 or later; Android 12 or later"	https://help.doxy.me/en/articles/95860-minimum-system-requirements
Delegated Access	2	Admin and Collaborative workflows are available in the Clinic Account	https://help.doxy.me/en/articles/2246791-clinic-settings-manage-account
Patient Queueing	2	The patient queue is located on the left side of your dashboard. It lists the name of each patient in the waiting room and displays information about the patient.	https://help.doxy.me/en/articles/2426546-patient-queue-overview
Documentation Capability	2	Scribe is a HIPAA-compliant transcription and summarization service enabled directly within doxy.me.	https://helpcenter.doxy.me/en/articles/10582111-scribe
Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	2	"High Definition (HD) - Available on paid plans Provides the clearest picture, but requires the most bandwidth and computer power" (supports 1080 based on HD camera shop)	https://help.doxy.me/en/articles/1160727-video-resolution-overview
Latency and Bandwidth Monitoring	2	"Estimate call quality to predict your expected call quality based on your computer and internet speeds."	https://help.doxy.me/en/articles/2350614-run-diagnostic-tests
Multi-camera / Multiple View	0	Cannot find any documentation about multiple camera support. It can only switch between cameras.	https://help.doxy.me/en/articles/3625802-change-camera
Remote Therapeutic Monitoring	0	Cannot find any documentation that talks about remote patient monitoring (e.g. wearable integrations)	Not Available / Not Documented
Session Recordings	0	"Doxy.me does not record any video or audio calls or save any chat messages at any time for any reason."	https://help.doxy.me/en/articles/95911-security-and-privacy-overview
Patient Education Modules and Home Exercise Program (HEP) Library	0	No native HEP library; files can only be shared via the chat function.	Not Available / Not Documented
Video and Annotation Tools	1	Does not have video annotation but there is a whiteboard function that you can use for drawing and annotation.	https://help.doxy.me/en/articles/5860765-limnu-whiteboard-overview
Outcome Dashboard / PROMs Integration	0	Cannot find any documentation about patient-reported outcome tracking or dashboards	Not Available / Not Documented
Multi-Session Support	2	"You can hold sessions with up to twelve participants in different locations (including the provider) using the group call feature."	https://help.doxy.me/en/articles/95902-start-a-group-call
Safety and Symptom Tracking	0	Cannot find any documentation about built-in safety protocols or safety prompt functions	Not Available / Not Documented
Accessibility and Inclusive Design	2	We are working continuously to improve doxy.me's accessibility. We have consulted with accessibility experts and devised a plan for achieving full ADA compliance.	https://help.doxy.me/en/articles/3626014-accessibility-overview
Exercise Adherence Tracking / Check-Ins	0	Reminders or follow-up logging for exercise adherence though they have a mental health function with checkins	https://help.doxy.me/en/articles/6455051-what-is-adhere-ly

Physitrack			
Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	"To sign a BAA with Physitrack, follow these steps: Click on this link and enter your email address on the page that then opens"	https://support.physitrack.com/article/1762-sign-a-business-associate-agreement-baa?utm_source=chatgpt.com
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	Privacy policy is available publicly	https://www.physitrack.com/legal/privacy
Retention Policy	2	30 day and 12 months in backup retention periods specified in the documentation	https://www.physitrack.com/legal/data-retention
Meeting History and Audit Logs	2	Each line in the log file starts with a timestamp (year, month, day, hour and minute), followed by one of the activities below. Placeholders (shown in red letters) are always replaced by the applicable name or other value.	https://support.physitrack.com/article/2147-download-patient-activity-logs
Breach Management Procedures	2	In the event of a data breach, data processors have to notify their data controllers and customers of any risk within 72 hours. Physitrack has a communication infrastructure in place which will let us quickly communicate information in the event of a data breach.	https://support.physitrack.com/article/639-general-data-protection-regulation-gdpr
Consent and Authorization Workflow	2	Editable consent screens are available	https://support.physitrack.com/article/837-view-and-modify-the-telehealth-consent-text-the-client-sees
Complaint or Grievance Procedure Disclosure / Contact	2	You have the right to make a complaint at any time to the applicable data protection regulator or authority in your country, including the Information Commissioner's Office (ICO) in the UK the Privacy Commissioner of Canada (www.priv.gc.ca), and the Privacy Commissioner of New Zealand. We would, however, appreciate the chance to deal with your concerns before you approach the data protection regulator or authority, so please contact us in the first instance.	https://www.physitrack.com/legal/privacy
Subcontractor / Subprocessor Compliance	2	Third-party vendors (sub-processors) that process data on behalf of Physitrack - very detailed	https://www.physitrack.com/legal/data-processing-agreement
Privacy and Cyber Security Training and Awareness Program	2	We provide regular security training and have clear roles for data access and protection.	https://www.physitrack.com/security
Data Use and De-Identification Policy	2	Data processing standards are clearly stated	https://www.physitrack.com/legal/data-processing-agreement
HIPAA Risk Assessment	2	Found annual risk assessment	https://storage.mfn.se/94e2432c-81d9-4a17-b68f-2720c2b8f5bc/physitrack-plc-2024-annual-report-final.pdf
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	We use role-based access control (RBAC) to limit user access to necessary information.	https://www.physitrack.com/security?
Multi Factor Authentication (MFA)	2	Two-step verification (2FA) is an extra layer of security that makes it a lot harder for unauthorised people to compromise your Physitrack account.	https://support.physitrack.com/article/1758-enable-two-factor-authentication-2fa
Automatic Logoff and Idle Timeout	0	Cannot find any documentation regarding automatic logoffs and timeouts	Not Available / Not Documented
Encryption-in-Transit	2	Video and audio streams between call participants are encrypted with AES 256-bit encryption. This includes screen sharing.	https://support.physitrack.com/article/845-telehealth-privacy-and-security
Encryption-at-Rest	2	The database is encrypted "at rest" (AES-256) as well as "in flight" (when being transferred between your browser/device and our application).	https://support.physitrack.com/article/721-what-types-of-data-are-stored-by-physitrack?utm_source=chatgpt.com
Data Integrity Controls	1	No specific mention of data integrity controls but they are ISO 27001 certified which provides implications	https://www.physitrack.com/security#Compliance
Third Party Security Attestation and Testing	2	ISO 27001 certificate available publicly. Regular third-party audits and assessments ensure continuous adherence to the highest security and privacy standards.- note that they say HIPAA compliant but theres no such thing	https://www.physitrack.com/security#Compliance
Incident Response Procedures	1	No specific mention of incident response but this is implied if they have an ISO 27001 certificate	https://www.physitrack.com/security
Backup and Disaster Recovery Controls	2	Physitrack makes two types of database backups: a real-time backup and a backup that is made every 24 hours. These backups are stored in a different data center from the online database to avoid data loss in case of a catastrophe.	https://support.physitrack.com/article/721-what-types-of-data-are-stored-by-physitrack
Network Security Controls	2	Our network security includes segmentation, firewalls, and threat detection. We use automated CSPM for cloud security and monitor for threats continuously.	https://www.physitrack.com/security#security
Security Policy and Security Contact Availability	2	Security controls page is available. "If you believe you have discovered a security vulnerability in our systems, we encourage you to report it to us at security@physitrack.com ."	https://www.physitrack.com/security#security-controls
Patch Management Procedures	2	We maintain security through a Secure Development Lifecycle (SDLC), identifying and addressing vulnerabilities using CVE and CVSS scoring.	https://www.physitrack.com/security#security
Cyber Insurance Policy	0	Cannot find any documentation regarding cyber insurance	Not Available / Not Documented
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	1	Points to a separate product called writeupp but seems to be well integrated	https://www.writeupp.com/blog/writeupp-and-physitrack
Integration with EMR Software	1	"Physitrack integrates with dozens of patient management systems (PMS) worldwide." - but no built in EMR / EHR	https://www.physitrack.com/integrations
Client Billing / Insurance Verification	0	Cannot find any documentation regarding billing and insurance verification	Not Available / Not Documented
Secure Messaging / Chat Functionality	2	With Physitrack, you as a healthcare practitioner have a simple and safe tool to interact directly with your patient. This page tells you how to use the messaging function and how to turn it off (block it for the patient).	https://support.physitrack.com/article/449-messaging-with-your-patient
Uptime and Availability SLAs	1	No public SLA is published but it does have uptime and availability monitoring	https://status.physitrack.com/
Training Resources (Staff & Patient)	2	Fairly comprehensive help center covering patients and practitioners	https://support.physitrack.com/collection/8-physitrack
Licensure and Jurisdiction Verification	0	No documentation regarding licensure check	Not Available / Not Documented
IT and Helpdesk Support	1	There is support but it is not real time	https://support.physitrack.com/article/637-how-best-to-get-in-touch-when-you-have-a-problem
Multi-device Access	2	Web (all browsers) and App based (android and iOS)	https://support.physitrack.com/article/809-system-requirements

Delegated Access	0	None but there is integration with a separate app called writeupp for clinic management	https://www.writeupp.com/feature/clinic-management-software
Patient Queueing	0	None but there is integration with a separate app called writeupp for clinic management	https://www.writeupp.com/feature/clinic-management-software
Documentation Capability	2	Physitrack lets you download plain text summaries of assigned exercise programs in case you need this for your client's SOAP-notes.	https://support.physitrack.com/article/473-get-a-plain-text-summary-of-a-program
Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	2	With Telehealth Pro, you gain access to additional features, such as HD video calls within the app and exercise video streaming. Noted 1280 x 720, 640 x 480, 320 x 240 - note that they are using Zoom	https://www.physitrack.com/industries/telehealth
Latency and Bandwidth Monitoring	2	Available - Test your system for Physitrack Telehealth	https://support.physitrack.com/article/993-test-your-system-for-physitrack-telehealth
Multi-camera / Multiple View	0	Cannot find any documentation about multiple camera support. It can only switch between cameras.	Not Available / Not Documented
Remote Therapeutic Monitoring	2	Physitrack is a leading remote therapeutic monitoring (RTM) platform designed specifically for rehab practitioners and clinics.	https://www.physitrack.com/remote-therapeutic-monitoring-rtm
Session Recordings	2	Physitrack offers call recording as an add-on service. This service is subject to a separate legal agreement that governs the management of the recorded data.	https://support.physitrack.com/article/831-recordings-of-your-telehealth-calls
Patient Education Modules and Home Exercise Program (HEP) Library	2	Research studies clearly demonstrate that videos are vastly superior to illustrations in explaining exercise technique. Created by clinical experts from Australia, Europe, US and around the world, we film our exercises in ultra-HD (4K) and from different angles.	https://www.physitrack.com/exercise-library
Video and Annotation Tools	0	No documentation regarding video annotation tools	Not Available / Not Documented
Outcome Dashboard / PROMs Integration	2	You can assign an outcome measure to a patient as standalone (without exercises), or as part of an exercise program. To assign an outcome measure as standalone (i.e. without exercises), simply go to Library > Outcome measures, and select the outcome measure that you want to send.	https://support.physitrack.com/article/454-outcome-measures-on-physitrack-an-introduction
Multi-Session Support	0	Note: Physitrack Telehealth is designed to be used with one client at a time at this moment.	https://www.physitrack.com/industries/telehealth
Safety and Symptom Tracking	2	Physitrack Telehealth includes secure video calls with streaming exercise videos and goniometry, messaging and activity, and symptom logging allowing progress and symptom monitoring.	https://www.physitrack.com/industries/telehealth
Accessibility and Inclusive Design	2	The Web Content Accessibility Guidelines (WCAG) 2.1 (AA) represent a rigorous standard for web accessibility, aiming to make digital content usable for people with a wide range of disabilities.	https://www.physitrack.com/product/accessibility-at-physitrack
Exercise Adherence Tracking / Check-Ins	2	Patients receive timely reminders to complete their exercises, helping them stay consistent and engaged with their program.	https://www.physitrack.com/physiapp-patient-experience

Zoom Healthcare

Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	Zoom for Healthcare allows you to leverage Zoom Workplace while still enabling your privacy, security, and compliance goals. Zoom offers Pro, Business, Business Plus, and Enterprise plans to customers in the healthcare space. Zoom also enters into BAAs with customers who are subscribed to other paid plans listed on Zoom's Plans & Pricing page	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0067751
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	Publicly accessible Privacy Statement	https://www.zoom.com/en/trust/privacy/privacy-statement/
Retention Policy	2	All retention timelines are defined in the evidence link	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0074786
Meeting History and Audit Logs	2	Available in User Activity Reports tab	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060623#h_01FM5FHPRMBC5RFJDAZ4FBTPKC
Breach Management Procedures	2	Breach Notification. We will promptly notify you if a breach occurs that may have compromised the privacy or security of your PHI.	https://www.zoomcare.com/info/hipaa-notice-of-privacy-practices
Consent and Authorization Workflow	2	When joining a meeting that is already being recorded or the host begins recording, participants are asked to provide consent. Depending on the account, admins can adjust this consent notification to only affect external participants, or apply to all meeting participants, internal or external alike.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0059819
Complaint or Grievance Procedure Disclosure / Contact	2	Zoom supports the free and open exchange of thoughts and ideas and we are committed to bringing happiness to people while creating a culture of trust, safety, and respect. If there are instances of violations to our Terms of Service, or Acceptable Use Guidelines, we want people to report them to us.	https://zoom.us/trust-form?ampDeviceId=6249b3db-d0db-434a-8f63-9b89d12b60c5&ampSessionId=1744200997668
Subcontractor / Subprocessor Compliance	2	Zoom requires its subprocessors to satisfy equivalent obligations as those required from Zoom (as a Data Processor) as outlined in Zoom's Data Processing Agreement (DPA)	https://www.zoom.com/en/trust/subprocessors/
Privacy and Cyber Security Training and Awareness Program	2	Cannot find specific documentation regarding cyber and privacy training but they are ISO 27001 certified so it's implied	https://www.zoom.com/en/trust/legal-compliance/#certifications
Data Use and De-identification Policy	2	Zoom does not use any of your audio, video, chat, screen sharing, attachments or other communications-like Customer Content (such as poll results, whiteboard and reactions) to train Zoom's or its third-party artificial intelligence models.	https://explore.zoom.us/en/trust/security/
HIPAA Risk Assessmet	2	Cannot find specific wording but Zoom makes available a SOC 2 + HITRUST report, which aligns with AICPA Trust Services Principles and Criteria and the HITRUST CSF. (which includes HIPAA Risk Assessment requirement)	https://www.zoom.com/en/trust/legal-compliance/soc2-hitrust/
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	Each user in a Zoom account automatically has a system role, which can be owner, administrator, or member. These roles are associated with a default set of permissions, which cannot be changed for the owner or member.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064983
Multi Factor Authentication (MFA)	2	If you can not use single sign-on, we recommend using two-factor authentication (2FA) to add an extra layer of security to the process.	https://www.zoom.com/en/blog/how-zoom-works-to-protect-your-account/
Automatic Logoff and Idle Timeout	2	Automatically sign users out after a specified time: Enforce automatic sign-out after a specified time. Only applicable to Zoom specific passwords.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064901
Encryption-in-Transit	2	We use 256-bit AES-GCM encryption as our standard for real-time meeting audio, video, and shared content in transit across Zoom Meetings, Zoom Webinars, meetings occurring via Zoom Rooms, Zoom Contact Center, and Zoom Phone data transmitted over the public internet.	https://www.zoom.com/en/blog/healthcare-security-privacy-features/
Encryption-at-Rest	2	If a meeting host enables cloud recording and audio transcripts, both will be stored encrypted. The account owner and people and apps they approve can access encrypted content stored in ZoomCloud	https://explore.zoom.us/en/trust/security/
Data Integrity Controls	2	Page 25 SOC 2 Type 2 HITRUST Report - File Integrity Tools	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?itemUid=c9cfb645-b84b-438f-b5ab-be4649f54b0c&product=zoom
Third Party Security Attestation and Testing	2	Multiple certification documents available publicly. Zoom has expanded the scope of its SOC 2 Type II report to include additional criteria to meet Health Information Trust Alliance Common Security Framework (HITRUST CSF) control requirements.	https://www.zoom.com/en/blog/zoom-gains-new-security-certifications-and-attestations/
Incident Response Procedures	2	Page 15 SOC 2 Type 2 HITRUST Report - Incident Response	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?itemUid=c9cfb645-b84b-438f-b5ab-be4649f54b0c&product=zoom
Backup and Disaster Recovery Controls	2	Page 14 SOC 2 Type 2 HITRUST Report - Backup and Recovery	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?itemUid=c9cfb645-b84b-438f-b5ab-be4649f54b0c&product=zoom
Network Security Controls	2	Page 25 SOC 2 Type 2 HITRUST Report - IDS/IPS Tools	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?itemUid=c9cfb645-b84b-438f-b5ab-be4649f54b0c&product=zoom
Security Policy and Security Contact Availability	2	Zoom Security Policy is downloadable - Information Security Policy 3.5	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?product=zoom&itemUid=58b09eb8-4524-422f-b555-1538135ee61c&source=click
Patch Management Procedures	2	Zoom follows the principles of Coordinated Vulnerability Disclosure (CVD) as laid out by The CERT Guide to Coordinated Vulnerability Disclosure.	https://www.zoom.com/en/trust/vulnerability-disclosure/?amp_device_id=3dc285ab-4e5a-4388-bd2a-5ffd332cd71f
Cyber Insurance Policy	2	Page 56 SOC 2 Type 2 HITRUST Report - Professional and Commercial Liability Insurance	https://app.safefbase.io/accounts/2ba74f71-7ada-4bb1-9ad4-60a0e5a57fdf/share?product=zoom&itemUid=58b09eb8-4524-422f-b555-1538135ee61c&source=click
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	2	Streamline appointment bookings, reminders, and calendar integrations to enhance efficiency for healthcare providers— this is a paid add-on	https://zoom.us/pricing/healthcare
Integration with EMR Software	1	Multiple integrations with 3rd party EMR / EHR but not an EMR / EHR by default	https://marketplace.zoom.us/apps?category=health_care
Client Billing / Insurance Verification	0	Cannot find any documentation regarding billing and insurance verification	Not Available / Not Documented
Secure Messaging / Chat Functionality	2	Remaining connected throughout the day: Team Chat can be used for ongoing real-time conversations with individuals, groups or meeting attendees.	https://www.zoom.com/en/industry/healthcare/
Uptime and Availability SLAs	1	No public SLA is published but it does have uptime and availability monitoring	https://uptime.zoom.us/
Training Resources (Staff & Patient)	2	There is a full Zoom Learning Center available	https://learning.zoom.us/learn
Licensure and Jurisdiction Verification	0	No documentation regarding licensure check	Not Available / Not Documented
IT and Helpdesk Support	2	Certain plans have personalized support plans - some plans have live support	https://support.zoom.com/hc/en/contact?id=contact_us
Multi-device Access	2	Zoom has a very wide range of supported devices	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0062179
Delegated Access	2	When account owners invite external users or third-party users to help manage their account, users who accept the account administration invitation are allowed to manage the account owner's account.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0058509
Patient Queueing	2	The waiting room feature allows the host to control when a participant joins the meeting or webinar. As the host, you can admit participants individually, or hold all participants in the waiting room and admit them all at once	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0063329
Documentation Capability	2	"Zoom Workplace for Clinicians, appointment notes are automatically generated using AI, whether in the office or on a virtual Zoom telehealth call, so that physicians can focus on what matters most – their patients."	https://www.zoom.com/en/industry/healthcare/features/clinical-notes

Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	2	H.323/SIP devices can send and receive video up to 1080p. However, for 1080p or higher, it must be enabled by Zoom Support, as well enabled on the provisioned device, or have the device join using a specific dialing string.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0066166
Latency and Bandwidth Monitoring	2	Statistics and diagnostics is available	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0070504&utm_source=chatgpt.com#h_dd5a3ef9-4857-4aad-b445-4dc7d527dce
Multi-camera / Multiple View	2	Multi-Camera mode allows you to enable multiple cameras simultaneously from a single conference room. You can use the cameras to better capture in-room participants or provide different viewing angles of the room.	https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0059549
Remote Therapeutic Monitoring	1	There are some integrations that may support remote patient monitoring but it's not built-in	https://www.zoom.com/en/blog/seamless-healthcare-experiences-for-patients-and-providers/
Session Recordings	2	Session recording is available	https://www.zoomgov.mil/docs/doc/Zoom_for_Healthcare.pdf
Patient Education Modules and Home Exercise Program (HEP) Library	0	No documentation regarding home exercise program libraries	Not Available / Not Documented
Video and Annotation Tools	2	Collaborate with other doctors and specialists by annotating directly on the shared screen so that notations are visible to all attendees.	https://www.zoomgov.mil/docs/doc/Zoom_for_Healthcare.pdf?utm_source=chatgpt.com
Outcome Dashboard / PROMs Integration	0	No documentation regarding outcome dashboards and PROMs	Not Available / Not Documented
Multi-Session Support	0	100 - 1000 participants per meeting depending on plan	https://zoom.us/pricing/healthcare
Safety and Symptom Tracking	0	No documentation regarding symptom tracking	Not Available / Not Documented
Accessibility and Inclusive Design	2	Zoom has a wide range of accessibility features documented in the evidence link	https://www.zoom.com/en/accessibility/
Exercise Adherence Tracking / Check-Ins	0	No documentation regarding exercise adherence tracking	Not Available / Not Documented

TheraPlatform			
Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	Business Associate Agreement (BAA) TheraPlatform acts as a Business Associate under HIPAA with respect to PHI processed on Your behalf. A Business Associate Agreement ("BAA") that governs the use, disclosure, and safeguarding of PHI is provided to You at the time of purchase.	https://www.theraplatform.com/About/Conditions
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	Public privacy statement as well as specific HIPAA policy statements	https://www.theraplatform.com/features/security
Retention Policy	2	All user-entered data and Protected Health Information (PHI) in your account will become inaccessible and will be subject to deletion according to our data retention policy. (It is noted there that data retention is 60 days)	https://www.theraplatform.com/About/Conditions
Meeting History and Audit Logs	1	Instruction available for activity logs but it does not have details on what is logged	https://theraplatform.zendesk.com/hc/en-us/articles/360015131512-How-to-View-Activity-Log
Breach Management Procedures	2	Data Breach Notification In the event of a confirmed or suspected data breach involving Your PHI or data processed by TheraPlatform, we will notify You without undue delay and take commercially reasonable steps to mitigate potential harm in accordance with applicable laws and regulations.	https://www.theraplatform.com/About/Conditions
Consent and Authorization Workflow	2	Your clients can complete and e-sign intake forms, consents, outcome measure, treatment plans, and therapy notes from home.	https://www.theraplatform.com/blog/678/intake-process
Complaint or Grievance Procedure Disclosure / Contact	2	If you have any concerns regarding this statement, you should contact Virtual Speech Center's privacy administrator by email at info at TheraPlatform dot com	https://www.theraplatform.com/about/privacy
Subcontractor / Subprocessor Compliance	2	Third-Party Subprocessors TheraPlatform utilizes trusted third-party subprocessors, including payment processors such as Stripe, clearinghouses, and other service providers. These subprocessors are contractually obligated to safeguard PHI and personal data in compliance with HIPAA and other applicable privacy laws.	https://www.theraplatform.com/About/Conditions
Privacy and Cyber Security Training and Awareness Program	2	Additionally, our staff is trained on HIPAA standards.	https://www.theraplatform.com/faq
Data Use and De-Identification Policy	2	We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.	https://www.theraplatform.com/about/privacy
HIPAA Risk Assessment	2	TheraPlatform's security program includes regular risk assessment as required by HIPAA with HIPAA's recommended assessment tool and documentation.	https://www.theraplatform.com/features/security
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	Granular permission settings allow administrators control over access rights for various roles like billers, schedulers and therapists.	https://www.theraplatform.com/resources/1178/group-practice-software
Multi Factor Authentication (MFA)	2	"Yes. We add an extra layer of login security with MFA."	https://www.theraplatform.com/features/security
Automatic Logoff and Idle Timeout	0	Cannot find any documentation regarding automatic logoffs and timeouts	Not Available / Not Documented
Encryption-in-Transit	2	We implement video connection encryption, website connection encryption (SSL) with 2048-bit SSL with a 256-bit encryption.	https://www.theraplatform.com/features/security
Encryption-at-Rest	2	Our database is encrypted using the 256-bit Advanced Encryption Standard (AES-256).	https://www.theraplatform.com/features/security
Data Integrity Controls	2	Cannot find any documentation regarding data integrity controls but they have ISO 27001 certification so it is implied	https://www.theraplatform.com/About/Conditions
Third Party Security Attestation and Testing	1	Multiple certifications are stated but could not find any attestation document publicly. Also claims to be "HIPAA certified" which is incorrect.	https://www.theraplatform.com/About/Conditions
Incident Response Procedures	1	No specific mention of incident response procedures but this could be implied with ISO 27001	https://www.theraplatform.com/About/Conditions
Backup and Disaster Recovery Controls	2	TheraPlatform provides encrypted database backups on daily bases per HIPAA regulations.	https://www.theraplatform.com/features/security
Network Security Controls	2	we implement high availability architecture and a web application firewall	https://www.theraplatform.com/features/security
Security Policy and Security Contact Availability	1	The security policy was not provided and there is limited security controls discussion but it this can be considered implied with an ISO 27001 certification	https://www.theraplatform.com/features/security
Patch Management Procedures	1	Cannot find any documentation regarding patch management procedures. Can only rely on the claim that they have ISO 27001 certification	https://www.theraplatform.com/features/security
Cyber Insurance Policy	0	Cannot find any documentation regarding cyber insurance	Not Available / Not Documented
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	2	TheraPlatform's therapy scheduling software helps you effortlessly manage appointments, reduce no-shows, and stay organized. Built specifically for therapists, it lets you spend less time on admin tasks and more time focusing on client care and growing your practice.	https://www.theraplatform.com/features/scheduling
Integration with EMR Software	2	TheraPlatform is advertised as Practice Management and EHR/EMR Software with built-in teletherapy, a library of interactive therapy apps, billing automation, therapy notes, reporting and more.	https://www.theraplatform.com/
Client Billing / Insurance Verification	2	Billing software for therapists that automates invoicing, processes payments, and manages insurance claims — helping you save time and get paid faster, all in one HIPAA-compliant EMR. Billing software for therapists that automates invoicing, processes payments, and manages insurance claims — helping you save time and get paid faster, all in one HIPAA-compliant EMR.	https://www.theraplatform.com/features/therapy-billing-software
Secure Messaging / Chat Functionality	2	Stay connected with clients through secure, HIPAA-compliant chat, online or offline.	https://www.theraplatform.com/features/client-portal
Uptime and Availability SLAs	0	Cannot find any uptime and availability SLA or even monitoring	Not Available / Not Documented
Training Resources (Staff & Patient)	2	There is a "Resources" section which has a good number of staff and patient training modules	https://www.theraplatform.com/blog/page/1

Licensure and Jurisdiction Verification	1	There is no built-in licensure jurisdiction verification but there is documentation about complying with licensure requirements	https://www.theraplatform.com/blog/256/complying-with-federal-and-state-laws-in-online-therapy
IT and Helpdesk Support	2	There appears to be a Zendesk support portal as well as some real time help function	https://theraplatform.zendesk.com/hc/en-us
Multi-device Access	2	Based on a support KB - PCs, Macs, and Mobile is supported	https://theraplatform.zendesk.com/hc/en-us/articles/115000795331-Technical-Requirements-For-Telehealth-Meetings
Delegated Access	2	Zendesk KB available - How to Assign Clients to Therapists	https://theraplatform.zendesk.com/hc/en-us/articles/115006154208-How-to-Assign-Clients-to-Therapists
Patient Queueing	2	A customizable waiting room is available for clients. - " The client can then click on this link and you (the clinician) will see a pop-up box on your end when the client is in the waiting room (waiting for you to start the session). "	https://theraplatform.zendesk.com/hc/en-us/articles/4408710730011-How-to-Customize-Virtual-Waiting-Room
Documentation Capability	2	By utilizing TheraPlatform's EMR software for physical therapy SOAP note creation, security and accessibility therapists can save time, improve efficiency, and ensure HIPAA compliance.	https://www.theraplatform.com/blog/478/physical-therapy-soap-note
Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	1	Cannot find any documentation regarding video quality - though there are customers comments about the quality being good	Not Available / Not Documented
Latency and Bandwidth Monitoring	1	A session preparation checklist is available but it's not incorporated into the platform itself	https://theraplatform.zendesk.com/hc/en-us/articles/115001539231-Session-Technical-Preparation-Checklist
Multi-camera / Multiple View	0	It is not possible to use two video cameras at the same.	https://theraplatform.zendesk.com/hc/en-us/articles/360041067611-Can-you-have-two-cameras-working-at-the-same-time
Remote Therapeutic Monitoring	1	There is an article on RTM but it does not talk about how to leverage the platform to do it.	https://www.theraplatform.com/blog/681/remote-therapeutic-monitoring
Session Recordings	2	All recorded videos (audio) are encrypted and stored according to HIPAA's regulations in the cloud in tools like TheraPlatform eliminating the need of your practice or organization to store videos on your computers and encrypting your own computers.	https://www.theraplatform.com/blog/331/video-recording-of-live-telehealth-sessions
Patient Education Modules and Home Exercise Program (HEP) Library	2	"EHRs like TheraPlatform can keep common Home Exercise Programs and exercises at your finger tips and make billing a breeze."	https://www.theraplatform.com/blog/639/home-exercise-programs
Video and Annotation Tools	2	Our screen sharing software comes with an annotation tool that shows on the right side next to the application/website you screen share.	https://theraplatform.zendesk.com/hc/en-us/articles/115008734267-How-to-Screen-Share-on-PC
Outcome Dashboard / PROMs Integration	2	Keeping track of physical therapy benchmarks may sound difficult but having the right system can make it simple. Consider using a comprehensive electronic health record (EHR), practice management and teletherapy tool like Theraplatform.	https://www.theraplatform.com/blog/932/physical-therapy-benchmarks
Multi-Session Support	2	Based on the documentation running a group therapy session is possible as per the evidence link	https://www.theraplatform.com/blog/2131/running-a-successful-group-therapy-session
Safety and Symptom Tracking	0	Cannot find any documentation regarding safety and symptom tracking	Not Available / Not Documented
Accessibility and Inclusive Design	0	Cannot find any documentation regarding accessibility features	Not Available / Not Documented
Exercise Adherence Tracking / Check-Ins	2	EHRs, like TheraPlatform, enhance HEP effectiveness by enabling therapists to share exercise instructions, track client progress, and communicate securely. Clients benefit from structured guidance and regular check-ins, which improve adherence and outcomes.	https://www.theraplatform.com/blog/1586/physical-therapy-home-exercise-programs

JaneApp			
Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	"Jane has the appropriate policies and procedures in place to ensure that we stay compliant on our end with the appropriate regulations and can work with you to develop a BAA Agreement. "	https://jane.app/guide/is-jane-hipaa-compliant
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	Jane App has a publicly posted Privacy Notice	https://jane.app/legal/privacy-notice
Retention Policy	2	"During Your Subscription Term. Our clinic management platform is designed to retain, protect and preserve the integrity of Subscriber Data in order to assist Subscribers with their regulatory and compliance obligations around patient records."	https://jane.app/legal/terms-of-use
Meeting History and Audit Logs	2	Most privacy and data protection regulations want individual users in electronic health record systems to be identified, and even more, they want all activity to be tracked.Jane does this with the Activity Log.	https://jane.app/guide/activity-log
Breach Management Procedures	2	"We follow the BC Privacy Commissioner's 4 Step Privacy Breach Response Protocol. The documentation can be found here: Privacy Breach Policy"	https://jane.app/guide/cloud-security-white-paper
Consent and Authorization Workflow	2	Jane App has the capability to create custom intake forms and signatures to facilitate workflow	https://jane.app/guide/intake-forms-require-signature-setting
Complaint or Grievance Procedure Disclosure / Contact	2	"If you have any questions around privacy or security, we can be reached at privacy@jane.app as well as security@jane.app You can file an Ethics & Compliance report here."	https://jane.app/security-and-trust
Subcontractor / Subprocessor Compliance	2	use only sub-processors who maintain at least the same level of security measures and adequate safeguards as required under this Addendum and who have entered a written agreement (which may be electronic) with Jane requiring such measures and safeguards. Jane will inform the Subscriber of any intended changes to its sub-processors. If a sub-processor fails to fulfill its data protection obligations, Jane will be liable for the performance of such obligations;	https://jane.app/legal/data-processing-addendum
Privacy and Cyber Security Training and Awareness Program	2	Security and Privacy awareness for staff is provided publicly	https://jane.app/documents/jane_security_training_v2.pdf
Data Use and De-Identification Policy	2	Data processing addendum is provided	https://jane.app/legal/data-processing-addendum
HIPAA Risk Assessmet	2	Cannot find any documentation regarding risk assessments but I would consider a yearly SOC 2 Type 2 sufficient	https://jane.app/guide/is-jane-hipaa-compliant
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	Jane's Staff Access Levels allow you to grant, remove, change, and limit staff member access to private or confidential information, client files, billings, and major settings in your Jane account so staff members only see what they need to see.	https://jane.app/guide/staff-access-levels
Multi Factor Authentication (MFA)	2	"At Jane, our 2-Step Verification feature uses multiple factors: something you know (your password) and something you have (a verification code). Because of that, it meets the definition of Multi-Factor Authentication."	https://jane.app/guide/multi-factor-authentication
Automatic Logoff and Idle Timeout	2	"By default, Jane asks your staff to sign in with their username and password after 1 week of inactivity, but Jane strongly suggests that you shorten the duration to 2 hours so that if someone were to gain access to your device, they would be required to provide their login credentials again after more than 2 hours."	https://jane.app/guide/auto-logout-duration
Encryption-in-Transit	2	"Jane Data is encrypted using 128-bit encryption when sent between your device and our servers"	https://jane.app/guide/security-faq
Encryption-at-Rest	2	" stored with 256-bit encryption (in the same way as your banking information would be)"	https://jane.app/guide/security-faq
Data Integrity Controls	1	Cannot find any specific verbiage but a SOC 2 Type 2 would cover Processing Integrity so we can consider it implied - but only SOC 2 Type 2 claim and not actual document is provided	https://jane.app/security-and-trust
Third Party Security Attestation and Testing	1	"We are now SOC 2 Type 2 Certified SOC 2 compliance is based on specific criteria for managing customer data correctly, which consists of five Trust Services Categories: security, availability, processing integrity, confidentiality, and privacy. "	https://jane.app/guide/what-is-a-soc-2-report
Incident Response Procedures	2	Jane maintains an incident response program that defines the conditions and procedures we have in place to assess any relevant vulnerabilities or security incidents and establishes remediation and mitigation actions for all events.	https://jane.app/security-and-trust
Backup and Disaster Recovery Controls	2	Jane backs up customer data daily, weekly, monthly, and yearly to our primary database using multiple availability zones — this means that if something ever happened to one data centre, your data would still be safe and accessible in another.	https://jane.app/guide/security-faq
Network Security Controls	2	We've enabled AWS's security features like intrusion protection system and Web Application Firewall.	https://jane.app/guide/cloud-security-white-paper
Security Policy and Security Contact Availability	1	Security Policy is not publicly available but a SOC 2 Type 2 would cover CC1.1 – CC1.3 (Control Environment) - implied but since we dont have the actual document cannot verify	https://jane.app/security-and-trust
Patch Management Procedures	2	Jane has continuous and automated monitoring and vulnerability scanning on the AWS infrastructure so that we are proactive and have a complete awareness of any potential vulnerabilities, incidents, and threats.	https://jane.app/guide/cloud-security-white-paper
Cyber Insurance Policy	0	Cannot find any documentation regarding cyber insurance	Not Available / Not Documented
Workflow / Administrative Indicators	Score	Notes	Evidence Link

Scheduling and Automated Reminders	2	"With a few clicks of your mouse, you can see which time slots are available and add one or more appointments — in real-time — to your clinic's schedule."	https://jane.app/guide/booking-an-appointment-online-for-patients
Integration with EMR Software	2	"Managing electronic health records with Jane is so straightforward, even devoted paper-only practitioners will be compelled to switch" - it has built in EMR functionality	https://jane.app/landing/emr
Client Billing / Insurance Verification	2	"A complete online and terminal payment solution: Fully integrated with your Jane account to give you everything you need in one place." - it has built-in payment functionality	https://jane.app/features/jane-payments
Secure Messaging / Chat Functionality	2	There is a messaging functionality - note that it is in Beta (but available now)	https://jane.app/guide/messaging-beta-guide
Uptime and Availability SLAs	1	No SLA but an availability and status page is available (with incidents log)	https://jane.statuspage.io/
Training Resources (Staff & Patient)	2	It has a fairly comprehensive "Jane Guide" for staff and patient training	https://jane.app/guide/welcome-to-the-jane-guide
Licensure and Jurisdiction Verification	1	Though not the full verification process - the app does provide the capability to handle multiple license numbers	https://jane.app/guide/multiple-license-numbers
IT and Helpdesk Support	2	Real time direct phone support is available	https://jane.app/guide/jane-support-resources-getting-help-with-your-account
Multi-device Access	2	Jane is compatible with desktop, tablet, and mobile devices. As long as the device is on a supported operating system and can run a browser that meets our minimum Browser Requirements, then the choice is yours.	https://jane.app/guide/browser-operating-system-requirements
Delegated Access	2	There is a clinic management feature where you can schedule appointments for practitioners and manage shifts	https://jane.app/guide/chapter-1-schedule
Patient Queueing	2	Has wait list management features	https://jane.app/guide/managing-your-wait-list-with-jane-d7b60bc9-5a45-41de-8bc4-ac831f95d239
Documentation Capability	2	"AI Scribe introduces the Smart SOAP Note chart part that uses a customizable prompt to summarize an audio recording of an appointment so you can focus more on your patients and less on note-taking."	https://jane.app/guide/ai-scribe
Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	2	HD Video: can be turned on if you'd prefer a higher video quality, but keep in mind you'll want to ensure you have a strong internet connection	https://jane.app/guide/how-to-book-1-1-online-appointments-and-start-them-for-practitioners
Latency and Bandwidth Monitoring	2	"Pre-call Review: When this setting is toggled on, you and your patients will always be asked to confirm your device settings before joining the session"	https://jane.app/guide/how-to-book-1-1-online-appointments-and-start-them-for-practitioners
Multi-camera / Multiple View	0	Cannot find any documentation about multiple camera support. It can only switch between cameras.	Not Available / Not Documented
Remote Therapeutic Monitoring	0	Cannot find any documentation regarding remote therapeutic monitoring	Not Available / Not Documented
Session Recordings	0	Video, audio or chat communication cannot be recorded during a Online Appointment (or virtual) session. This includes if the therapist is recording themselves, but not the client. This approach ensures that this feature remains HIPAA compliant and addresses major privacy concerns around Online Appointments posed by clinics.	https://jane.app/guide/1-1-online-appointments-faq#record
Patient Education Modules and Home Exercise Program (HEP) Library	0	Cannot find any documentation regarding HEP	Not Available / Not Documented
Video and Annotation Tools	0	Cannot find any documentation regarding video annotation tools	Not Available / Not Documented
Outcome Dashboard / PROMs Integration	2	"With Outcome Measure Surveys, you'll be able to add scores to Clinical Survey questions to help you to quantify a client's experience at a point in time and over the course of their care."	https://jane.app/guide/outcome-measure-surveys
Multi-Session Support	2	"With Online Appointments for Groups, you can securely host unlimited online sessions for up to 12 related clients at once" - note that only 1 practitioner is allowed	https://jane.app/guide/1-1-online-appointments-faq#groups
Safety and Symptom Tracking	0	Cannot find any documentation regarding safety and symptom tracking	Not Available / Not Documented
Accessibility and Inclusive Design	2	"Below are a few places we have improved in Jane to help visually impaired users, and there will be more areas to come in the future. Our goal is to continuously improve the accessibility within Jane." - multiple accessibility features	https://jane.app/guide/accessibility-in-jane
Exercise Adherence Tracking / Check-Ins	0	Cannot find any documentation regarding adherence tracking	Not Available / Not Documented

Facetime			
Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	0	No documentation available regarding this but based on 3rd party reviews Apple will not enter into a Business Associate Agreement with covered entities to use the video and audio service to transmit Protected Health Information.	https://www.hipaajournal.com/facetime-hipaa-compliant/
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	1	There is some limited privacy statement but not HIPAA focused	https://www.apple.com/legal/privacy/data/en/face-time/
Retention Policy	1	Limited retention - Apple retains limited information about the use of FaceTime, such as when you attempted a FaceTime call, for up to 30 days.	https://www.apple.com/legal/privacy/data/en/face-time/
Meeting History and Audit Logs	0	Cannot find any documentation about meeting history and audit logs	Not Available / Not Documented
Breach Management Procedures	1	Cannot find any documentation about breach notification though there have been disclosures previously by Apple so it might be implied	Not Available / Not Documented
Consent and Authorization Workflow	0	Cannot find any documentation about meeting history and audit logs	Not Available / Not Documented
Complaint or Grievance Procedure Disclosure / Contact	2	If you have questions about Apple's Privacy Policy or privacy practices including where a third-party service provider is acting on our behalf, or you would like to contact our Data Protection Officer, you can contact us at apple.com/legal/privacy/contact or call the Apple Support number for your country or region.	https://www.apple.com/legal/privacy/contact/
Subcontractor / Subprocessor Compliance	1	There is a subcontractor code of conduct which has some privacy clause. This is not specific to HIPAA though	https://www.apple.com/hk/supplier-responsibility/pdf/Apple-Supplier-Code-of-Conduct-and-Supplier-Responsibility-Standards.pdf
Privacy and Cyber Security Training and Awareness Program	2	"we communicate our privacy and security guidelines to Apple employees and strictly enforce privacy safeguards within the company."	https://www.apple.com/legal/privacy/en-ww/
Data Use and De-Identification Policy	2	"Apple uses your personal data only when we have a valid legal basis to do so."	https://www.apple.com/legal/privacy/en-ww/
HIPAA Risk Assessmet	0	Cannot find any documentation about meeting history and audit logs	Not Available / Not Documented
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	0	Cannot find any documentation about role based access - FaceTime access is tied to the individual Apple ID or phone number.	Not Available / Not Documented
Multi Factor Authentication (MFA)	2	"Two-factor authentication is designed to make sure that you're the only person who can access your account. "	https://support.apple.com/en-us/102660
Automatic Logoff and Idle Timeout	2	FaceTime sessions terminate when a call ends; idle lock and screen timeout are handled by iOS/macOS device settings,	https://discussions.apple.com/thread/252471102?sortBy=rank
Encryption-in-Transit	2	The audio/video contents of FaceTime calls are protected by end-to-end encryption, so no one but the sender and receiver can access them.	https://support.apple.com/en-ph/guide/security/seca331c55cd/web
Encryption-at-Rest	2	Facetime relies on the device for encryption - iPhone, iPad, and Apple Vision Pro use a file encryption methodology called Data Protection, whereas the data on an Intel-based Mac is protected with a volume encryption technology called FileVault.	https://support.apple.com/en-ph/guide/security/sece3bee0835/1/web/1
Data Integrity Controls	1	Cannot find any documentation about data integrity controls but it is implied based on an ISO 27001 certificate that is publicly available	Not Available / Not Documented
Third Party Security Attestation and Testing	2	To view Apple's certifications, go to the Certificate Directory on Coalfire's website, enter Apple in the registrant name box, then select "view certificate." (ISO 27001)	https://support.apple.com/en-ph/guide/certifications/apc34d2c0468b/1/web/1.0#apc3ec0a2a891
Incident Response Procedures	2	When Apple becomes aware that it may have experienced a data security incident that might affect our users' personal data, we have dedicated teams in place to investigate and learn what happened and determine what steps to take in response.	https://www.apple.com/legal/privacy/en-ww/governance/
Backup and Disaster Recovery Controls	2	Facetime is reliant on iCloud backups - use needs to have this turned on	https://support.apple.com/en-ph/guide/icloud/mmc2662aa6e0/icloud
Network Security Controls	2	"To accomplish these security objectives, iOS, iPadOS, macOS, watchOS, and visionOS integrate proven technologies and the latest standards for both Wi-Fi and cellular data network connections" - "Network security: Industry-standard networking protocols that provide secure authentication and encryption of data in transmission"	https://support.apple.com/en-ph/guide/security/sec79afd0274/web
Security Policy and Security Contact Availability	2	This is implied through their ISO 27001 publicly available certificate	https://support.apple.com/en-ph/guide/certifications/apc34d2c0468b/1/web/1.0#apc3ec0a2a891
Patch Management Procedures	2	Apple provides "Rapid Security Responses." security releases	https://support.apple.com/en-ph/100100
Cyber Insurance Policy	0	Cannot find any documentation about cyber insurance policies for facetime	Not Available / Not Documented
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	0	Cannot find any documentation about scheduling and automated reminders	Not Available / Not Documented
Integration with EMR Software	0	Cannot find any documentation about EMR integration	Not Available / Not Documented
Client Billing / Insurance Verification	0	Cannot find any documentation about client billing functionalities	Not Available / Not Documented
Secure Messaging / Chat Functionality	0	Cannot find any documentation about integrated messaging functionality	Not Available / Not Documented
Uptime and Availability SLAs	1	No SLA but uptime and availability is monitored by Apple	https://www.apple.com/support/systemstatus/
Training Resources (Staff & Patient)	2	Facetime has support articles in the Apple knowledge base	https://support.apple.com/en-ph/105088
Licensure and Jurisdiction Verification	0	Cannot find any documentation about licensing and jurisdiction	Not Available / Not Documented
IT and Helpdesk Support	2	Apple has multiple support channels	https://support.apple.com/en-ph/contact
Multi-device Access	0	You can use FaceTime on these devices on Wi-Fi: iPhone 4 or later, iPad Pro (all models), iPad 2 or later, and iPad mini (all models).	https://support.apple.com/en-ph/105088
Delegated Access	0	Cannot find any documentation about delegation of access	Not Available / Not Documented
Patient Queueing	0	Cannot find any documentation about patient queueing	Not Available / Not Documented
Documentation Capability	0	Cannot find any documentation about clinical documentation	Not Available / Not Documented
Clinical Fit Indicators	Score	Notes	Evidence Link

HD Quality Video	2	Most current Apple devices support FaceTime HD (1080p) video calling over 5G or Wi-Fi	https://support.apple.com/en-ph/111872
Latency and Bandwidth Monitoring	0	Cannot find any documentation about latency or bandwidth monitoring	Not Available / Not Documented
Multi-camera / Multiple View	0	Cannot find any documentation about multi camera views	Not Available / Not Documented
Remote Therapeutic Monitoring	0	Cannot find any documentation about remote therapeutic monitoring	Not Available / Not Documented
Session Recordings	2	Recording a FaceTime call on an iPhone is possible using the built-in screen recording feature.	https://discussions.apple.com/thread/254801875?sortBy=rank
Patient Education Modules and Home Exercise Program (HEP) Library	0	Cannot find any documentation about HEP library	Not Available / Not Documented
Video and Annotation Tools	1	There is some limited document collaboration functionality in Facetime	https://support.apple.com/en-ph/guide/iphone/iph60d026b44/ios
Outcome Dashboard / PROMs Integration	0	Cannot find any documentation about Outcome measures	Not Available / Not Documented
Multi-Session Support	2	Group FaceTime extends FaceTime to support up to 33 concurrent participants.	https://support.apple.com/en-ph/guide/security/seca331c55cd/web
Safety and Symptom Tracking	0	Cannot find any documentation about safety and symptom tracking	Not Available / Not Documented
Accessibility and Inclusive Design	2	Facetime has multiple accessibility features	https://www.apple.com/ph/accessibility/features/
Exercise Adherence Tracking / Check-Ins	0	Cannot find any documentation about exercise adherence tracking	Not Available / Not Documented

Google			
Compliance Indicators	Score	Notes	Evidence Link
Business Associate Agreement (BAA)	2	Available: Google Workspace HIPAA Business Associate Addendum	https://workspace.google.com/terms/2015/1/hipaa_baa/
HIPAA / HITECH Privacy Policy References / Notice of Privacy Practices (NPP)	2	Covered in Google Workspace HIPAA privacy statement	https://policies.google.com/privacy?hl=en-US
Retention Policy	2	Available as an add-on (Google Vault) - Google Vault is an information governance and eDiscovery tool for Google Workspace. With Vault, you can retain, hold, search, and export users' Google Workspace data.	https://support.google.com/vault/answer/2462365
Meeting History and Audit Logs	2	Google Cloud services write audit logs to help you answer the questions, "Who did what, where, and when?". You can share your Google Workspace audit logs with Google Cloud to store, analyze, monitor, and alert on your Google Workspace data.	https://docs.cloud.google.com/logging/docs/audit/gsuite-audit-logging
Breach Management Procedures	2	Specifically, HIPAA demands compliance with the Security Rule, the Privacy Rule, and the Breach Notification Rule.	https://docs.cloud.google.com/logging/docs/audit/gsuite-audit-logging
Consent and Authorization Workflow	1	Not built-in but there appears to be 3rd party add-ons that you might be able to use	https://workspace.google.com/marketplace/app/formesign_hipaa_form/845888525052
Complaint or Grievance Procedure Disclosure / Contact	1	There is a generic contact information provided in their privacy policy	https://policies.google.com/privacy
Subcontractor / Subprocessor Compliance	2	There is a specific subprocessor page provided	https://workspace.google.com/intl/en/terms/subprocessors/
Privacy and Cyber Security Training and Awareness Program	2	"All Google employees undergo security training as part of the orientation process, and throughout their Google careers. "	https://workspace.google.com/learn-more/security/security-whitepaper/page/2/
Data Use and De-identification Policy	2	Full Cloud Data Processing Addendum (Customers) is provided	https://cloud.google.com/terms/data-processing-addendum/?hl=en
HIPAA Risk Assessmet	2	Google Workspace has numerous privacy related 3rd party attestation including ISO 27017 and ISO 27018	https://cloud.google.com/security/compliance/compliance-reports-manager/#/ReportType=Certificate
Cyber Security Indicators	Score	Notes	Evidence Link
Role Based Access	2	As an administrator for your organization's Google Workspace or Cloud Identity account, you can see a list of all the admin roles and privileges assigned to a user or group.	https://support.google.com/a/answer/7519580?hl=en
Multi Factor Authentication (MFA)	2	"With 2-Step Verification, or two-factor authentication, you can add an extra layer of security to your account in case your password is stolen."	https://support.google.com/accounts/answer/185839
Automatic Logoff and Idle Timeout	2	The session-length control settings documented below affect sessions with all Google web properties that a user accesses while signed in	https://support.google.com/a/answer/7576830?hl=en
Encryption-in-Transit	2	"Learn about call & meeting encryption in Google Meet" "End-to-end encryption: Masks the data with a code that only you and other participants can access."	https://support.google.com/meet/answer/12387251?hl=en
Encryption-at-Rest	2	A full white paper on encryption at rest and in transit is provided by google	https://storage.googleapis.com/gfw-touched-accounts-pdfs/google-encryption-whitepaper-gsuite.pdf
Data Integrity Controls	1	Not explicitly mentioned but this can be implied from the various 3rd party attestation documents provided by Google covering Workspace	https://cloud.google.com/security/compliance/compliance-reports-manager/#/ReportType=Certificate
Third Party Security Attestation and Testing	2	Google Workspace has numerous security and privacy related 3rd party attestation including ISO 27001, ISO 27017 and ISO 27018	https://cloud.google.com/security/compliance/compliance-reports-manager/#/ReportType=Certificate
Incident Response Procedures	2	"We have a rigorous incident-management process for security events that might affect the confidentiality, integrity, or availability of systems or data. Our security incident-management program aligns with the NIST guidance on handling incidents (NIST SP 800-61). "	https://cloud.google.com/docs/security/overview/whitepaper?hl=en
Backup and Disaster Recovery Controls	1	Cannot find a specific document about backup but it might be implied due to ISO 27001, 27017 and 27018 certifications as backup and recovery controls are part of that - other than that there are mentions of 3rd party modules for workspace backups	https://www.reddit.com/r/gsuite/comments/16b972b/backup_options_for_google_workspace/
Network Security Controls	2	Services do not rely on internal network segmentation or firewalling as the primary security mechanism. Ingress and egress filtering at various points in our network helps prevent IP spoofing. This approach also helps us to maximize our network's performance and availability.	https://cloud.google.com/docs/security/infrastructure/design?hl=en#secure-data
Security Policy and Security Contact Availability	2	Full security whitepaper is provided plus 3rd party security certifications like ISO 27001	https://services.google.com/fh/files/misc/gws_security_whitepaper.pdf
Patch Management Procedures	2	Once a vulnerability requiring remediation has been identified, the vulnerability team logs it, prioritizes it according to severity, and assigns it to an owner. The team tracks each issue and follows up frequently until they can verify that it has been remediated.	https://services.google.com/fh/files/misc/gws_security_whitepaper.pdf
Cyber Insurance Policy	1	There seems to be a cyber insurance hub provided for administrators. But the limited verbiage I was able to glean is it offers third party insurance	https://console.cloud.google.com/projectselector2/security/riskmanager/setup?hl=en&pli=1&supportedpurview=organizationId&orgonly=true
Workflow / Administrative Indicators	Score	Notes	Evidence Link
Scheduling and Automated Reminders	2	Meet is integrated with Google Calendar	https://support.google.com/meet/answer/9302870
Integration with EMR Software	0	Cannot find any documentation about EMR or EHR integration	Not Available / Not Documented
Client Billing / Insurance Verification	0	Cannot find any documentation about billing integration	Not Available / Not Documented
Secure Messaging / Chat Functionality	2	You can send messages during a video meeting to the other video meeting guests from a computer or mobile device.	https://support.google.com/meet/answer/9308979?hl=en&co=GENIE.Platform%3DDesktop
Uptime and Availability SLAs	2	A definitive SLA is provided for Google Workspace	https://workspace.google.com/terms/sla/
Training Resources (Staff & Patient)	2	A Help Center for Google Meet and Google Workspace is provided	https://support.google.com/meet#topic=14074839
Licensure and Jurisdiction Verification	0	Cannot find any documentation about licensure	Not Available / Not Documented
IT and Helpdesk Support	2	Depending on the plan, high level of multi-channel support can be provided	https://workspace.google.com/intl/en_ph/support/
Multi-device Access	2	Supports multiple devices and browsers - see in evidence link	https://support.google.com/meet/answer/7317473?sjid=9391399408879345468-NC#zippy=%2Cuse-a-supported-operating-system%2Cuse-a-supported-web-browser
Delegated Access	1	Calendar delegation is possible but not enough information was provided on the extent and level of delegation (e.g. clinic level)	https://support.google.com/a/users/answer/170961?hl=en&ref_topic=13384123&sjid=9391399408879345468-NC
Patient Queueing	2	"When you host a meeting in Google Meet, you can create a virtual space where participants wait until you allow them into the meeting. "	https://support.google.com/meet/answer/16523457
Documentation Capability	2	Transcription function is available	https://support.google.com/meet/answer/12849897?hl=en
Clinical Fit Indicators	Score	Notes	Evidence Link
HD Quality Video	2	"Anyone with a compatible device can receive 1080p video. Only these editions can send 1080p video."	https://support.google.com/meet/answer/9302964#zippy=%2CClean-what-you-need-to-send-p-video
Latency and Bandwidth Monitoring	2	"Diagnose and troubleshoot meeting issues with the Meet Quality Tool (MQT). "	https://support.google.com/a/answer/9204857?hl=en
Multi-camera / Multiple View	1	There is support for multiple cameras but you can only switch one at a time	https://support.google.com/meet/hardware/answer/10297588?hl=en
Remote Therapeutic Monitoring	0	Cannot find any documentation about RTM	Not Available / Not Documented

Session Recordings	2	Meeting recording is available in Google Meet	https://support.google.com/meet/answer/9308681
Patient Education Modules and Home Exercise Program (HEP) Library	0	Cannot find any documentation about HEP	Not Available / Not Documented
Video and Annotation Tools	2	"To highlight and make annotations in Google Meet, presenters and appointed co-annotators can use annotation tools."	https://support.google.com/meet/answer/14837571?hl=en&co=GENIE.Platform%3DDesktop
Outcome Dashboard / PROMs Integration	0	Cannot find any documentation about tracking Outcome measures	Not Available / Not Documented
Multi-Session Support	2	Google Meet can do multiple sessions (even Breakout Rooms)	https://support.google.com/meet/answer/13054147?hl=en&co=GOOGLE_MEET_MeetingUserType%3DParticipant
Safety and Symptom Tracking	0	Cannot find any documentation about symptom or safety tracking	Not Available / Not Documented
Accessibility and Inclusive Design	2	Multiple accessibility features are available in Google Meet	https://support.google.com/meet/answer/16175468?hl=en&co=GENIE.Platform%3DDesktop
Exercise Adherence Tracking / Check-Ins	0	Cannot find any documentation about exercise adherence tracking	Not Available / Not Documented