



FAQs
Sharecare Telehealth Solutions
June 2020

For Practices

How do I sign up for the Sharecare Telehealth service?

To register, go to sharecare.com/telehealth

What information do I need to provide to sign up?

It's easy. Fill out the form with the following types of information and you are all set.

- Practice Name
- Specialty
- Address
- Phone Number
- Main Contact
- Billing Information

What do I do if I need technical support?

The first place to start is the Learning Center: <https://help.myupdox.com/help>

You can also contact Sharecare Chat Support at updox.com/support, available 8 AM - 8 PM EST every day, including weekends.

How much does it cost to use Sharecare Telehealth?

This service is available with a 30-day free trial, \$49/mo per user after the free trial has completed.

How long is the commitment for this service?

There is no long-term contract required, just provide notification 30 days in advance to end the service.

How are Sharecare and Updox partnering together?

Sharecare is the digital health company that helps people manage all their health in one place. The Sharecare platform provides each person – no matter where they are in their health journey – with a comprehensive and personalized health profile where they can dynamically and easily connect to the information, evidence-based programs and health professionals they need to live their healthiest, happiest and most productive lives.

Committed to simplifying the business of healthcare, Updox provides a comprehensive telehealth solution as part of its all-in-one collaboration platform. Updox offers a broad set of capabilities for patient engagement, provider communications and internal productivity that work together in a secure, easy-to-use collaboration platform.

Sharecare Telehealth – powered by Updox – empowers providers to safely and conveniently address patients' important healthcare needs remotely, through an easy-to-use, HIPAA-compliant web-based platform.

Why is Sharecare offering Sharecare Telehealth?

Sharecare, the digital health company that helps people manage all their health in one place, launched Sharecare Telehealth, a comprehensive HIPAA-compliant solution that instantly enables providers, practices, and health systems of all sizes to care for their patients remotely.

Sharecare Telehealth is committed to helping healthcare providers – such as physicians, advanced degree nurses, mental health providers and pharmacists – better support their patients' well-being during the novel coronavirus pandemic.

Video Chat for Practices

What equipment do users and recipients need to join a Video Chat?

- Users will need a device that runs a supported browser. Google Chrome is the preferred browser. Currently, Video Chat is not supported by Internet Explorer. The device should have an embedded microphone and camera.
- While it is perfectly viable to use Sharecare Video Chat with most modern laptop computers, there are some additional pieces of equipment that might enhance the experience for both users and the chat recipient. An inexpensive Webcam is a great addition to a setup, allowing users to select the angle from which they are seen by the recipient, giving the chat a more professional appearance. Webcams can be found for sale from online retailers for as little as \$15.
- Users will need to both hear and speak to the recipient, which necessitates both speakers and a microphone. Laptops typically have these components built in, but if users are using a desktop computer, they will need extra equipment. A nice headset with a built-in microphone can resolve both needs at once. These can be as inexpensive as \$20.
- Many providers prefer to be able to access their EHR or Sharecare Telehealth while using video chat. Adding a monitor or two to the setup will allow access to additional applications while chatting. For example, a practice could have one monitor displaying their EHR and another displaying the Sharecare Inbox while using a laptop screen for Video Chat. Many quality monitor options are available online for less than \$100.
- In order to successfully join a room, recipients will need to grant their devices' camera and microphone permission. The first time the application is used, these permissions will be presented to the user via the browser's native request mechanism.
- It is important to note that some recipients may have browser settings that automatically deny these requests. This would require the recipient to adjust their browser settings.

How does Video Chat work?

- Video Chat allows users to initiate a one-on-one video chat with any recipient. Users are able to invite patients or contacts from the Sharecare address book or share an invitation link by entering a recipient's email address or cell phone number. Users can also generate a link that can be shared via other communication methods.
- Once an invitation is sent, a video chat room is created. The room will actively wait for the recipient to join for up to 10 minutes. If the recipient does not join within 10 minutes, the room will be closed and the invitation link will no longer be active.
- There is a 90-minute limit to the duration of a chat between the initiator and the recipient. Once the chat is finished (by either party), a summary (with optional notes) can be generated by the Sharecare user and sent as a new item to the Inbox.
- To summarize:
 - A Video Chat user will be able to invite a recipient to a video chat over email, text, or by providing a link through an alternate method (such as copying/pasting the link into a Messenger message).
 - Video Chat leverages the camera and microphone on the recipient's device to support the conversation. For each chat room there will be an audio track, and a video track. Users will need to explicitly grant permission to enable their device's camera and microphone.

- Once the video chat has concluded, a summary will be displayed. The Sharecare user will have the ability to type in notes and send the summary to the Inbox.

How long are Video Chat rooms active?

When a Video Chat room is first created, there is a 10:00 timer that will begin to countdown. If the participant does not join within that time frame, the room will close. Once a participant joins the room, the room will remain active until either party ends the chat for up to 90 minutes.

What types of controls are available during the video chat?

During an active video chat, each user has the ability to pause/resume the audio and/or video feeds or end the chat. When a participant pauses the audio or video feeds, it will disable their video or audio - effectively muting them or cutting their video feed - and other participants will be aware of the action.

If a recipient is using a mobile device with a front and rear camera, the recipient will be able to toggle between cameras.

How many people can participate in a video chat?

Video chats will be one-on-one communication between the initiator of the chat, and the recipient of the invitation.

How is authentication handled?

Video Chat is launched from the Sharecare Inbox, therefore the initiator must be authenticated within the Sharecare application in order to launch it. Video chats are currently limited to two people (initiator and recipient). There is no authentication currently required of recipients.

What data will the end of chat summary show?

The end of chat summary will show the time and date, the duration of the chat, the names of participants, and any notes entered by the initiator. The summary can be sent to the Sharecare Inbox, where it will show up as a "Video Chat" inbox item.

How do does a Sharecare Telehealth user invite someone from the address book?

A user can search for recipients that are in the Sharecare address book in the left side menu of the Video Chat interface.

Once a recipient is found, depending on the available information, the user will be able to trigger either a text or email invite with a link to the video chat session. If the recipient does not have their cell phone number or email address stored in the address book, the initiator will have to create a room and copy the link, utilizing an alternative communication method to send it to the recipient.

How do does a user invite someone that is not in the address book?

A user can click the button to create the video chat call and copy/paste the link to their clipboard. This will allow them to provide the link to their invitee using any desired methods.

All a participant needs to join the room is the link to the active video chat call. Users may also choose to add the intended recipient to the Sharecare address book to provide a more streamlined experience.

I can't find a patient in the Video Chat search box, but I know that they are in my system. Why not?

Patients will only appear in Video Chat if they have a mobile/cell phone number on file. Take a look in your Address Book to be certain that the number wasn't accidentally stored in the Home Phone field.

If a user invites someone using the "create room and copy link" method, will the summary reflect who the user had a video chat with?

If an invitation is not sent to a contact or a patient in the Sharecare address book, a joining participant will be considered an anonymous participant. However, the initiator of the video chat will be able to type in the participant's name in the notes section of the end of chat summary.

What are some example use cases for Video Chat?

- Provide improved healthcare access for patients in remote rural areas or patients that lack adequate available transportation
- Provide after-hours access for existing patients who may not have the ability to seek care within normal practice hours
- Improve retention and promote new patient attraction with increased access of care and simplicity of telemedicine visits
- Engage patients more effectively when they are not in the office, with no need for apps to download!
- Improve reimbursement by being able to provide more care services via video (whether for existing visits or programs like CCM)
- Better monitor and oversee patients dealing with chronic conditions to ensure treatment plan adherence and prevention of worsening conditions
- Consult with other clinicians in a more collaborative manner

For Patients

Who is eligible for telehealth appointments?

Both new and existing patients with our practice can book telehealth appointments. In the face of COVID-19, a virtual physician visit is a great way to remove risk of exposure while getting the care you need.

How do I book a telehealth appointment?

You can schedule your telehealth appointment the same way you schedule an onsite appointment. Call our office at XXX-XXX-XXXX and request a telehealth appointment with your doctor.

Will my personal health information be secure and confidential?

Yes. Our telehealth platform is 100% HIPAA compliant.

Are telehealth appointments covered by my insurance?

Most insurance plans, including Medicare and Medicaid, cover telehealth visits.

Video Chat for Patients

What is a Video Chat visit?

Video Chat visits are doctor appointments that are conducted through video technology. They are scheduled by your doctor, much like your office visits. Instead of coming into the office for your appointment, you stay home and use your smartphone to see and talk to your physician/provider.

What should I expect with a Video Chat visit?

- During your Video Chat visit, you will use your mobile device (phone or tablet) camera and audio. You will be able to see and talk to your physician/provider, and they can see and hear you. If you use other social media tools like Skype or Facetime, this will feel familiar. Unlike those applications however, Sharecare video chat is HIPAA compliant and secure, meaning that your conversation is private, and cannot be breached or seen by third parties.
- There is no registration desk to check in for your appointment. Your physician/provider's office will likely contact you prior to your appointment to explain the process, telling you when to expect the invitation link.
- Invites are sent by text message or email. To join:
 - Click the link on the text message or email.
 - Click Allow webcam/camera.
 - Click Allow microphone.

What technology do I need for a Video Chat visit?

- You will need an Apple or Android smartphone or device with a working front-facing camera and audio / microphone. You may test your webcam and microphone in your Settings / Control Panel or by testing a video app like Skype.
- You may also want to wear a headset or headphones. This will help cut down on technical issues like echoes and feedback.
- Be sure to check your mobile device battery charge to ensure you have plenty of power. Plug in your device when in doubt.
- A strong Wi-Fi signal is highly recommended.

Do I need to be on a wireless network to attend a Video Chat visit?

We recommend using a strong Wi-Fi internet connection for best quality video streaming and communication with your physician/provider. If you do not have access to a strong Wi-Fi signal, you may use cellular data to participate in a Video Chat visit.

NOTE: cellular data rate charges from your carrier may apply if using cellular data.

Where can I have a video visit?

We recommend joining a Video Chat session from a quiet, private, well-lit location. Try to be sure there is no background noise to interfere with your conversation, and plenty of lighting for your doctor to see you.

Can I have a Video Chat visit when I'm out of town?

Yes, you can participate in a Video Chat anywhere. You only need a strong WiFi/cellular connection and a charged battery on your device.

What should I have near me during my Video Chat visit?

Your current medications list, a pen, and any notes you would typically take to the doctor.

Who can help me with a Video Chat visit?

Your doctor's office will give you instructions at the time your Video Chat visit is scheduled. If you have trouble connecting, please see our tips / spec sheet here: <https://info.updox.com/video-chat-technical-specs>. This page includes info on supported devices and browsers as well as troubleshooting tips.