



The Canadian Association for Marriage and Family Therapy
L'association Canadienne pour la thérapie conjugale et familiale

CANADIAN VIRTUAL PRACTICE PLATFORMS

All are PHIPA & PIPEDA compliant

ADRACARE

Home page blurb: “**Virtual Healthcare for Clinics** - Transition or expand your practice through secure, online video visits. Provide your patients with a safe, convenient way to access care, from the comfort of their own homes.”

Basic virtual - \$14 - one month free for CAMFT members

- Secure Video Sessions
- Encrypted Document Sharing
- Secure In-session Chat
- Advanced Scheduling and Calendar View
- Screen Sharing
- Group Conferencing
- PHIPA & PIPEDA compliant
- Meets CRPO Security for Electronic Practice Checklist

Premium- \$39 - 3 months free

- Basic virtual package plus
- Session notes, with custom templates
- Automated Appointment Reminders
- Secure Messaging
- Branded Online Booking Webpage for Patients
- Basic White-Labeling

- Provider schedule and availability management
- Voice call-in option for patients
- Report sending via secure e-fax or email

JANE

Home page blurb: “Jane offers online **booking, charting, scheduling, secure video and invoicing** on one secure, beautifully designed system. What a difference a web-based program makes. **Connect with clients, staff** and all your files from any location on any device. (Even finish up your charting from your couch - all online.)”

Base Plan - \$70/month - One month free for CAMFT members.

1 license + \$25 per additional full-time practitioner

- Online appointments via telehealth system (included in price for now but will charge for this as an add on in the future)
- Online booking
- All scheduling features
- Charting/clinical notes (EMR/HER)
- Invoicing & receipts
- Financial reporting
- Unlimited emails & SMS reminders
- Unlimited file storage
- Process credit cards with Jane payments
- PHIPA & PIPEDA compliant hosted on Canadian servers
- Meets CRPO Security for Electronic Practice Checklist

NOUSTALK

Home page blurb: “NousTalk is transforming how **clinicians deliver mental health care and how clients experience mental and behavioral health care**. NousTalk is a secure HIPAA, PHIPA and GDPR compliant online therapy and practice management platform bringing therapists and clients together anytime anywhere via a simple, secure, encrypted live online audio video connection.”

NousTalk - \$60/month - 12 months for 11 months for CAMFT members

- Video
- Chat
- Voice
- Online note taking
- Integrated invoicing

- Online payments
- Online calendar and scheduling
- Group therapy session capability
- Practice calendar syncing
- Auto appointment notification
- Encrypted archiving
- PHIPA & PIPEDA compliant hosted on Canadian servers
- Meets CRPO Security for Electronic Practice Checklist

ONCALL

Home page blurb: “Simple, secure **virtual care**. Thousands of Canadian **healthcare providers** trust OnCall to expand and improve access to their services.”

Click here to access the [CAMFT Discount](#).

Basic - \$50/month

- Encrypted video conferencing (up to 15 participants per call)
- Encrypted instant messaging
- Secure file sharing and storage
- Automated appointment reminders (email and SMS)
- Secure payment processing
- Custom, branded receipts
- Appointment calendar view
- Option to schedule in-person and phone appointments
- PHIPA and PIPEDA compliant portal, hosted on Canadian servers
- Meets CRPO Security for Electronic Practice Checklist

Premium - \$99/month (\$70/Month for CAMFT members)

- Basic package plus
- Custom patient self-scheduling page
- Roster to manage patient records
- Charting and session notes, including templates and secure cloud storage
- Custom digital intake and assessment forms

OWL

Home page blurb: Canada's #1 **Practice Management Solution for Mental Health Practitioners**. Spend more time with clients and less time on

administration using the most secure, PHI-Compliant, and easy-to-use solution in Canada.

Lite - \$40/month – One month free for CAMFT members

- 20 sessions a month
- Appointment scheduling
- Reminders & confirmations
- Family & couples
- Supervision
- Sophisticated billing
- Clinical notes
- Document uploads
- PHIPA and PIPEDA compliant portal, hosted on Canadian servers
- Meets CRPO Security for Electronic Practice Checklist

Standard- \$60/month – One month free for CAMFT members

Everything in the Lite package plus:

- Everything in the Lite package plus:
- Unlimited sessions per month
- Premium – One month free for CAMFT members
- Everything in standard plus:
- Client portal
- Secure messaging
- Online booking
- Clinical measures
- Online intake and consent forms

VIDEO CONFERENCE ONLY PLATFORMS

WHEREBY

Based in Norway. Home page blurb: “Enjoy the freedom to live and work where you thrive with **easy video meetings.**”

Free version

- Video conference only
- Up to 4 meeting participants
- Easy-to-read meeting room links
- Custom and unique links for your meeting rooms. whereby.com/yourname
- Desktop & mobile access

- Secure conversations
- Screen sharing
- Locked room - you have to let client into the videoconference session
- YouTube integration
- Open YouTube videos to play for everyone in the room.
- PHIPA & PIPEDA compliant
- Does **NOT** utilize unique access codes for each client and, as appropriate, each session which is required as part of CRPO security checklist. For non CRPO licensed clinicians please confirm with your licensing body that the ability to lock the video conference room is sufficient.

DOXY

Based in USA. Home page blurb: "We've made telemedicine simple and easy for you. Create your personal room and start practicing telemedicine today."

Free version

- Video conference only
- Minutes: Unlimited
- Sessions: Unlimited
- Personalized room URL
- iOS and Android
- LD video
- Waiting room
- Patient queue
- Text chat
- Meeting history
- Browser Notifications
- Meets PIPEDA/PHIPA requirements
- End-to-end encryption
- Does **NOT** utilize unique access codes for each client and, as appropriate, each session, which is required as part of CRPO security checklist. For non CRPO licensed clinicians please confirm with your licensing body that having a waiting room for the video conference is sufficient

Professional version - \$USD 35/month

- Everything in free version plus:
- SD video
- HD video
- Audio only call
- Room passcode (part of CRPO security checklist)
- Edit waiting room

- Text & email notifications
- Meets CRPO Security for Electronic Practice Checklist

ZOOM

I did not include zoom (basic, pro & business versions) in this list due to the recent security issues that have surfaced with this platform. The fact that their [Zoom & PIPEDA/PHIPA Compliance document](#) was published in September 2018 and has been proven to be misleading is also of concern. If you practice in Ontario please read the following [article](#) on **PHIPA and Zoom** from the University of Western Ontario Technology Services that was published on April 13th. There is a [zoom for healthcare](#) platform that zoom states meets all security and privacy issues related to telehealth.

Please remember that it is your responsibility to be sure you are practicing ethically and legally within the guidelines of your professional order. I am simply giving you general information about some of the various platforms that are available to you.



Take care,

Andrew Sofin, MA, RP, RMFT

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