

HEALTHCARE COMMUNICATIONS PLATFORM CHECKLIST FOR TELEHEALTH IMPLEMENTATION

If you're considering healthcare communications platforms so you can effectively implement telehealth services, be aware that not all platforms are created equally. There are certain features that are nice-to-haves, while others are a necessity.

We've created a checklist of essential features for healthcare communications platforms, so you can deliver telehealth services effectively, efficiently, and without a hassle.

- ❑ **Make sure that your healthcare communications platform supports your compliance with [HIPAA requirements](#).** The HIPAA Security Rule states that “a system of secure communication” should be implemented to protect electronic personal health information (ePHI). Encryption between endpoints safeguards ePHI, keeping patients safe and keeping you compliant with the law.
- ❑ **Your healthcare communications platform should include video as well as telephony options.** With video, you can visually assess patients so that diagnostics are more effective.
- ❑ **Choose a solution that's easy to use for your patients and your staff.** A healthcare communications platform should have a low learning curve; otherwise, it will create more headaches and hassles than it's worth.
- ❑ **A solution that's accessible via mobile devices** makes it possible for providers to deliver telehealth services from home, so if they're in quarantine or they're immunocompromised, they can still help patients.



- ❑ **Keep care coordination in mind.** Patients sometimes need a healthcare team to help them through a challenge. A healthcare communications platform that enables care coordination (such as secure video conferencing between providers) ensures that the patient receives the best possible treatment.

- ❑ **Select a solution that lets you and your staff easily screen patients.** For example, you could configure your healthcare communications platform to route calls from potential patients to a particular staff member with specific clinical training.

- ❑ **Pick a healthcare communications platform that facilitates post-discharge support.** A VIP number or secure chat option allows patients to engage providers and ask questions that help them stick to their treatment plan.



If you're planning to offer telehealth services, you need a healthcare communications platform that is designed to offer the best possible patient experience.

RingCentral is that platform. [Request a demo today.](#)