VSee

Video Telehealth Solutions
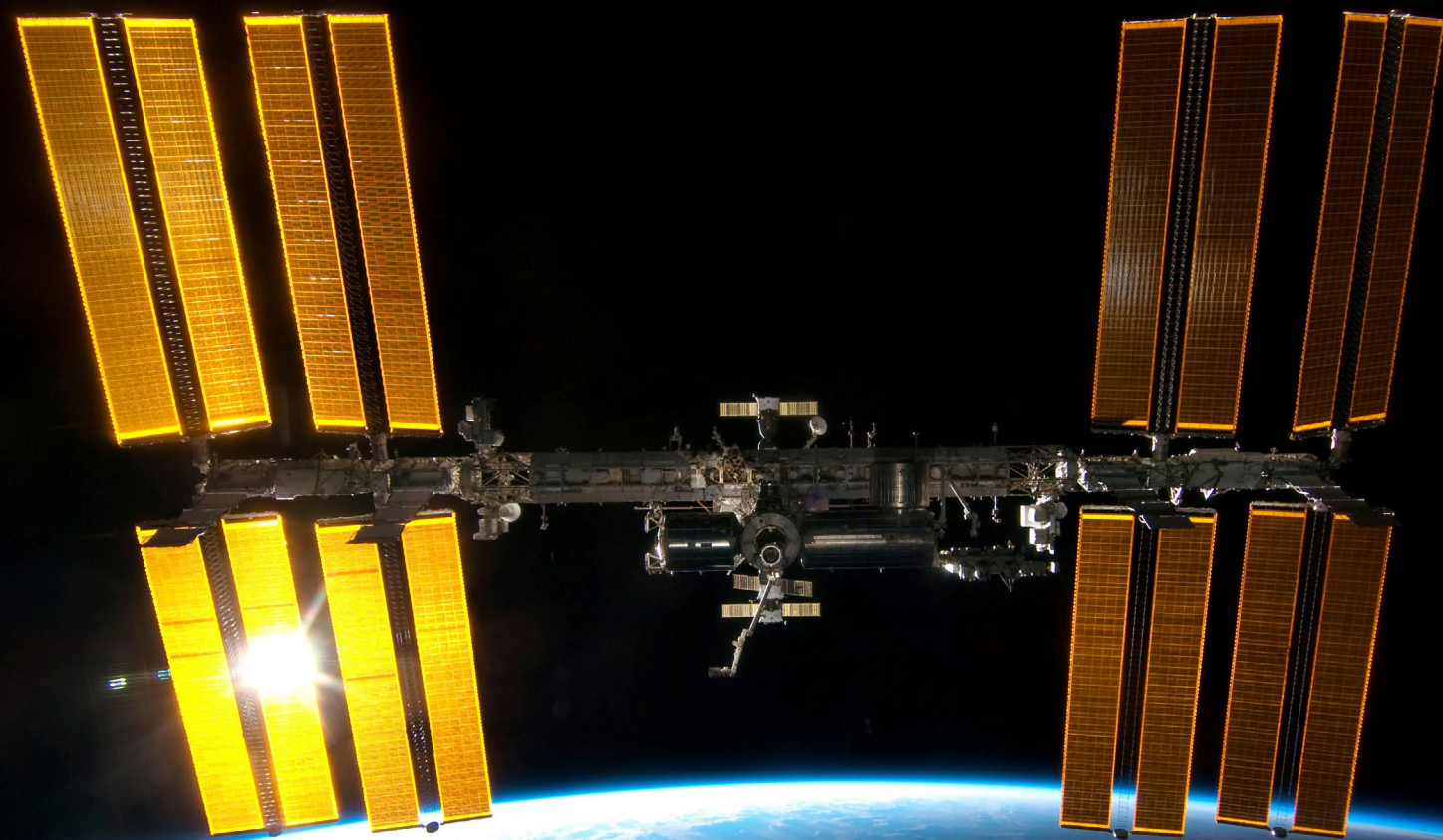
The choice of NASA International Space Station since 2014

Customers

BROWN & TOLAND PHYSICIANS • CAREonsite • NASA • GEO The GEO Group, Inc.

GE • HealthPartners • CENTENE Corporation • LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbeing.

McKESSON • MEDNAX National Medical Group • Mount Sinai • Magellan HEALTH

NBP • OPTUM • LifeStance HEALTH • Starkey

Shell • SpaKineet • SIH Southern Illinois Healthcare • TELADOC

COUNTY OF SHASTA CALIFORNIA • Kindred • UCLA • UNIVERSITY OF MICHIGAN

The US Oncology Network • VA U.S. Department of Veterans Affairs • vituity At the heart of better care. • Woundtech
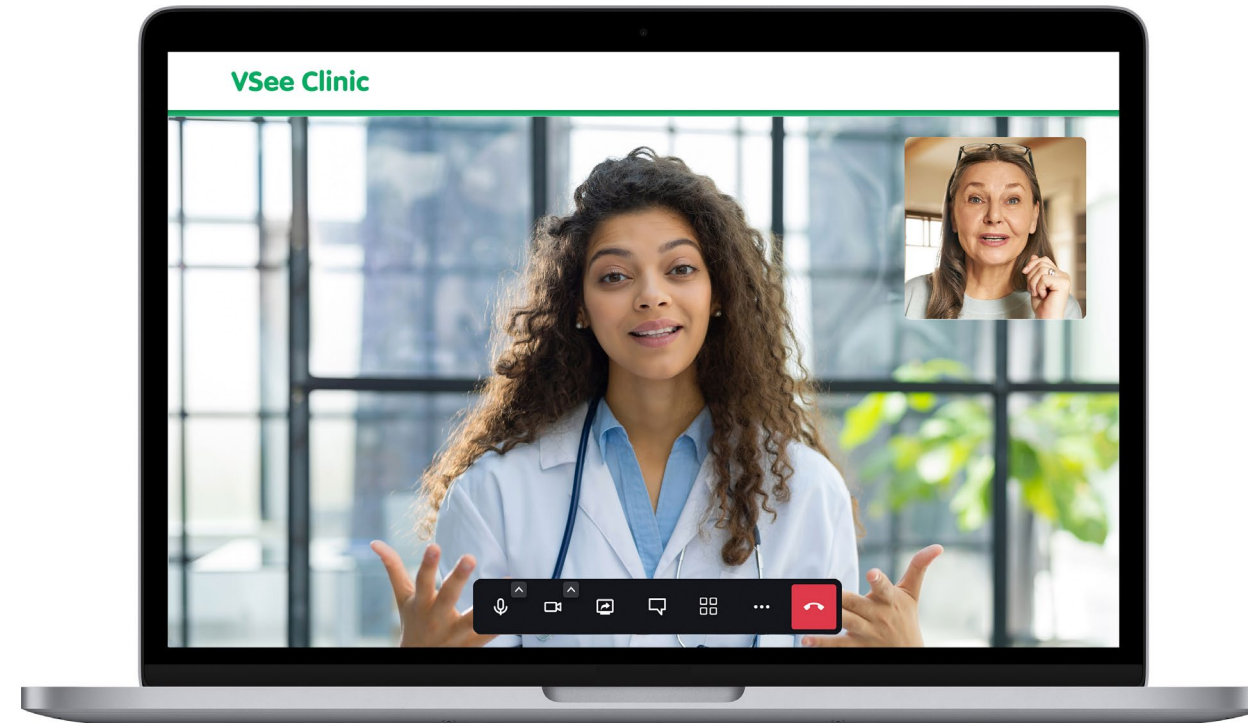
VSee.com • sales@vsee.com

VSee

Introduction

Seamlessly Deliver Simple, Smooth Telehealth

Complete Telehealth Tech Stack

Build or buy? VSee's comprehensive platform and apps offer you the best of both worlds--ready-built so you can deploy fast; yet highly customizable to minimize overheads and streamline quality care.

Unified

Simple, secure patient-provider communications, care coordination, revenue cycle management, medical devices, and KPIs...all on a single platform.

Integrated

Rich APIs and EMR and partner ecosystem to seamlessly extend your telehealth capabilities, bridge workflow gaps, and integrate into your existing processes.

Scalable

Modular design to fast scale in any direction: add providers, waiting rooms, remote patient monitoring, asynchronous consults, group sessions... as needed

Trusted

Easy-to-connect HIPAA-compliant video, voice, SMS, email with built-in patient support. High quality HD video adjusts to low bandwidths.

VSee

Introduction

Enabling Superior Telehealth Experiences and Improved Outcomes

Superior experience
Simple omni-channel communications integrated with customizable clinical processes for patients, clinicians, and admin.

Designed for flexibility
Custom extend care capabilities without disrupting existing processes.

Scale nationally (and internationally)
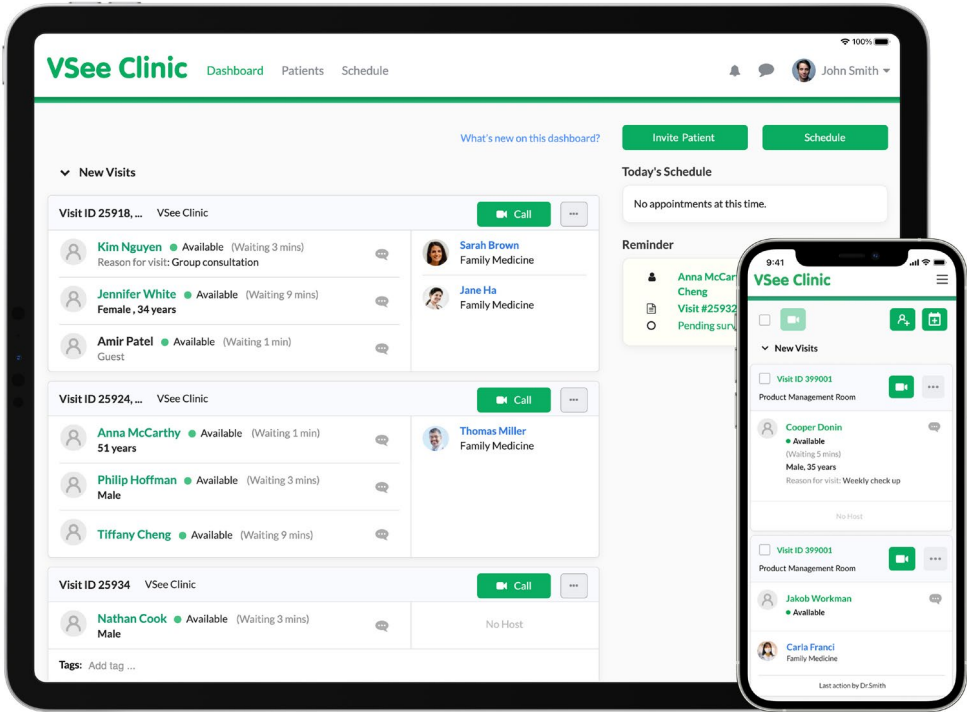Automate manual processes and expand your clinician network for scalability

Faster time to market
Quickly configure a wide breadth of no-coding modules for faster deployment

Innovation
We keenly follow market trends, working with our partners to provide innovation leadership

"Our idea was to build a platform that was flexible … and easy to use. Not only is our telehealth team happy with the results, but the nurses have already expressed improvement in usability.
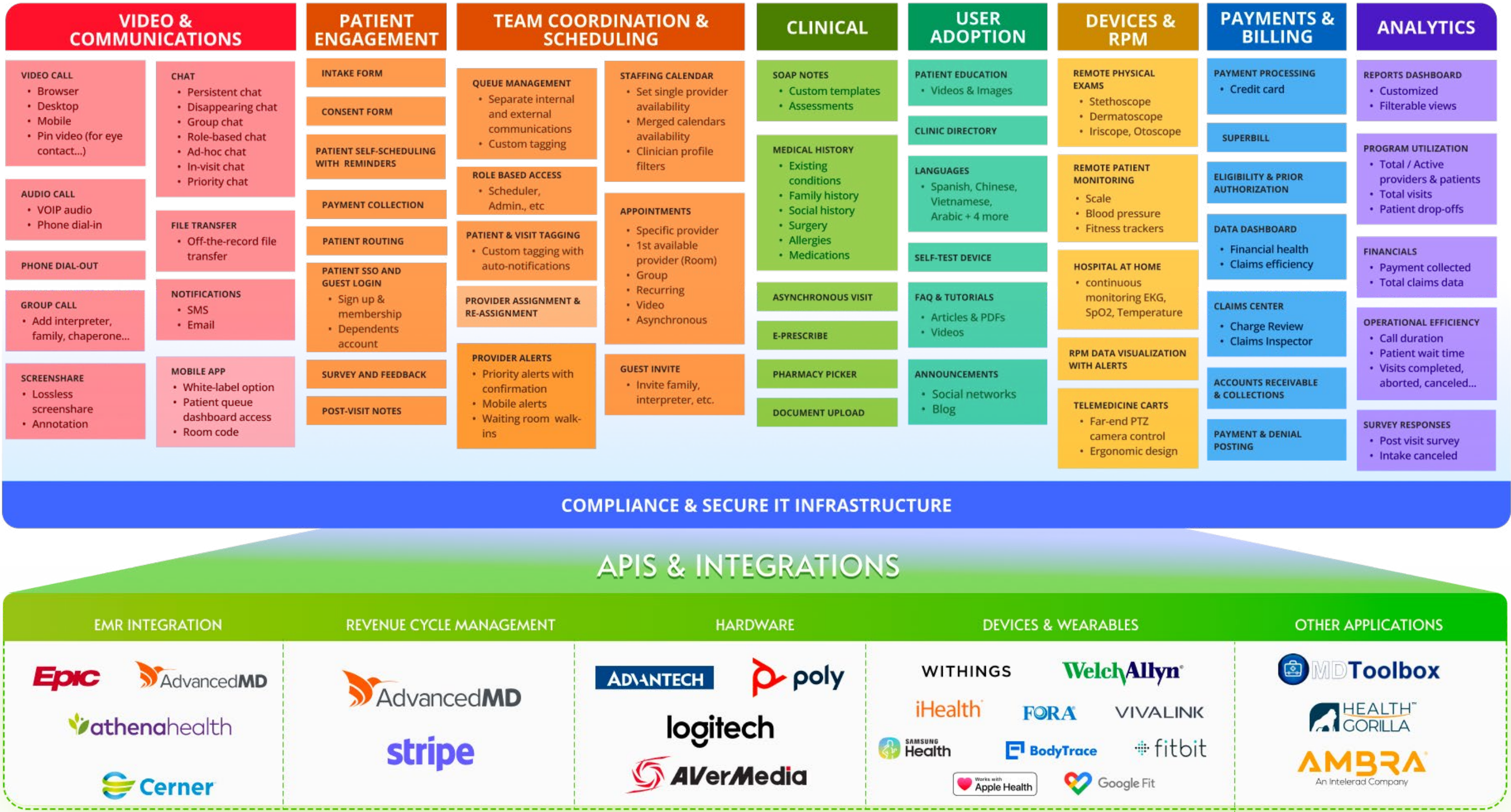
— **Lauren Sweeney,** Telehealth Program Manager
Vituity

Click for Success Story:
How Arrowhead Medical Center designed telehealth to mimic their clinical workflows
»

VSee

No Code, Low Code Telehealth Building Blocks

Overview

VIDEO & COMMUNICATIONS

VIDEO CALL
- Browser
- Desktop
- Mobile
- Pin video (for eye contact...)

AUDIO CALL
- VOIP audio
- Phone dial-in

PHONE DIAL-OUT

GROUP CALL
- Add interpreter, family, chaperone...

SCREENSHARE
- Lossless screenshare
- Annotation

CHAT
- Persistent chat
- Disappearing chat
- Group chat
- Role-based chat
- Ad-hoc chat
- In-visit chat
- Priority chat

FILE TRANSFER
- Off-the-record file transfer

NOTIFICATIONS
- SMS
- Email

MOBILE APP
- White-label option
- Patient queue dashboard access
- Room code

PATIENT ENGAGEMENT

INTAKE FORM

CONSENT FORM

PATIENT SELF-SCHEDULING WITH REMINDERS

PAYMENT COLLECTION

PATIENT ROUTING

PATIENT SSO AND GUEST LOGIN
- Sign up & membership
- Dependents account

SURVEY AND FEEDBACK

POST-VISIT NOTES

TEAM COORDINATION & SCHEDULING

QUEUE MANAGEMENT
- Separate internal and external communications
- Custom tagging

ROLE BASED ACCESS
- Scheduler, Admin., etc

PATIENT & VISIT TAGGING
- Custom tagging with auto-notifications

PROVIDER ASSIGNMENT & RE-ASSIGNMENT

PROVIDER ALERTS
- Priority alerts with confirmation
- Mobile alerts
- Waiting room walk-ins

STAFFING CALENDAR
- Set single provider availability
- Merged calendars availability
- Clinician profile filters

APPOINTMENTS
- Specific provider
- 1st available provider (Room)
- Group
- Recurring
- Video
- Asynchronous

GUEST INVITE
- Invite family, interpreter, etc.

CLINICAL

SOAP NOTES
- Custom templates
- Assessments

MEDICAL HISTORY
- Existing conditions
- Family history
- Social history
- Surgery
- Allergies
- Medications

ASYNCHRONOUS VISIT

E-PRESCRIBE

PHARMACY PICKER

DOCUMENT UPLOAD

USER ADOPTION

PATIENT EDUCATION
- Videos & Images

CLINIC DIRECTORY

LANGUAGES
- Spanish, Chinese, Vietnamese, Arabic + 4 more

SELF-TEST DEVICE

FAQ & TUTORIALS
- Articles & PDFs
- Videos

ANNOUNCEMENTS
- Social networks
- Blog

DEVICES & RPM

REMOTE PHYSICAL EXAMS
- Stethoscope
- Dermatoscope
- Iriscope, Otoscope

REMOTE PATIENT MONITORING
- Scale
- Blood pressure
- Fitness trackers

HOSPITAL AT HOME
- continuous monitoring EKG, SpO2, Temperature

RPM DATA VISUALIZATION WITH ALERTS

TELEMEDICINE CARTS
- Far-end PTZ camera control
- Ergonomic design

PAYMENTS & BILLING

PAYMENT PROCESSING
- Credit card

SUPERBILL

ELIGIBILITY & PRIOR AUTHORIZATION

DATA DASHBOARD
- Financial health
- Claims efficiency

CLAIMS CENTER
- Charge Review
- Claims Inspector

ACCOUNTS RECEIVABLE & COLLECTIONS

PAYMENT & DENIAL POSTING

ANALYTICS

REPORTS DASHBOARD
- Customized
- Filterable views

PROGRAM UTILIZATION
- Total / Active providers & patients
- Total visits
- Patient drop-offs

FINANCIALS
- Payment collected
- Total claims data

OPERATIONAL EFFICIENCY
- Call duration
- Patient wait time
- Visits completed, aborted, canceled...

SURVEY RESPONSES
- Post visit survey
- Intake canceled

COMPLIANCE & SECURE IT INFRASTRUCTURE

APIS & INTEGRATIONS

EMR INTEGRATION
Epic, AdvancedMD, athenahealth, Cerner

REVENUE CYCLE MANAGEMENT
AdvancedMD, stripe

HARDWARE
ADVANTECH, poly, logitech, AVerMedia

DEVICES & WEARABLES
WITHINGS, WelchAllyn, iHealth, FORA, VIVALINK, Samsung Health, BodyTrace, fitbit, Works with Apple Health, Google Fit

OTHER APPLICATIONS
MDToolbox, HEALTH GORILLA, AMBRA An Intelerad Company

Overview

Differentiators

Features

Urgent Care

Mental Health

Chronic Care

Hospital

Software/API
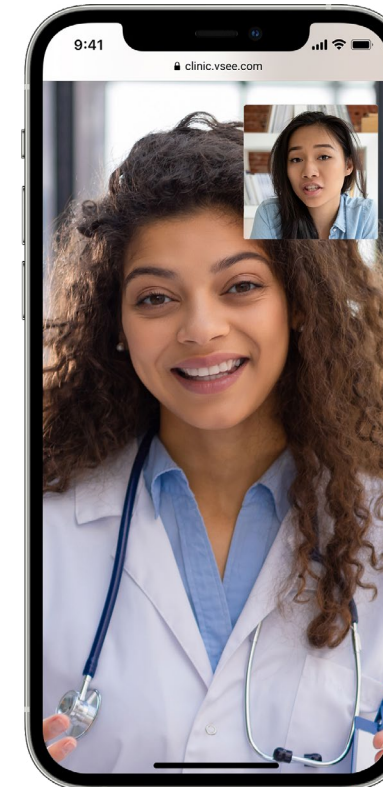
EMR Integration

Hardware

Staffing

Our Mission

Solutions

Urgent Care, Retail Clinics, Multi-Specialty Clinics

Feature Highlights

» Simple 1-click video connection for patients & guests

» Streamlined front desk with consent, eligibility, payment

» **Unlimited concurrent visits** from the same patient queue

» Automated provider routing and dispatch

» Live medical device streaming for remote physical exams

» KPIs and patient surveys in a glance

CAREonsite

Doctors Care

MD NOW® URGENT CARE

telehear

Click for Success Story:
Oklahoma FQHC expands rural care access to schools, prisons, and consumers at home. »

Simple to Setup

VSee lets you choose from the most flexible features and workflows. Quickly build a scalable telehealth platform to your exact workflow processes.

» Reduce complexity setting up your virtual care services

» Empower providers to efficiently manage patient volume

» Customize your patient experience

We've been with VSee for over three years now and since then it's been wonderful. The app is very simple for our patients, it's user friendly for my staff, and very customizable to what we need.

— **Katie Ballard,** CPC
Customer Care Center Manager, Doctors Care

« »

VSee

Solutions

Mental & Behavioral Health, Psychiatry, Addiction Recovery

We understand that great video, client privacy, and a super simple connection are key to empowering your clients to recovery.

Feature Highlights

» Secure, HIPAA-compliant HD video + chat

» Simple 1-click video connection via SMS & email

» High quality group video that adjusts to low bandwidths

» Document-share with live annotation

» Customizable intake forms

» Professional branding

GEO The GEO Group, Inc.   LifeStance HEALTH   LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbeing.   NORTH AMERICAN MENTAL HEALTH SERVICES Bringing Healing and Wellness

Click for Success Story: How telehealth gave PCPA an edge in growing their business »
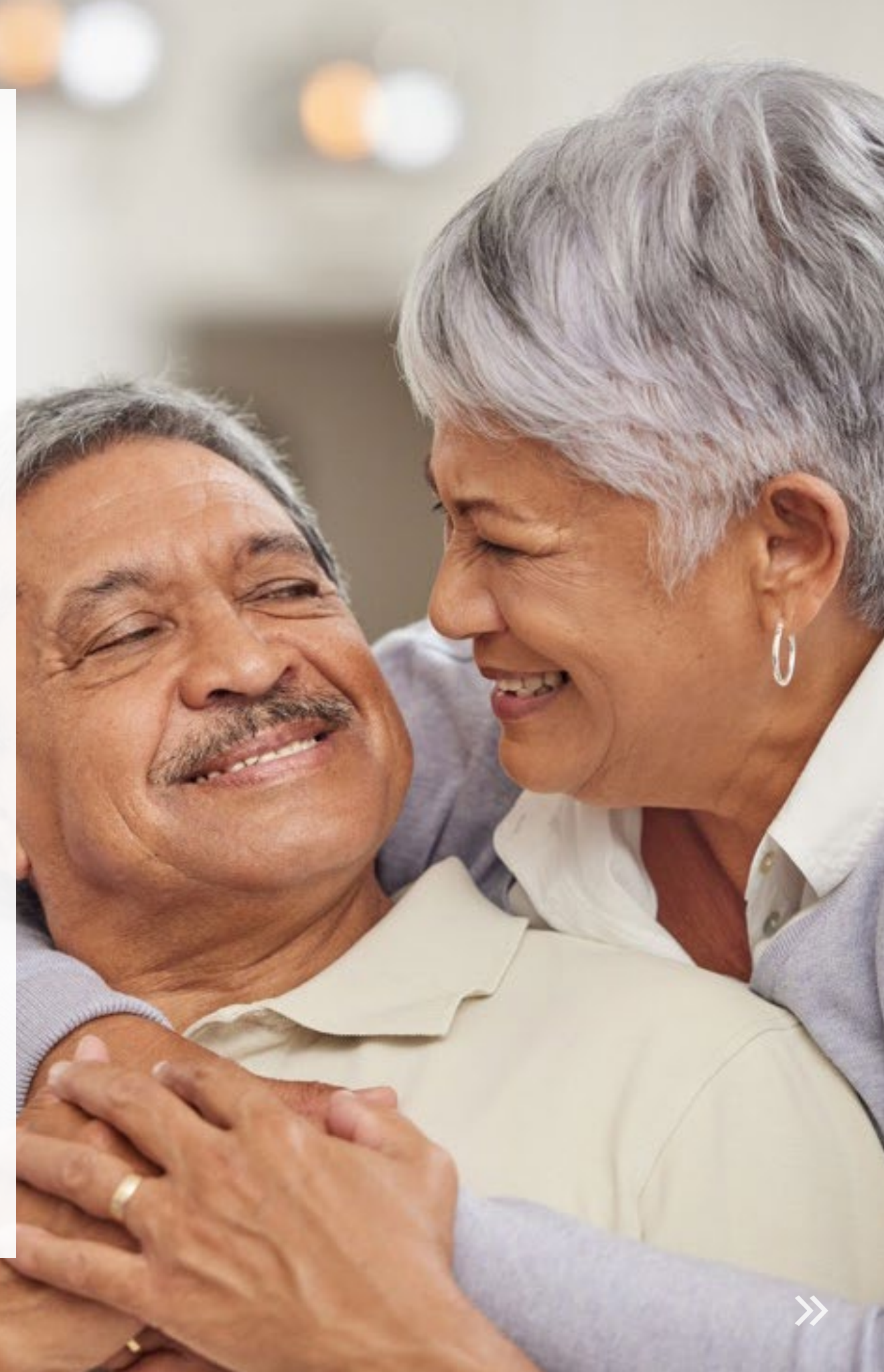
VSee

Solutions

Chronic Care, Post-Acute Care, Lifestyle Health

Prevent unnecessary hospital visits and readmissions. Add a new revenue stream. Increase patient touches between visits without investing in a separate RPM system.

VSee-integrated RPM lets you easily escalate to text reminders, video visits and remote physical exams so you can keep patients healthy between visits.

Feature Highlights

» Remote Patient Monitoring Dashboard
» Create risk groups for automatic alerts
» Customize data to monitor (e.g. vitals, glucose, medication check-off)
» Device sync without third-party apps
» Patient device logistics
» Instantly escalate to an on-demand or scheduled video visit

Click to learn more about
our RPM solution
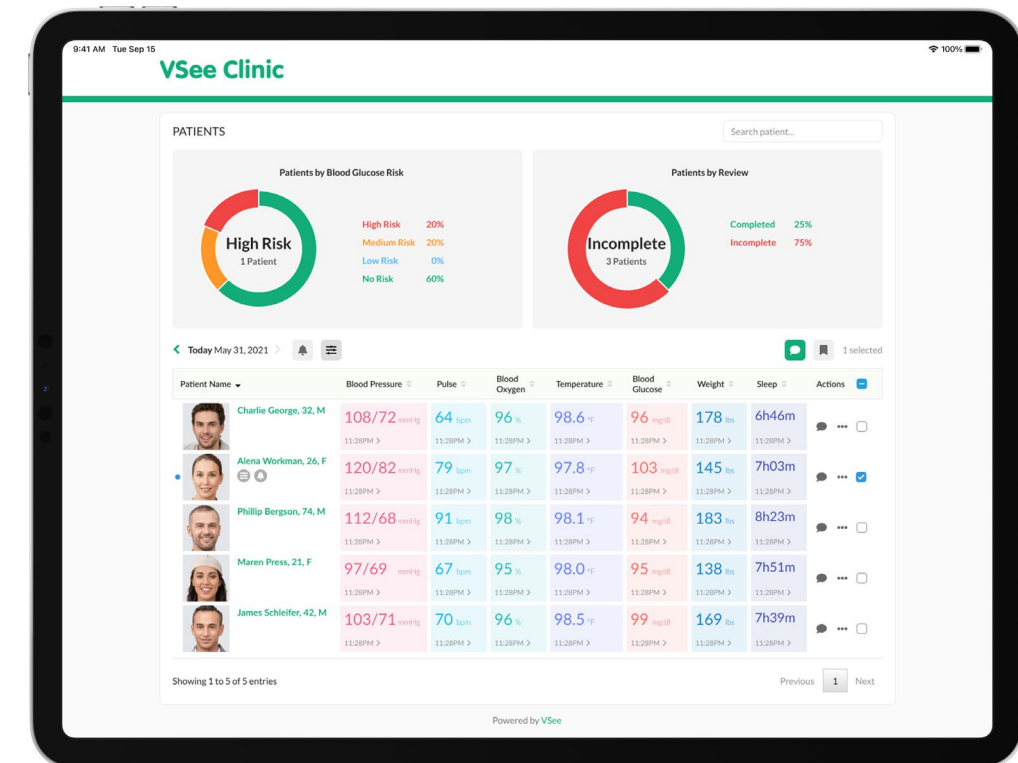
Solutions

Hospital Telemedicine

Tele-NICU, Telestroke, Teledermatology ER/trauma, Specialist Consults

Feature Highlights

» Customized, branded virtual clinics

» Direct-to-consumer, provider-to-provider, asynchronous consults

» Remote patient monitoring

» EMR integration

» Medical device streaming (e.g. ultrasound, EKG, stethoscope)

» Far-end PTZ camera control

HealthPartners®

SIH Southern Illinois Healthcare

ISLAND HOSPITAL

McKESSON

Click for Success Story:
ARMC designs hospital telehealth across 34 specialties »

Extended Capabilities, Low Disruption

Easily deploy a **single telehealth platform** to meet the needs of multiple departments and service lines.

From provider-to-provider to direct-to-consumer, VSee offers a range of configurable workflows for:

» Tele-ICU

» Hospital at home

» ER diversion

» Outpatient clinics

» Ancillary services

» and more!

Technology that works for us is one that lets us replicate the clinical practice so that I eliminate unnecessary steps to train my team. Zoom didn't do that for us. Webex didn't do that for us, but VSee did that for us.

— **Reza Sadeghian,** MD, MBA
CMIO Arrowhead Regional Medical Center

Platform, Apps, APIs, and Integrations for High Performance Care

VSee Clinic

Enable your digital transformation with a fully customizable, white-label, omni-channel telehealth platform. VSee software delivers seamless team collaboration, data insights, device integrations, and clinical workflows in a one-stop shop.

No Code Speed
Over 250 easy turn on/off configuration points so you can quickly launch your telehealth program. Deploy stand-alone or embed into your website with SSO.

Measure Results
Monitor your usage, financials, and other KPIs in a customizable dashboard. Get actionable analytics to improve patient outcomes and remote team performance.

Low Code Flexibility - APIs & SDKs
Rich APIs and libraries to quickly customize an exact fit virtual care delivery model:
- fill in service line workflow gaps,
- integrate siloed data and programs, or
- build your own branded patient app in a week.

Other Integrations
VSee's partner ecosystem includes pre-built integrations for:
- EMRs and revenue cycle management
- fitness trackers and medical devices
- eRx, imaging, health data exchange, language translation, and more
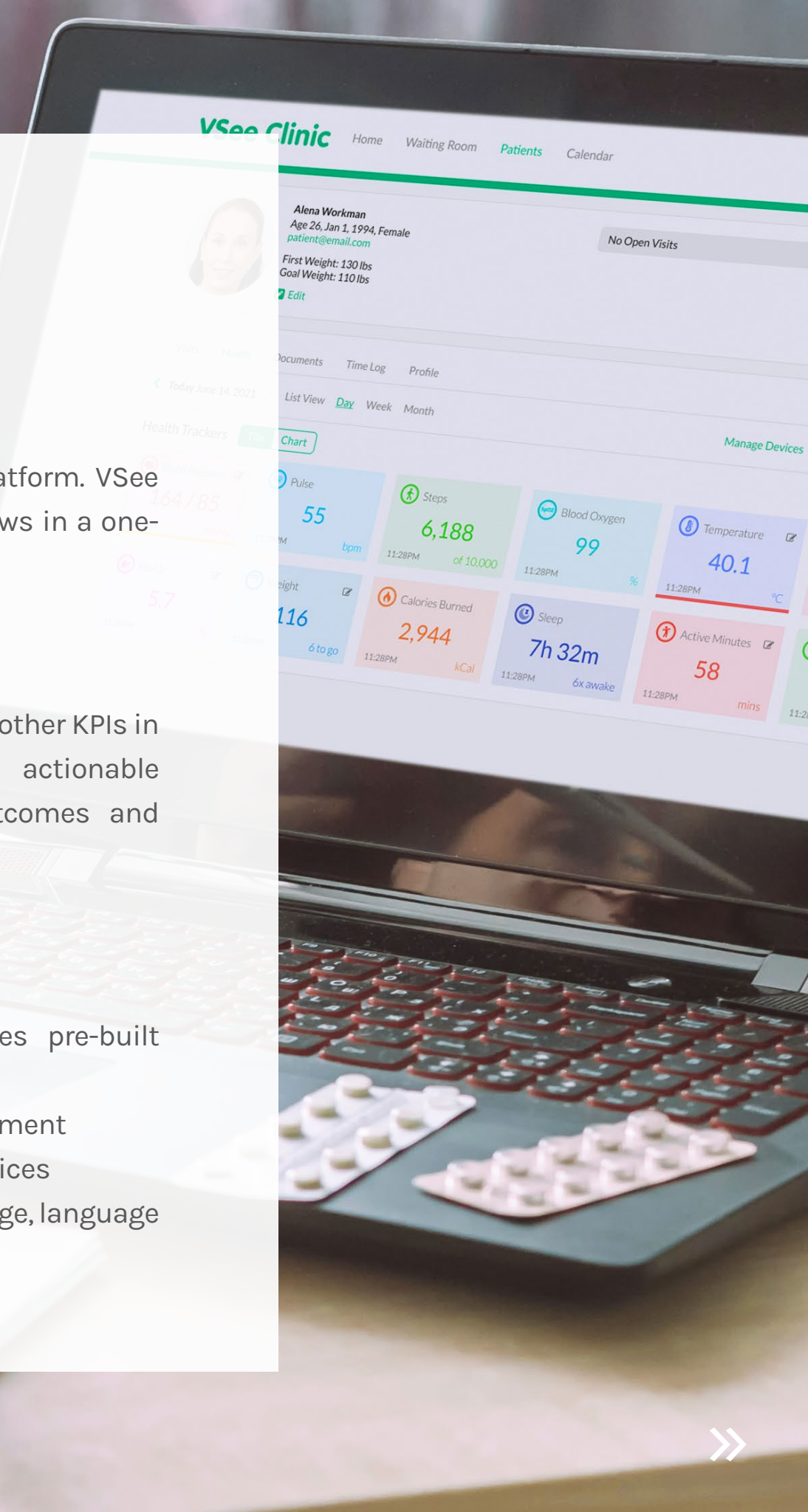
EMR Integration Options

VSee partners with Epic, Cerner and other EMRs to simplify telehealth and reduce manual duplication of tasks. We offer various levels of integration such as video widget embedding, one way appointment syncing, and two-way notes transfer.

Video Integration

Launch VSee video directly from within an EMR's provider and patient portals.

Data integration

One-way or two-way sync of patient info and visit documentation via HL7, HL7 FHIR, sFTP, FTPS, etc.

Hybrid Integration

Embed extensible patient engagement capabilities in addition to VSee video (via SMART FHIR app), including:

- auto-route patients by state or specialty
- triage patient queue (by wait time and chief complaint)
- email and SMS appointment reminders,
- invite guests with a one-time link,
- collect ePayments
- monitor patient health data on VSee RPM dashboard,

VSee

Telehealth Hardware

1. Telemedicine Kit

Complete doctor-in-a-box for remote consultations. **VSee kits are on board Shell oil platforms** off the coast of Nigeria and Alaska.

2. Telemedicine Cart

Ergonomic cart solutions with motorized adjustment, PTZ camera, Echo cancellation speaker + microphone, Optional medical devices.
Success Stories:
» **HMC's 12-Hospital Deployment**
» **Taipei City Rural Clinics**
» **HealthPartners Regions Hospital Telestroke Solution**

3. Mobile Kit

Ultralight telemedicine kit designed for use with mobile devices. Great for travelling nurses and home care patients.

4. RPM Devices

VSee is device agnostic and works with a number of manufacturers for all your device needs: blood pressure cuff, digital scale, ECG strips...

THIS AMERICAN DOC

Worry-free, cost-efficient telehealth staffing
Payers and hospitals are struggling to meet their staffing needs: specialists, after hour coverage, etc. Physicians want more control over their practice and specifically to monetize small gaps when they are free.
This American Doc meets both challenges as the first physician-owned and physician-led physician staffing marketplace.

For payers & hospitals:
» Recruit from a network of thousands of the best physicians
» Screen & hire physicians as easily as booking a plane ticket
» Hire on-site physicians or an entire virtual care group

For physicians:
» Virtual assistants to help you with marketing, technology setup, and EMR data entry so you only need to focus on the patient
» Work from home
» Covered by our group malpractice insurance
» Start free with free telemedicine software

We invite you to join us and shape the future practice of medicine.
Sign up free at **ThisAmericanDoc.com** to start getting job assignments today!

Our Physician Investors
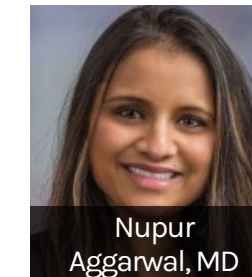
Nupur Aggarwal, MD
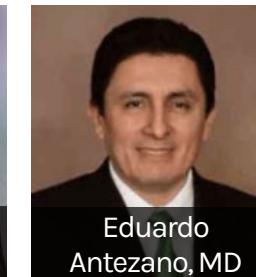
Eduardo Antezano, MD
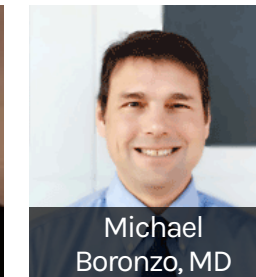
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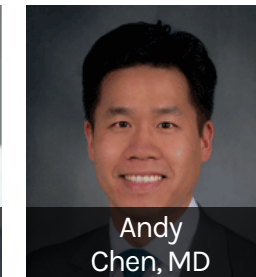
Andy Chen, MD
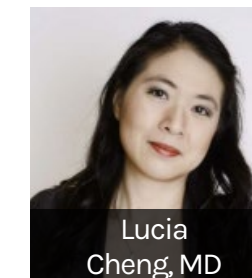
Lucia Cheng, MD
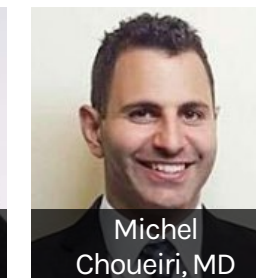
Michel Choueiri, MD
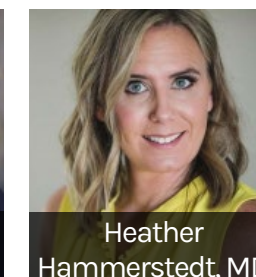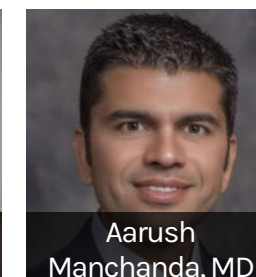
Gregory Ciottone, MD, FACEP, FFSEM
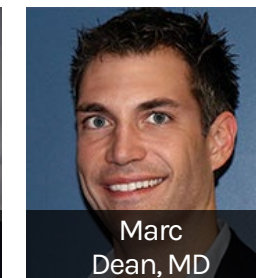
Marc Dean, MD
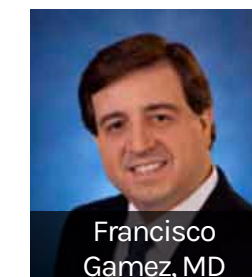
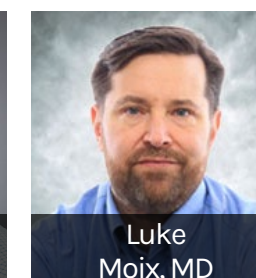Francisco Gamez, MD
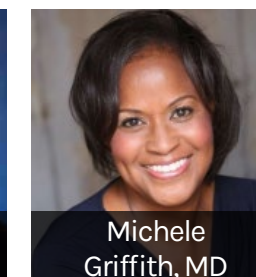
Michele Griffith, MD

Heather Hammerstedt, MD
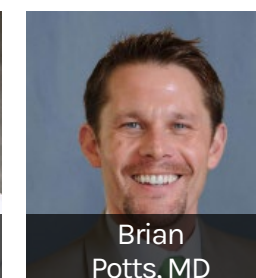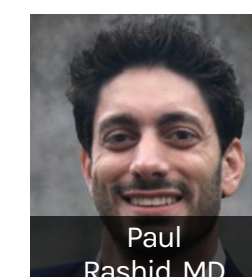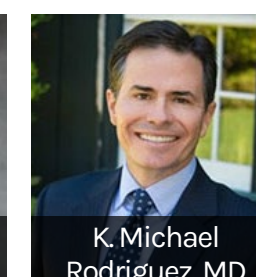
Aarush Manchanda, MD

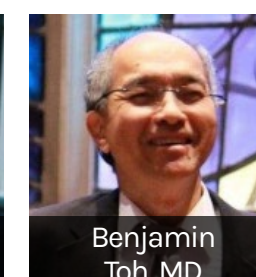Gary Mart, MD

Luke Moix, MD

Qefli Neziri, MD

Brian Potts, MD

Paul Rashid, MD

K. Michael Rodriguez, MD

Benjamin Toh, MD

And more…

VSee

Overview

Differentiators

Features

Urgent Care

Mental Health

Chronic Care

Hospital

Software/API

EMR Integration

Hardware

Staffing

Our Mission

Our Mission

Making Telehealth an Everyday Experience

Get to know us! Founded by two Stanford PhD graduates, our expert team is passionate about using telehealth to cut costs, increase access to high quality healthcare, and reduce physician burnout. Whether it's designing a one-click chronic care app for Medicaid patients or organizing a medical missions trip to Iraq, we are making a difference around the world.

Let us help you deliver a smoother telehealth experience!

Talk to Us »