

MEDEO FEATURE LIST

General

Multiple Healthcare Solutions Connecting Providers to Patients	<p>Medeo provides the ability for patients to book appointments with their provider online saving the clinic time and money.</p> <p>Medeo connects providers to patients through secure messaging making it possible for healthcare providers to continue care for their patients after their appointment.</p> <p>Medeo connects providers to patients through virtual visits meaning that a provider can see and talk to patients through secure video conferencing.</p>
Patient Account Access via Web and Mobile App	<p>Patients can log in to their Medeo accounts using a web browser and mobile apps on iOS or Android devices. Apps are downloaded from the App Store or Google Play.</p>
Providers Access to Medeo Features via Integrated Accuro	<p>Medeo features (Secure Messaging, Video Visits, Online Booking) are available for connecting with patients through Accuro</p>
Technical Requirements	<p>Technical requirements are available here.</p>

Secure	Patients require a Medeo account (including a verified email address) to book an appointment, use secure messaging or have a virtual visit.
Captures Essential PHI	Patients require a Medeo account (including a verified email address) to book an appointment meaning that the provider already knows key information about the patient by the time of their appointment.
Password management	Patients can change their password provided the password meets specific policies.
Two factor authentication	Patients and Providers can secure their accounts even further by using phone verification. Each time they log in to their account (web or phone app) they are sent a SMS code to a mobile device to enter as part of the login process.
Dedicated Canadian Infrastructure	Our proprietary data and computer infrastructure is wholly-owned and managed by QHR Technologies, located at two secure data centres in Toronto, ON and Kelowna, BC.
Fully secured internal network	All data transmissions are TLS-encrypted. Our internal network is secured by enterprise-class, next-generation Dell SonicWalls firewalls. Internal systems are hardened, continuously monitored and regularly reviewed to ensure top-level security.
Strict logging, change management, security monitoring	Monitors and alarms are in place for all potential security events including access to production infrastructure, infrastructure configuration changes and ACL changes. Logs are manually reviewed according to internal security policies.

Professional Staff	<p>We have a team of experienced infrastructure specialists who have made careers of designing secure and private software systems in the health, financial and e-commerce industries. QHR employees with access to secure servers are required to go through specific security training. Access to production infrastructure is limited within the organization and is logged in detail.</p>
Encrypted Communications	<p>Video conferences use end-to-end encryption to secure the call between the healthcare provider's computer and the patient's computer or mobile device. All communication between users and our servers is secured using industry-standard TLS 1.3 encryption. Medeo offers greater privacy and security than a telephone call, fax machine, or other online communication tools.</p>
Secure backups	<p>Data is backed-up and stored at two secure and geographically separate data centres with multiple independent connections to power, redundant generator backups, redundant internet feeds and cooling.</p>
Medeo does not store any video or audio streams	<p>All video encounters, messages and attachments are documented and time-stamped for simple review and auditing but because the video and audio streams are peer to peer, they never touch our servers. Face-to-face video conference visits are never recorded in Medeo and therefore remain strictly private and confidential, just like a typical office visit.</p>
Data is kept private and secure	<p>QHR's Medeo meets the highest data privacy and protection standards and follows guidelines from medical authorities. We are constantly working with leaders in health information management to make sure we stay on the cutting edge of security and privacy standards.</p>
Privacy Impact Assessment	<p>Privacy Impact Assessment found here.</p>

Secure Messaging

Provider Initiated Messaging	Healthcare providers can initiate secure messaging threads with patients. Patients can respond but not initiate a conversation.
Message from anywhere	Providers can message patients through HealthMail Patient Secure Messaging = which makes messaging available anywhere there's an internet connection.
Provider Closes Message Thread	Healthcare providers can close a message thread meaning that the patient can no longer add messages to it. The provider can subsequently re-open the thread.
File Sharing	Both the patient and provider can share files from their devices with each other. The provider can also add items from the patient's chart. Files shared by the patient are stored in Accuro for review at a later date.
Individual Inboxes for Providers	Each provider has access to their own unique inbox.
Read Receipts	Providers can see when a message has been read by the patient.
Inbox Filtering	Providers can filter their inbox based on unread messages, drafts, closed message threads, patient and date ranges. They can sort the order of messages based on date the message thread last had activity or on the sender's name.

Virtual Appointments

Integrated Video Appointments	Video Appointments can be scheduled via the Accuro Scheduler
Video on the go	Video Appointments can be launched within Accuro from the Day Sheet, Scheduler, or Encounter Notes from anywhere with an internet connection
Secure chat	During an appointment, providers and patients can text chat securely. The chat is stored in Accuro for review at a later date.
File sharing	During an appointment, providers and patients can upload files to be used to support the visit. Files shared by the patient are stored in Accuro for review at a later date.
Capture Screenshots	Providers can capture a screenshot from either the patient's or their own video. The image can be shared with the patient via chat or opened in a new tab in the provider's browser.
Realtime switching of Audio / Video Settings	Both providers and patients can switch video and audio sources during the virtual appointment as well as muting sound and stopping the video sharing.
Rejoining an Appointment	Both providers and patients can leave appointments and then return to the same appointment.
24-hour Email Appointment Reminder	Patients will automatically receive a 24-hour reminder email, with the link to the video appointment

Online Booking

Share In-Office Appointments	Providers can share and make in-office appointments visible within the Medeo platform
In-Office Email Appointment Reminder	With Accuro Engage Basic and Premium packages, providers can set up 24-hour email appointment reminders for any in-office appointment
Virtual Appointments	With Online Booking, providers can make virtual appointment slots available to book by their patients