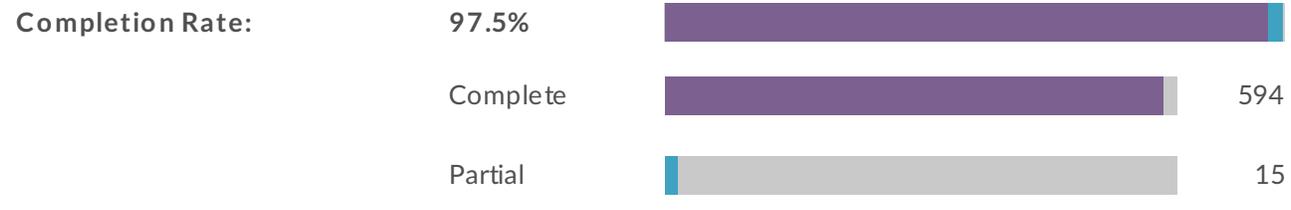


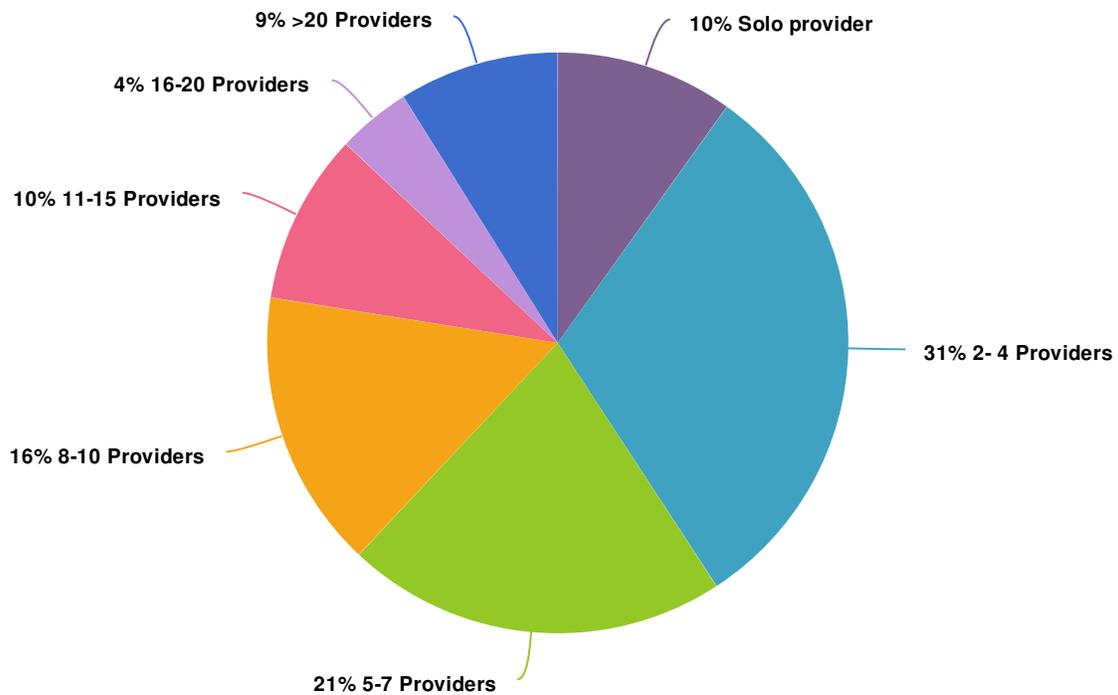
Report for PMI Telemedicine Survey

Response Counts



Totals: 609

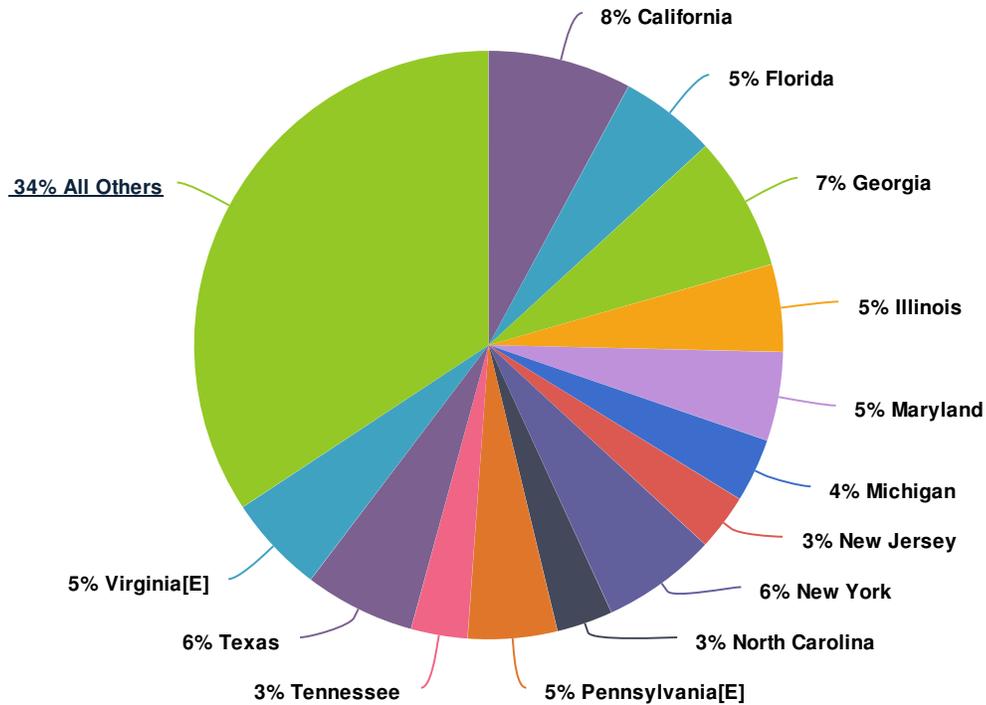
1. What is your practice size?



Value	Percent	Responses
Solo provider	9.9%	60
2- 4 Providers	30.9%	188
5-7 Providers	21.2%	129
8-10 Providers	15.5%	94
11-15 Providers	9.5%	58
16-20 Providers	4.1%	25
>20 Providers	8.9%	54

Totals: 608

2. What state are you located in?

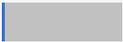
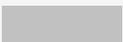


Value	Percent	Responses
California	7.9%	48
Florida	5.3%	32
Georgia	7.4%	45
Illinois	4.8%	29
Maryland	4.9%	30
Michigan	3.5%	21
New Jersey	3.1%	19
New York	6.3%	38
North Carolina	3.1%	19
Pennsylvania[E]	4.9%	30
Tennessee	3.1%	19
Texas	6.1%	37

Totals: 608

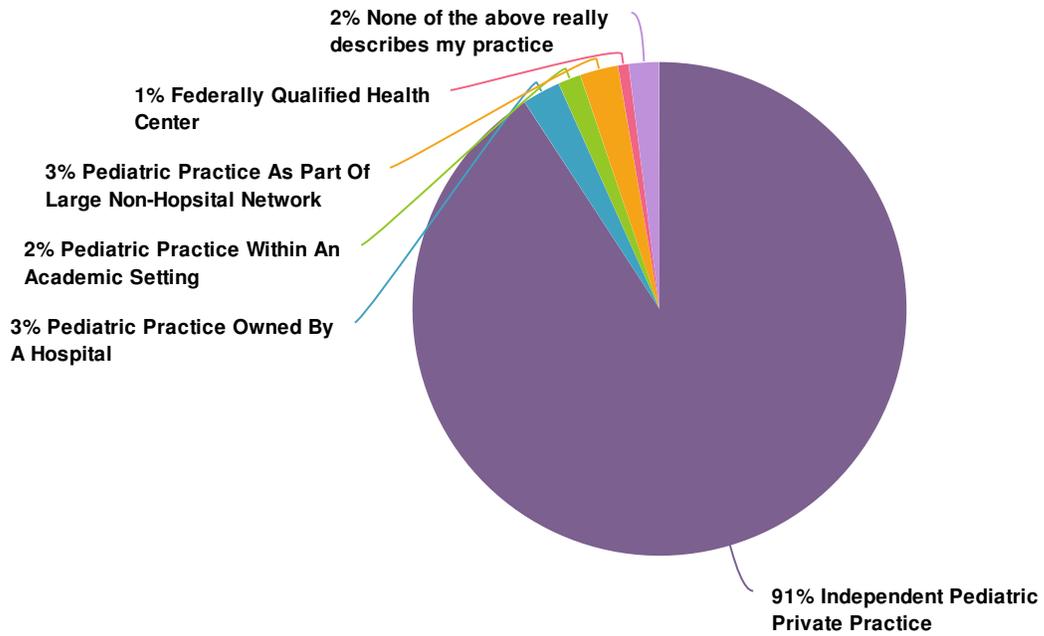
Value		Percent	Responses
Virginia[E]		5.4%	33
Alabama		2.1%	13
Alaska		0.5%	3
Arizona		1.3%	8
Arkansas		1.0%	6
Colorado		2.5%	15
Connecticut		2.3%	14
Delaware		0.2%	1
Hawaii		0.5%	3
Idaho		0.2%	1
Indiana		1.5%	9
Kansas		0.8%	5
Kentucky[E]		2.3%	14
Louisiana		2.3%	14
Maine		0.2%	1
Massachusetts[E]		2.6%	16
Minnesota		1.0%	6
Mississippi		0.3%	2
Missouri		1.6%	10
Nevada		0.2%	1
New Hampshire		0.2%	1
New Mexico		0.3%	2

Totals: 608

Value		Percent	Responses
Ohio		2.8%	17
Oklahoma		1.5%	9
Oregon		2.3%	14
Rhode Island[F]		0.2%	1
South Carolina		0.3%	2
Utah		0.2%	1
Vermont		0.7%	4
Washington		1.6%	10
West Virginia		0.2%	1
Wisconsin		0.3%	2
Wyoming		0.3%	2

Totals: 608

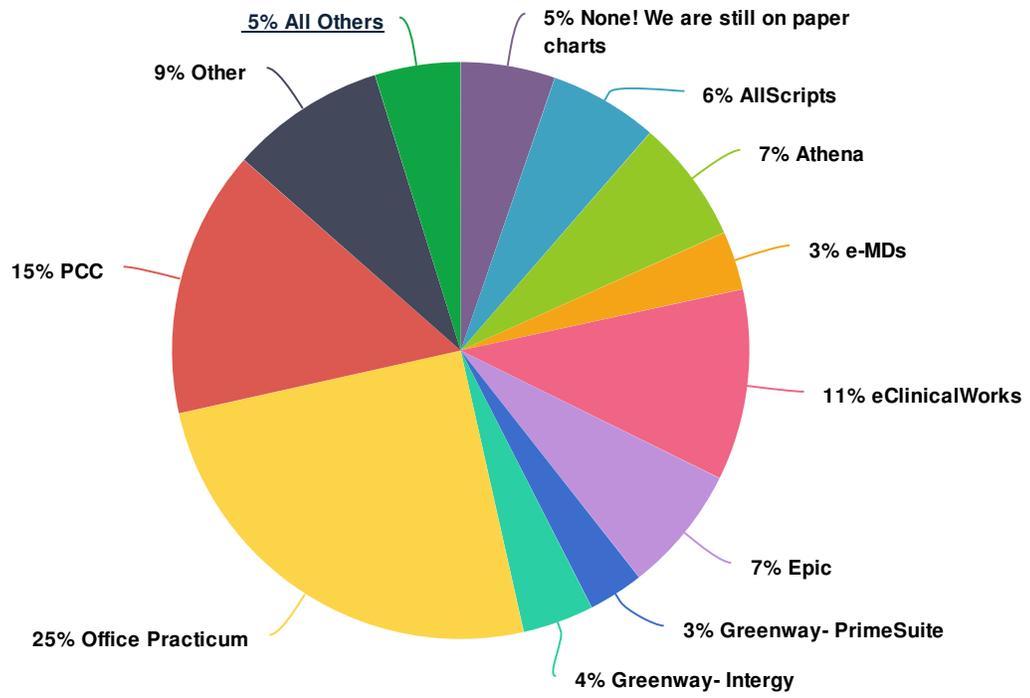
3. Which best describes your practice?



Value	Percent	Responses
Independent Pediatric Private Practice	91.0%	553
Pediatric Practice Owned By A Hospital	2.5%	15
Pediatric Practice Within An Academic Setting	1.5%	9
Pediatric Practice As Part Of Large Non-Hospital Network	2.5%	15
Federally Qualified Health Center	0.7%	4
None of the above really describes my practice	2.0%	12

Totals: 608

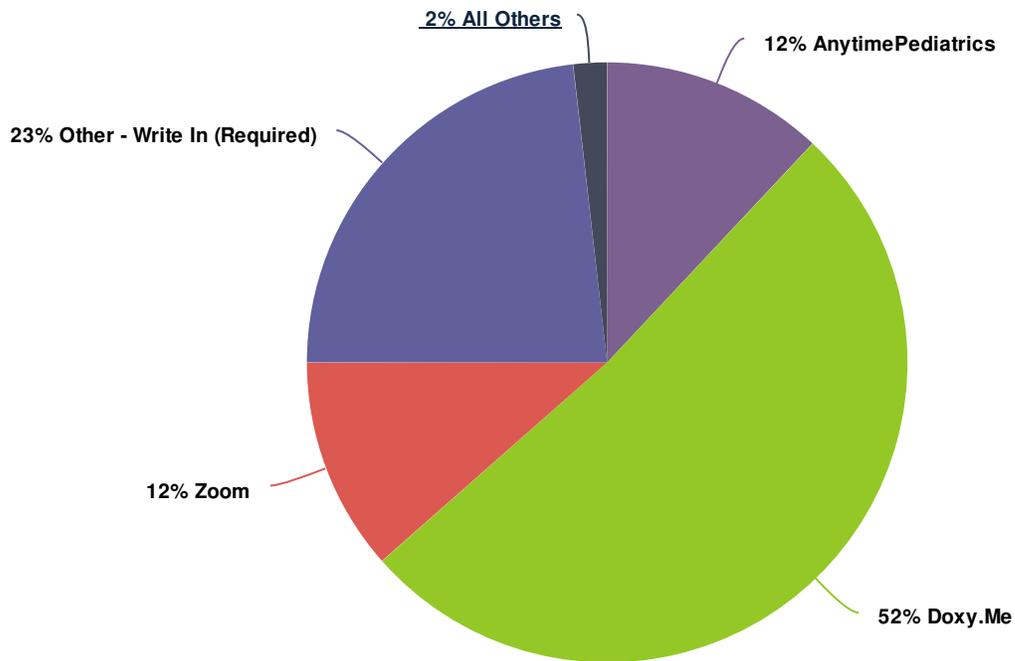
4. Name of your current EMR system



Value		Percent	Responses
None! We are still on paper charts		5.3%	32
AdvancedMD		0.3%	2
AllScripts		6.1%	37
Athena		6.9%	42
Centricity		1.5%	9
e-MDs		3.3%	20
eClinicalWorks		10.7%	65
Epic		7.1%	43
Greenway- PrimeSuite		3.1%	19
Greenway- Intergy		4.0%	24
Kareo		0.3%	2
Office Practicum		25.0%	152
PCC		15.0%	91
Physician Xpress		0.2%	1
MediTouch		0.2%	1
MicronMD		0.2%	1
NextGen		2.1%	13
Other		8.7%	53

Totals: 607

5. Current Telemedicine Vendor:



Value	Percent	Responses
AnytimePediatrics	12.0%	73
Doxy.Me	51.5%	313
DrFirst	0.2%	1
OTTO Health	0.3%	2
SnapMD	0.2%	1
spruce	0.8%	5
VIDYO	0.3%	2
Zoom	11.5%	70
Other - Write In (Required)	23.2%	141

Totals: 608

6. Please rate your overall happiness level with current telemedicine solution (Note: Level 10 Means you are 100% satisfied with your current telemedicine solution)

NPS® Score: 2.8



Promoters		24%	146
Passives		54.8%	333
Detractors		21.2%	129

Totals: 608

7. Please rate your overall satisfaction with your current telemedicine solution's customer support (Note: Level 10 means you are 100% satisfied with their support)

NPS® Score: -7.9



Promoters		27.4%	165
Passives		37.3%	225
Detractors		35.3%	213

Totals: 603

8. Please rate your overall feeling about the fairness the pricing of your current telemedicine solution(Note: Level 10 means you believe the pricing is 100% fair)

NPS® Score: 30.1



Promoters		50.3%	304
Passives		29.5%	178
Detractors		20.2%	122

Totals: 604

9. Please rate how likely you are to use your current telemedicine solution after hours (evenings and weekends) ?

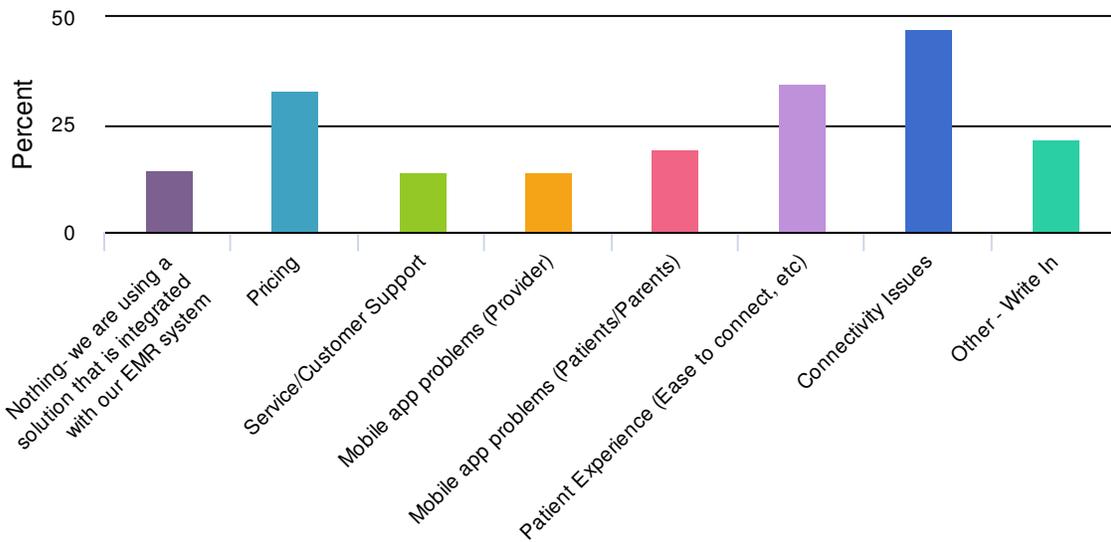
NPS® Score: -2.8



Promoters		34.8%	211
Passives		27.7%	168
Detractors		37.6%	228

Totals: 607

10. What would lead you to changing your current telemedicine solution?



Value	Percent	Responses
Nothing- we are using a solution that is integrated with our EMR system	14.3%	86
Pricing	32.7%	197
Service/Customer Support	14.1%	85
Mobile app problems (Provider)	14.1%	85
Mobile app problems (Patients/Parents)	19.2%	116
Patient Experience (Ease to connect, etc)	34.7%	209
Connectivity Issues	47.1%	284
Other - Write In	21.6%	130

Other - Write In	Count
Integration with our EHR	2
Integration with our EMR	2
Totals	127

Other - Write In	Count
integrate with EMR	2
A better EMR integrated option	1
A bit better quality of video interface	1
A new EHR	1
A solution integrated with our EMR	1
An easy open solution that would integrate with our PEHR	1
Assistance integrating into current practice	1
Athena announced an integrated in-house solution at no additional cost.	1
Athena has a Beta that integrates telemed so we will likely change to give it a try	1
Being able to reach a pediatrician when I am not available	1
Better integration with our EHR	1
Better picture resolution	1
Connection with my emr	1
EHR INTEGRATION	1
EHR interface, scheduling, documentation, etc	1
EHR vendor integrated a TM platform	1
EMR integration	1
Financial status of practice	1
Finding a system that does integrate with our EMR	1
Finding one integrated with our EMR	1
Free and compliant system	1
Free period ends	1
Getting pre-emptive consent, also parent usability issues	1
Totals	127

Other - Write In	Count
HAVING IT INTEGRATED WITH OUR EHR VENDOR WOULD BE WONDERFUL	1
Happy where we're at	1
I would like it to be integrated with our EMR, have better resolution, while being reasonably priced.	1
I would pay more if I knew we would continue to be doing a lot of telemedicine ongoing.	1
I'd switch to integral with EHR	1
If it became part of our EHR	1
If our system integrated with EMR at the right price	1
If the cost stays high, we will leave anytime pediatrics	1
If we could integrate into our EMR, we would switch	1
If we go to EHR, we will explore telemed.	1
Insurance coverage	1
Integrate with ehr	1
Integrated with EMR	1
Integration - speciality specific	1
Integration into our EMr	1
Integration to EMR	1
Integration w EHR for reasonable price. Current vendor is free	1
Integration with OP at competitive price	1
Integration with my current EMR	1
Interface with our EHR	1
It is fine because it is free	1
Malpractice only covers pandemic, otherwise we don't use	1
Totals	127

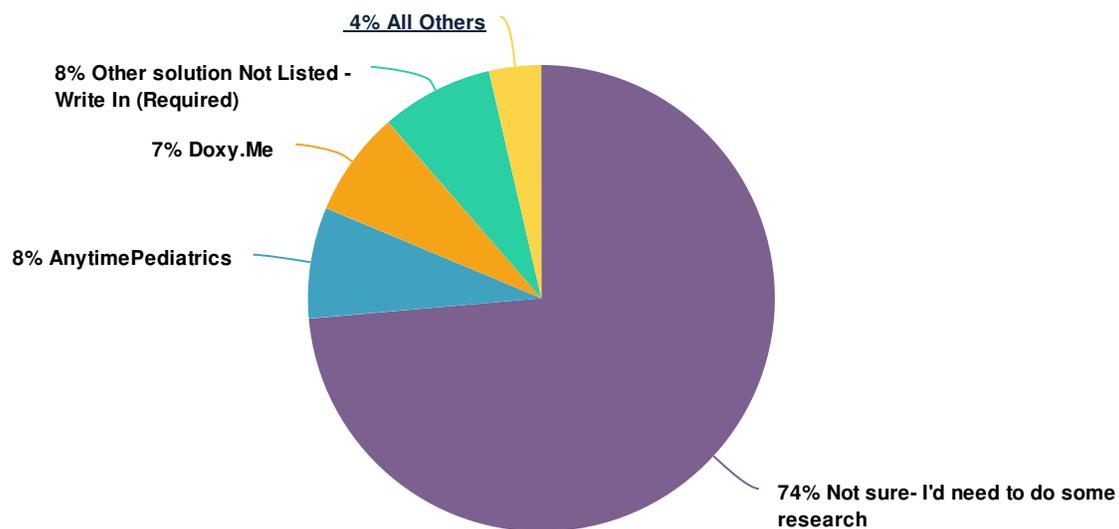
Other - Write In	Count
More reliable sound	1
My docs are not big advocates of telemeds and some of our patient we have offered the service to would rather come for a personal visit	1
No issues	1
None, works great and cheap	1
Not clear on how to create shared rooms and access.	1
Not using	1
Nothing - its not integrated but its working well	1
Nothing - not integrated, but we were using Spruce long before this nightmare and love it	1
Nothing even though ours is not integrated with our EMR	1
Nothing we are happy	1
Nothing. It's free and works well	1
Nothing. We've been with them for 6 years. Wish they could keep up with their rapidly expanding client base and get back to the great resolution we used to experience. But we're early adopters and loyal clients. We'll wait for them to catch up.	1
Ours is not integrated	1
Overall very happy with Chiron. Added Doxy because of patient convenience. Chiro integrates with Athena.	1
Pediatric specific issues	1
Potential to do afterhours with other pediatrician via telemedicine.	1
Privacy, security	1
Quality of video sometimes low	1
Sending links to patinents for provider waiting rooms is a hassle for schedulers. The only option is for providers to send directly from doxy.	1
Specifically- registering patients before using it can be difficult and definitely holds us back from using it outside of regular office hours.	1
Totals	127

Other - Write In	Count
This is the only telemedicine solution we have tried.	1
Using free now, and working fine	1
We are interested in integration with our EMR. Anytime Peds is the one integrating with OP	1
We are still just doing it by phone	1
We most likely will not change - Doxy.me does not cost us anything and our patients still prefer coming in rather than using televisits.	1
We would prefer an integrated solution	1
We would use a video enabled program if it was fairly priced and easy to use	1
When emr has telemedicine solution likely to integrate	1
When telephone is no longer acceptable.	1
When things settle down we will pursue a vendor integrated with our EHR instead of Zoom.	1
Will need to change to something HIPAA secure	1
Will transition to eCW's televisit since Teams is not HIPAA compliant	1
Would be nice to have connect straight from EMR Allscripts	1
Would love integration with EMR	1
a better patient experience with EHR integration	1
a telemed that integrates into PCC	1
ability to chart in our EMR during the visit	1
ability to have MAs virtually "room" the patient, ability to have patients schedule their own appts during allotted times	1
ability to have a virtual waiting room	1
affordable integration with emr	1
being integrated with our EMR	1
better integration with O.P.	1
Totals	127

Other - Write In	Count
better video quality	1
connect to EMR	1
consider an option that is integrated into ATHENA especially for billing and consent	1
continued reimbursement from insurers may make us want to look at other possibilities. Allscripts has their own telemedicine version.	1
ease to block time for scheduling	1
fairly happy, but if something were MUCH better, we may consider switching	1
fully satisfied, no plan on changing	1
if integrated with EMR	1
insurance reimbursement	1
integrated EMR	1
integrated service	1
integrated solution becomes available	1
integration to our EMR	1
integration w EHR	1
integration with EHR	1
integration with EHR seamless	1
integration with EMR	1
integration with EMR; screen resolution	1
integration with my EHR	1
intergration with EMR system	1
lack of insurance coverage after a certain date	1
more robust system	1
Totals	127

Other - Write In	Count
need to be HIPPA compliant	1
nothing of which I am aware	1
ongoing hippaa requirements	1
overall functionality is not ideal	1
payment for telemed	1
payments after COVID	1
reimbursement from insurances	1
something more integrated with pcc	1
system which worked as well as zoom and pricing as good and is connected/integrated to our EMR	1
using one integrated into EMR	1
voice to text option not available	1
we are in process of switching to EMR integrated, training staff and doctors	1
we are transitioning to AmWell for integration into EMR and customer service	1
Totals	127

11. If you were required to switch telemedicine solutions today, which one would you pick?



Value		Percent	Responses
Not sure- I'd need to do some research		73.7%	443
AnytimePediatrics		7.7%	46
Doxy.Me		7.3%	44
DrFirst		0.5%	3
eVisit		0.2%	1
Medici		0.2%	1
OTTO Health		0.2%	1
SnapMD		0.3%	2
spruce		0.2%	1
TytoCare		0.5%	3
Webex		0.3%	2
Zoom		1.2%	7
Other solution Not Listed - Write In (Required)		7.8%	47

Totals: 601

Other solution Not Listed - Write In (Required)	Count
Doximity	4
Anytime pediatrics once it interfaces. For now too expensive for its capability.	1
Athena	1
Athena beta project	1
Athena's New Telehealth module	1
Azalea	1
Don't know	1
Totals	47

Other solution Not Listed - Write In (Required)	Count
Doximity	1
Doximity (it's free and doesn't use as much bandwidth)	1
Doximity - it's free and works well; use it when anytime peds won't connect	1
Doximity App	1
Doximity dialer	1
Doximity video dialer	1
ECW	1
Epic's integrated tool	1
FaceTime	1
Luma Health	1
MS Teams	1
Meddent	1
No plans to switch	1
Not Anytime Pediatrics	1
Portal through epic, but where community connect	1
Practice Better or Jane	1
RingCentral	1
Televisit through eCW/Healow	1
This is a dumb question, I see no purpose for it.	1
VIDYO only because there is an integration with TytoCare	1
We are a beta test site for Athena's new TM platform	1
We are looking t Anytime Peds but it's not integrated with Athena	1
Totals	47

Other solution Not Listed - Write In (Required)	Count
We did some teledem with Chiron prior to Covid so we're able to ramp up quickly. Adding Doxy gives us a backup so we essentially have no major teledem glitches.	1
Zoom integrated with our EMR	1
athenahealth	1
changing in 1 mo	1
direct from ATHENA especially if free.	1
doximity is very easy to use, but doesn't integrate with EMR	1
if everyone could do it through MyChart, that would be my preference	1
never revisit	1
not sure	1
pedsDOC	1
probably use the one in our EMR system	1
stay with medent	1
very happy with doxy.me	1
whatever is integrated with Athena	1
whichever integrates well with O.P.	1
Totals	47

12. What feature(s) would you like added to your current telemedicine solution?

ResponseID Response

3	Integration through EHR.
5	Check-in with staff on their device (computer) and then transfer to doctor's device when they are ready instead of me sitting and waiting a bunch for people to connect.
6	Nothing
7	integrated with EHR
9	a link to quickly check in for patients
10	Sending on demand link to patient.
12	Integration with EHR
13	Better app connectivity. It is quite annoying to connect from the phone on a website.
15	Having a unique connection link makes it somewhat difficult to scale, especially for pediatrics what there are multiple caregivers involved and varying email addresses on file (or none). I'd much prefer to have a "waiting room" for patients to easily access.
16	True integration with my EHR. Mobile app for physician use. Broader platform support.
18	Integrate with EMR Ability to get consent
19	EHR integration
20	No drops integrated. Inexpensive
21	More integration with EHR (PCC)
23	Interface with EMR
25	Disclaimet
27	Better resolution to capture images
29	Ease of integrating into EMR
30	Ability of MA to get patient checked in and waiting for me.
32	Allow me to see my notes at same time I need to use 2 different devices
33	Ability for patient to flip camera around on phone. Use out current payment method.

ResponseID Response

34	Better video quality and better connectivity especially with patients in poor service areas
36	None
39	I'd just prefer easier and better connectivity
40	Ability to take photos, integrate with my emr, flip camera
42	Integration w EMR
47	Interface with EMR
48	Ehr integration
50	Better connectivity Consent forms signed by parents
51	none.
52	easy distribution of handouts and full integration in the EMR(which is already in progress)
53	Have had visits drop in the middle of the call, does not happen often but to reconnect I have to reschedule a new appointment for the patient and can only do so in 15 minute increments. If the increments were smaller, that would help
54	Not require an app downloaded from the patient experience standpoint. I would rather them get a texted link for the appointment and it open directly from there (or something similar). I feel the patients have found the app very confusing.
55	ability for staff to check in with patient first and test connection
56	Turn on/off provider availability on the main page instead of logging off. Ability to have a default chat message pop-up when a patient enters the room to let them know we'll be with them shortly.
57	Possibly an app that allows access to communicate with patients easier.
58	1. an ability to further customize the message while patients are waiting. 2. Reports to show who logged in--we use this for after hours now and it hasn't happened yet, but I fear my providers will do a televisit while they are out and forget the patient name to enter in our EMR system later. 3. An ability to get more information when they log in (patient name, DOB)
60	phone app for providers (coming soon)
61	Easy to use for MD and pt
62	EMR integration. Better connectivity/resolution.

ResponseID Response

64	Mobile app for physicians
65	Integration to EMR Better Support
68	Using a free application version limits the quality of video and ease of diagnosing things like rash on camera. I would like HD options. I would like option to share visual aids with families through share screen.
71	Easier way to have the camera flip during a visit.
72	Integration into EMR; good, reliable connectivity.
73	Easier connectivity EHR intergration
74	integration to our EMR. streamline access for our parents
75	integration with emr
76	Appt reminders, online copays
77	The limitations we are running into are not an issue with Zoom but with our Remote Desk Top sesrvices
78	Our;s requires a few clicks to get started. I would prefer a 1 click option
80	Interface with our EHR
82	PEHR integration
84	Integration with EMR
88	The ability to look at other parts of the chart during the video encounter, cannot cross reference anything or risk losing the video box connection.
91	integrate with EMR
92	Integration with EMR system. We understand Office Practicum hopes to accomplish this with AnytimePeds. As they are NOT integrated now, we find AnytimePeds to be very costly.
93	We would like easier connectivity with a larger selection of devices including android phones.
94	full integration with our EMR, Athena

ResponseID Response

97	better cameras
99	Make it easier to see the skin
102	Integrated copay/coinsurance collection at patient login. The ability to resend the appointment link from within the EHR.
103	Integration with EMR, ability to enroll more than one child with same parent email, ease of scheduling.
104	n/a
105	integration with EPIC/EHR cost ease of patient use
106	Free
107	Ability to see ears/throats/listen to heart/lungs
109	Mobile app for patient and ability of patient to upload photographs during video consultation if needs be.
111	Easy to take photos, no additional charges per call.
113	Texting pts in parking lots to notify them to come into the office
114	integration to EHR
115	Unsure. They are currently working on upgrading several features
116	Integration with EHR
118	Integrate into EMR, improved connectivity
119	Ability to integrate with our EMR
120	better timestamp that can download into theEHR
121	It is easy for the patients to access.
122	Eligibility process
123	Appointment reminders for patients; cancellation notification; no-show notices for patients
127	none
128	Linking to EMR, more consistent connectivity

ResponseID Response

130	The ability to copy and paste notes I typed from the telemedicine module to the EMR.
131	Better connections, better resolution, photos
132	We will discontinue using Zoom as soon as we can implement Athena's new telemedicine feature.
134	integration with EMR
135	Ease of access for patients
136	The ability to document on the same screen as the video.
140	Integration with EHR
141	Integration with EMR.
142	Be able to switch the camera around more easily.
147	Nothing that I can think of at this time.
148	Interpreters
149	Intergration into our EMR. Better connectivity. Ability for advanced options such as customizing and translating text notifications, better workflows for walk-in services, better integration with translation services.
153	Do not currently use
154	Ability to message patients that we are waiting for them or that we will be with them in a short while.
156	Improved connectivity
157	quicker connectivity stability
158	Transcription (ie voice to text). better quality video.
159	??
160	ability to be texted when a patient is waiting to be seen. Better picture quality
162	The ability to text parents and connect via my phone for after hours calls.
163	Co pays collected at time of service

ResponseID Response

165	ease of use; conectivity; abiltiy to virtually "room" patients and then have nurses & then clinicians visit with patient; reporting; conectivity to EHR for scheduling and check in
167	Integrate with EHR
168	I greatest difficulty is usually on the parent's end- Difficulty with connecting. Also have trouble with quality. It varies with time of day. Early morning is better before there is an increase in bandwidth use in the patients neighborhood.
169	Works well. eCW is adding in this month the multiple participants for televisit, and "show my screen" capability.
174	not sure
175	Better connectivity
176	VERY clear and simple instructions for patients about how to log on.
177	Mobile app for families Ability for patients to upload photos to platform Ability to pay over platforms Screen sharing Better resolution 3 way calling for coparents
179	virtual scheduling virtual waiting multi device ease of access integration with EPIC
181	Inexpensive, very simple to use for both physician and patient. No apps needed.
183	Separate login for my nurse
184	Nothing, doxy works great for us
186	Integrated with EMR
188	Appt to be made via the ehr direct into the telemed. Also need to send a link to have immediate access without the signup process. Maybe give immediate access like doxy.me then have the family set up account for the future.
189	Possibly more user friendly - or a way to force people to read directions
190	mobile based for physician as well.
191	platform where patients can schedule basd on predetermined times set by us. better resolution to capture images
192	Virtual Background text or email connection link from application
193	easier integration
194	In call trouble shooting for patients so we can quickly rectify connectivity/sound issues

ResponseID	Response
195	Better resolution
196	integration with EHR
197	Encryptions
200	waiting room and ability to access the patient whenever they are logged in (not having to wait until a specific time to start the visit)
201	Identifies office telephone # instead of provider's cell number, free, verifies provider before allowing them to sign with company
204	EMR integration would be great
206	Better video quality. Better rural bandwidth
208	Built into scheduling system for our EMR
209	Because I still do paper charts it has been very easy for me to do the telehealth visits since we still take notes on paper.
210	Better picture quality Also VIDYO is used by Childrens CO- we host > 30 sub-specialty tele visits out of our office, so likely to stay with this system.
212	The biggest help with one of our solutions is integration with our EMR - wish both were integrated.
213	Sharper screen/images
215	A way to know that the patient is in the waiting room for the doc.
216	To be integrated with Athena.
223	EMR integration. Ability to upload documents, videos.
224	integration with EMR Mobile app
225	Integration with emr. Better connectivity to have more accurate exams
226	Screen sharing (useful to show x rays, reports, etc..) Ability to integrate with EMR
228	improved resolution

ResponseID Response

229	We had to self-teach and our patients had to learn on the fly when COVID hit; we do not plan to use telemedicine moving forward, our malpractice advises against it. Zoom, the free version, worked fine for the time period we needed it. The only problems we encountered were user specific- certain providers preferred phone calls vs. video, our personnel problem not the Zoom application itself.
230	Easier patient experience
231	nothing
232	Allow families to use the same contact information for registration with the Hale App.
234	Quicker connection, options to have patients click to consent.
235	SnapMD could add a link tied to a phone number and not require a patient to download an app
236	Better video quality
237	Ease of use at provider end; But poor transmission of mostly voice w/ occasional picture quality issues.
238	INTEGRATION WITH EHR
239	ease of use on hand held devices for both provider and patient
240	Photo capture EHR integration Better connectivity
241	Enable the screen to be bigger, better definition with pictures, ability to use this on my phone when I am not connected to wifi. Less expense! (I am paying \$150/mo, fellow pediatricians have better connectivity with Doxy.me and pay\$29
242	I'm happy with the status quo
243	Epic integration would be wonderful
244	Would to have support similar or close to what I have with PCC. :) ...ie would love to be able to speak with a person-even though the tutorials are good, nothing takes the place of a real human!
246	Backgrounds and face filters for clinician App for clinician Larger screen
248	Authorization Signature from parents and payment options from parents.
249	Being able to turn the camera around
250	Not to drop audio when calls come in to phones. Seamless connected with EHR

ResponseID Response

251 Be able to let a patient in the "waiting room" that we will be right with them even when in another patient's visit. Providers could connect via mobile app

253 1)Integration with EMR. 2)Telehealth and text messaging in the same telemedicine platform. 3) Low cost 4) Easy access for patients

254 MD can use mobile app

255 Integration with EMR

257 integration with EMR

258 Clarity of the video and audio

260 share screen, larger video screen

261 Nothing. Everything runs well.

262 ability to push out a link via email or text A better GUI on the patient side as the MYChart app is confusing.

264 multiple practioner feature -

265 Better resolution, ability to bridge in parents from different locations simultaneously, integration with EMR.

267 screen shots

268 Higher resolution

269 I would like a mobile app for providers. Our platform does not have it

272 Better support in browser without having to download app (particularly on mobile)

273 Backgrounds as in Zoom Mobile option: iPad or phone

274 Integration with EHR Ability to use iPhone as a provider or iPad

275 I like it when I get a text to tell me the patient is in the waiting room, but the fee is too high (it is a feature of doxy.me paid version) I would like to be able to text the patient within the app if I am running late or there are connectivity issues.

276 Ease to turn camera around

277 reliable connectivity integration with EMR

ResponseID Response

278	better health literate visuals for families to understand how to connect, and what to bring and how to participate
279	Charting while talking. Being able to send patient summarative email afterward. Better connectivity. Better picture quality.
280	Better video Ability to send link to pt
281	Any features.
283	integration with EMR
285	'
288	Many, but we are using a free offer as a HIPAA compliant stop gap- we do not find telemedicine to be best medicine with the exception of med checks and some other specific situations
291	Alerting patients that their internet connection is not good. Also the ability to adjust who gets notifications. We are also in a yearly contact.
292	Ability to send patient health education materials in languages other than Chinese, easy way to add interpretation services.
293	Easier charting ability (right now I have to use a split screen on my laptop and it's not great.
294	must be part of the EMR
296	Integrate with EHR
297	integration into my EHR
298	Ability to send invitation by text or email with notification about start of meeting
299	Improved group call feature
300	Better video and still photo quality. Easier registration for patients. Integration with our EHR.
301	Better Customer Service Integration with EMR System Better connectivity
302	Integrated into whr
306	None
307	direct connectivity with patient

ResponseID Response

310	integrated with our EMR.
314	Faster connection. Ability to play a "comfort message" for patients while waiting for the doc to get to the "waiting room" to start the visit, in order to reassure them that they're still connected and we will be there.
315	better connectivity
316	NA
317	Integration with my EMR.
322	The ability to have the parent sign or accept a waiver statement that we can write and then have the ability for us to print that accepted waiver.
323	Connectivity/integration with our EHR. It is really inconvenient to go back and forth.
324	None
325	None, just better connectivity/easier for other to connect with both sound and picture and resolve intermittent connection failure.
328	Ability to not notify every MD when a patient is in the waiting room. And I am not sure how it works for nights/ weekends when our front desk isn't there to make appts, etc, but i can probably get that info from Anytime.
329	Right now we can only communicate phone to phone. It would be nice if we could also communicate phone to laptop.
332	More options for a Medical Assistant to help with the visit. Integration with our EHR Confirmation status - to make sure invite was received or nto
333	Integration with our EHR
334	Connectivity isn't always great. Integration with the EHR would be nice.
335	Nothing comes to mind, but I am not familiar with what other features exist
336	Integration into our EMR.
337	easier download of pics for derm appts
338	allow provider to initiate visit without it being on the schedule. We do this with Doximity for teen patients and all patients after hours and on Saturdays.
339	The ability to flip the camera in both directions Integrated with my emr The ability to take and save videos

ResponseID Response

340	stronger signal and ability to record conversation into medical record notes.
342	Larger screen for viewing.
343	Mobile version— it's coming. Test / set up mode for pts. Upload video.
344	Wish there was questionnaires in the app (PHQ; GAD, etc)
345	Better access at home. Currently we cannot write notes from home.
348	Built in consent before they land in the waiting room. Ability down the road to pay copay and ease of use regardless of device
350	Ability to have larger video screen size, have office admin/MA be able to talk with family during the call rather than just text, allow office to reassign provider
352	take Pictures or screen shots
353	Pre visit questionnaire
354	Ease of changing camera direction, ease of sending pictures,
356	EMR Integrated
357	difficult for patients to connect and video is unclear
360	Ability to use it from the desktop, it is in the works for doximity. Our office needs to get more cameras installed.
361	Anytime Pediatrics is currently working on resolving most of my issues. I know most of the connectivity issues are caused by bandwidth usage doing Covid-19. Call-on-demand, and they are working on it. Better video and audio; also in the works.
363	I can't connect from my phone, the app is only for patients. I would like to be able to use the iphone app. I would love to minimize charting by saving the video file in the chart for history details. I think I can but I don't know if it's considered adequate notes.
365	I'm happy with it as is. (It would be great if it could chart for me.)
367	Even though audio only calls are supposed to be reimbursed, some of our insurers have not updated their systems and we go unfunded. Patients seem to wonder why should they come to the office if they can get prescribed antibiotics electronically to the pharmacy (which seems disrespectful to the E & M process.)
368	Real time consent form signatures. Real time uploading of still pictures from patient. for # 13 below: we are not happy and content but also not actively looking to change until we know that we will continue to have a need.

ResponseID Response

369	A test feature
371	A telemedicine waiting room where patients could log in and wait for us to get started. Integration with our EMR.
373	Better connectivity
374	The ability to send photos, documents and do a group visit (translator or more than one family member). We currently use doxy.me free version, just haven't decided to pay the money to use the paid version which includes these
376	Really need improved connectivity. The audio/video works ~ 50% of the time. It is not clear if this is an internet problem, out of date devices owned by parents, or if the problem is with our TM provider.
377	Improved video clarity.
378	Connection to EMR Better connectivity
379	Integrate with EMR Usable on my phone
380	Texting, consent (both are available but not on the free version)
381	Nothing, it is simple to use, very efficient for the patient and staff.
382	Virtual stethoscope and otoscope
383	Better picture clarity
384	Better picture quality
385	Integration with EHR.
387	Integrated into our EMR
388	Being able to call two parents in two different locations.
389	Need to add to our EMR directly
390	Admin account.
391	ability for nursing to have nurses do virtual vitals and intake concern. Doxy may have this ability but I have not figured it out yet. I had a bad experience with Anytime Pediatrics and feel they are taking advantage of the current situation with pricing and unfair contracts I have no contract with Doxy and would switch to an PCC tele option if becomes available

ResponseID Response

392	Send pics
394	Connectivity is the greatest issue
396	-Ability to register as a family and have patients registered - Ability for patients to schedule online during set times - Ability to have staff easily send reminders, registration links, room the patient; difficult to do when a phone is required for authentication and we don't allow staff to use their cell phones - More reasonable pricing
397	Consistent work
398	Integration with our EMR.
399	Integration into EMR. Auto transcription 😊
400	Better video Way to listen to chest Check ears
401	Integrated with OP but still free
405	Test module for parents to learn bow to use product
407	The ability to send and receive documents securely
408	virtual waiting room ease
409	Download pictures to our EMR such as rashes.
410	integration into PCC! Our mental health clinicians (who do longer visits) think zoom is more stable than Doxy.me
411	more automation in the process would be nice, but it is functional now
412	Improved connectivity.
413	Capturing pictures better
414	Better connection and sound
415	Still shots added to chart
416	share screen multiple users on at once (divorced families, care conferences).
420	Improved image capture and upload
421	none
422	Less requirements for office staff support/time

ResponseID Response

424	integrate with EMR
425	Phone support immediate. Integrate better with EMR
426	For it to act like a FaceTime call and immediate family pickup. Also emr integration
427	After hours Mobile phone app for provider and patients
428	ability to film encounter or take a picture of the patient
429	want to grow the screen I see kids on (takes up 1/4 of screen size)
430	peripherals on patient side to permit additional physical exam
431	Better video/image capture
432	EMR integration
433	Our EMR vendor uses healio. We tried to get it hooked up to our EMR and they could not get it to work . They insisted we use a cloud based platform . This would have significantly increased our EMR cost . So we went with Doxy.me for free .
435	No comment
436	Provider able to use app.
439	Sometimes the simpler the better.
440	integration into emr
441	Would like it to be much easier to use and not need staff to put patients in " waiting room".
442	Not sure. We jumped in as fast as we could and used it quite a bit for 3-4 weeks. Now that we are seeing patients in the office, I am using telemedicine rarely. Not sure how much I will keep using it in the future
443	Better connectivity and less audiovisual problems.
445	Improved connectivity and better resolution
446	Better connectivity; integrated consent
447	ability for family to send pictures thru the telemedicine platform
448	Nothing. Happy with current service.

ResponseID Response

449	Connection testing for families prior to appointment.
450	better camera resolution vital signs integration
453	integration w nextgen
454	parents/families being prompted to enter child's name as well as their own name for provider to be able to see that before clicking on allowing that person to join.
455	Ability to send patients/parents documents
456	Ability to get screen shot to integrate into EMR
457	Customizable triage questions
458	Honestly it's working pretty well. Just would love to fix the occasional connectivity issues
460	Integration, ability to send and receive documents and pictures securely
461	An icon to tell me there is a document or picture attached. Messages to parents asking them not to disconnect if there is a problem, to call Us, etc. displayed in chat section. For the connection to not to "time out" while parent is in waiting room. It seems as if we don't connect with parent immediately, I am unable to connect and can't seem to get the parent back without making another appointment. Asking parents to please stay near phone, computer, etc while waiting displayed in chat section. And other reminders, have calendar ready for follow up. Upload pictures before pro set sees you, etc.
462	Ability to use without a scheduled virtual visit.
465	Netter integration with athena
466	Mobile platform for physician, ability to start visit out of appointed time frame
469	Waiting room feature for patients to sign in and wait rather than provider waiting for them
470	INTEGRATED WITH EMR
472	Better resolution. Integration into PCC
473	*Improved bandwidth. There is a lag that can be distracting. *High resolution still pictures that can be viewed during visit.
474	We are a RHC, that was not an option listed above.
475	We have UpDox for free for 3 months from our OSC/PO.. Further usage depends on whether Insurance will continue to pay for Telemedicine.

ResponseID Response

476 More reliable connectivity

479 Better video. Reliable connection

480 face time is always great. my chart is hit or miss

481 Secure attachment, especially photos, from parents We tried Hale, could do photos, required an app and Athena is integrated into our EMR

482 Phone app for provider and patient

484 ease of connection,

485 I practice now for a telemedicine company.

486 Integration with EMR

487 integration with our EMR

489 Taking co pays that interface with ecw billing. Plus interface with chaddis

490 -BETTER CONNECTIVITY, there is always precious time lost during the visit due to connectivity issues. Sometimes is not the telehealth platform, but the patient's signal. - BETTER CUSTOMIZATION, SO WE CAN MAKE IT OUR VIRTUAL CLINIC AND NOT A GENERIC TELEHEALTH. -SMOOTH EHR INTEGRATION

492 Better photo resolution

493 Our desktop version doesn't give length of call after call is completed. (The web-based version does).

503 connectivity, video detail Might be on the patient end though? We'll eventually utilize our EMR platform but it's not pediatric friendly.

504 backgrounds for the providers, better audio (stop it from all of a sudden not being able to hear someone), never drop a call during a visit (DOXY does it ALL the time, in EVERY visit.

505 Integration with emr

506 More directions for parent to get visit started... first time patients have video problems or starting visit issues. Often we are on the phone explaining how to get camera to work

508 For it not to be a separate entity than our EHR/PM system. Ability to schedule the appointment once instead of in each system. Ability to e-sign and fill out paperwork (update forms, screenings, etc) electronically Ability to utilize 1 system and not need to log into two Ability to document and visualize patient on the same screen.

ResponseID Response

509	higher def video. Currently just using FREE version of doxy.me and it runs smoothly as we chart in OP at same time as encounter.
510	integration into EMR and patient portal, waiting room features, better customer service
511	the ability to upload photos
513	integrated into OP so no 2 apts, etc.
514	I would like it to be integrated to our EMR
515	Better video/audio quality. An alert when a patient logs on if I am not logged in.
516	Ability to have more than one "caller" join in. Often parents are in different homes. More than one questionnaire option.
518	- ability to reconnect if the connection drops without having to create another appointment (MyChart) - automatically add an appointment if telemedicine is used - universal Wi-Fi and highspeed broadband for the entire population!
519	Ability to have multiple users on the phone call - this is available in the paid version of Doxy.me but we are currently using the free version
520	Were using doxy.me paid version since could do group meetings (care teams, 2 parents different locations) but platform can be unstable and harder for parents with poor wifi (no wifi) to connect to. Doximity is FREE, stable - can use off phone or off of computer. I text them that I'm ready and they click the link. super easy and quick and can use on the fly after hours on my phone so can now do virtual visits and actually be paid for my time (since telephone only visits never get paid)!! Once they have the ability to do group visits I will leave doxy.me
521	integration to chart in EHR. Easy billing for the visit
523	ability to collect biling/co-pay before visit
524	ability to chart in our EMR, look up labs, etc Currently we can do that if we use 2screens or minimize screens but it's not ideal
525	Improved connectivity and ability to send pictures via platform (ie- for changing rashes)
526	Would like to have better audio
527	Ability to text patient (freehand) prior to visit so that if after hours and they call the on call line, I can text them to say I want to do a telemedicine visit and send them the link without having to call them first.
530	Tie into our emr

ResponseID Response

532	Ability to send invites to parents while on a call with the current parent. Better connectivity and video quality. Ability to have the parent switch cell phone camera (front or back).
534	Capture visit Integrate with EMR
535	Ability to use from cell phone. That's when I use Doximity.
537	better connectivity, less "glitchy" connections.
538	More intuitive instructions for patients. Today all my visits had no sound. Me? Them? Hard to trouble shoot
539	Ability to take pictures
540	More security
543	emr integration
544	Better resolution to look at the rashes
545	Ease of use, no cost, secure access.
549	Ability to take pictures within the video.
550	One that is integrated into our EMR so I don't need 2 windows open and I can write my note as i am talking with patients.
553	Better connectivity
554	better connectivity and quality of video, better pricing at tiers which have the functionality we would like to have such as text messaging and sending of pictures, ability to integrate with our EHR/PM
555	having the ability of divorced parents have access to their own portal. CHARM integrates a patient portal that all my families have been trained to use. However when two separate parents need to communicate with me, there is not a way currently to have two different portals for the same patient.
557	Customizable links to send to patient
558	Guaranteed payment without cost sharing after the pandemic
560	Automated risk/benefit and consent signature included in the report
561	Self-scheduling feature Integration into EMR

ResponseID	Response
562	none
567	nothing
568	Ease of transmitting photos
570	Better connectivity
571	can't think of any to be honest. i'm very happy.
572	Full integration with our EMR and better connectivity
574	Ability to talk to two parents in two locations.
576	None
579	To be able to initiate a visit by sending text message on demand and availability of Break in schedule for physician
583	Better video resolution and connectivity
585	Better definition visual resolution
586	Would get the upgrade for better video resolution if it were not as expensive
587	Integration with EMR
588	having an app
590	I would like to see improved visuals and audio.
591	easier uploading of screening questionnaires
592	It would be nice to be part of our EHR system and not as much connectivity issues like we currently experience.
594	Ability to schedule calls
595	Collect payment up front
597	We have difficult time documenting in EHR while still seeing patient; chart view is so small that it is cumbersome. So it adds to the time with documentation usually after call complete
599	Specialist, Pt, and pediatrician 3 way coactivity
600	none

ResponseID Response

601 scheduling integrated into EHR, easier way to have staff get patient set up and ready

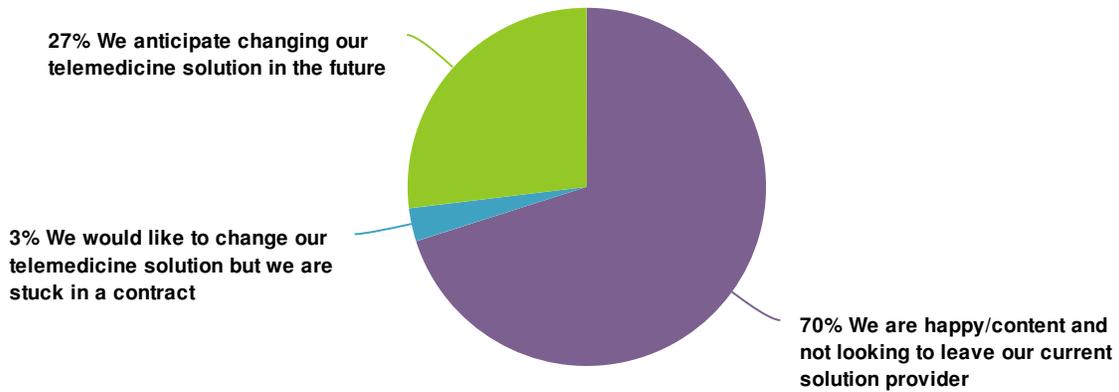
604 Integrated into the EMR workflow

605 A way to submit pictures

607 Integration with my EMR/virtual checkin where the patient confirms insurance and demographics

609 The ability for schedulers to send texts to parents with providers waiting room. Currently, only the provider can send it from their login.

13. Which describes your situation the best?



Value		Percent	Responses
We are happy/content and not looking to leave our current solution provider		70.1%	424
We would like to change our telemedicine solution but we are stuck in a contract		3.0%	18
We anticipate changing our telemedicine solution in the future		26.9%	163

Totals: 605