



COMPARISON OF VIDEO CONFERENCING PLATFORMS THAT CLIENTS COMMONLY USE

You may or may not have flexibility to choose how you will connect with your clients remotely.

Your agency may have selected a method that all providers must use across the agency (e.g., the phone, Zoom, a telehealth app like doxy) or you may have the flexibility to choose from a variety of platforms that clients are familiar with.

The table below describes different video conferencing platforms that clients are likely familiar with and their functionalities.

Note:

- Due to the pandemic, the HHS loosened the [HIPAA compliance enforcement](#) for use of certain applications for telehealth. The HHS has indicated that providers may use popular applications that allow for video chatting. The HHS states that video communications that are public facing (sessions that are “open to the public or allow wide or indiscriminate access to the communication”) like TikTok, Facebook Live, Twitch, etc. are not appropriate for client communication
- All of the applications listed in this document, according to the HHS, can be used to provide remote services, however it is good to be mindful of security and use practices like:
 - ① not using your personal email address to communicate sensitive information and documents
 - ② adjusting the settings in the application for maximum security
 - ③ advising clients to be aware of the privacy practices, permissions, etc. of the application (this can be found in the user agreements that must be signed before using an application)
- These platforms are constantly updated with new features, so please check each platform’s website for updates

	Description	Cost Options	Technology Requirements	Can it be used for Group Meetings?
Facebook Messenger Video	<p>Both the provider and client must have Facebook accounts</p> <p>Provider calls the client so that client can join the meeting via web browser or mobile application</p>	Free	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓
FaceTime	<p>Video calling app that is only compatible with Apple devices (i.e., both the provider and client must have an iPad, iPhone, or iPod)</p> <p>Providers and clients must download the application to their devices</p> <p>Providers can call clients using their email address or phone number</p> <p>Provider calls the client so that client can join the meeting via mobile application</p>	Free	<p>Apple smart-phone, tablet, or desktop computer</p> <p>Webcam and headset</p>	<p>✓</p> <p>Note: FaceTime is not ideal for group meetings (as people speak their position moves around).</p>
Google Meet	<p>Also referred to as Google Hangouts Meet (not to be confused with Google Hangouts)</p> <p>In the free version, both client and provider must have a Gmail account</p> <p>Providers with paid Google Workspace accounts can invite and meet with clients that do not have Gmail accounts</p> <p>Provider generates a meeting link so that client can join the meeting via web browser or mobile application</p> <p>Google Meet functions like the Zoom platform</p>	<p>Free (meetings are not limited to 60 minutes until March 2021)</p> <p>Paid version is included in Google Workspace (formerly known as G Suite for business)</p> <p>HIPAA compliant* service options accessed by entering BAA agreement with Google</p>	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓
Microsoft Teams	<p>Microsoft Teams has a video calling feature that functions like Zoom</p> <p>Provider creates an account and generates a secure meeting link that the providers sends to the client prior to the meeting</p> <p>Client joins the meeting via web browser or mobile application</p>	<p>Free for video meetings up to 60 minutes (paid version allows unlimited time)</p> <p>Paid for businesses</p> <p>Paid options for HIPAA compliance*</p>	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓

	Description	Cost Options	Technology Requirements	Can it be used for Group Meetings?
Skype	<p>Video calling application that functions similarly to Facebook messenger</p> <p>Provider creates an account and generates a meeting link that the providers sends to the client prior to the meeting</p> <p>Client joins the meeting via web browser or mobile application</p> <p>Is prone to audio and visual display problems, buffering delays, and calls being dropped</p>	<p>Free for video meetings up to 60 minutes (paid version allows unlimited time)</p> <p>Paid for businesses</p> <p>Paid options for HIPAA compliance*</p>	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓
WhatsApp	<p>Provider and client must have WhatsApp accounts and download the app on their device</p> <p>Provider and client must have a phone number to use the application</p> <p>Provider calls the client so that client can join the meeting using application</p>	<p>Free</p>	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓
Zoom Meetings	<p>Provider creates an account and generates a secure meeting link that the providers sends to the client prior to the meeting</p> <p>Client joins the meeting via web browser or mobile application</p>	<p>Free for video meetings up to 40-minutes (paid version allows unlimited time)</p> <p>Paid for businesses</p> <p>HIPAA compliant* service options accessed by entering BAA agreement with Zoom</p>	<p>Smartphone, tablet, or desktop computer</p> <p>Webcam and headset</p>	✓

*Some companies offer HIPAA compliant options for healthcare organizations (or otherwise HIPAA-bound organizations) that wish to use their applications. In order to use HIPAA compliant services, these companies may have their own product usage requirements and/or restrictions that organizations must agree to and incorporate into their practices.