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CHECKLIST FOR DEVELOPERS:

Key Features to Look for in Virtual Care APIs
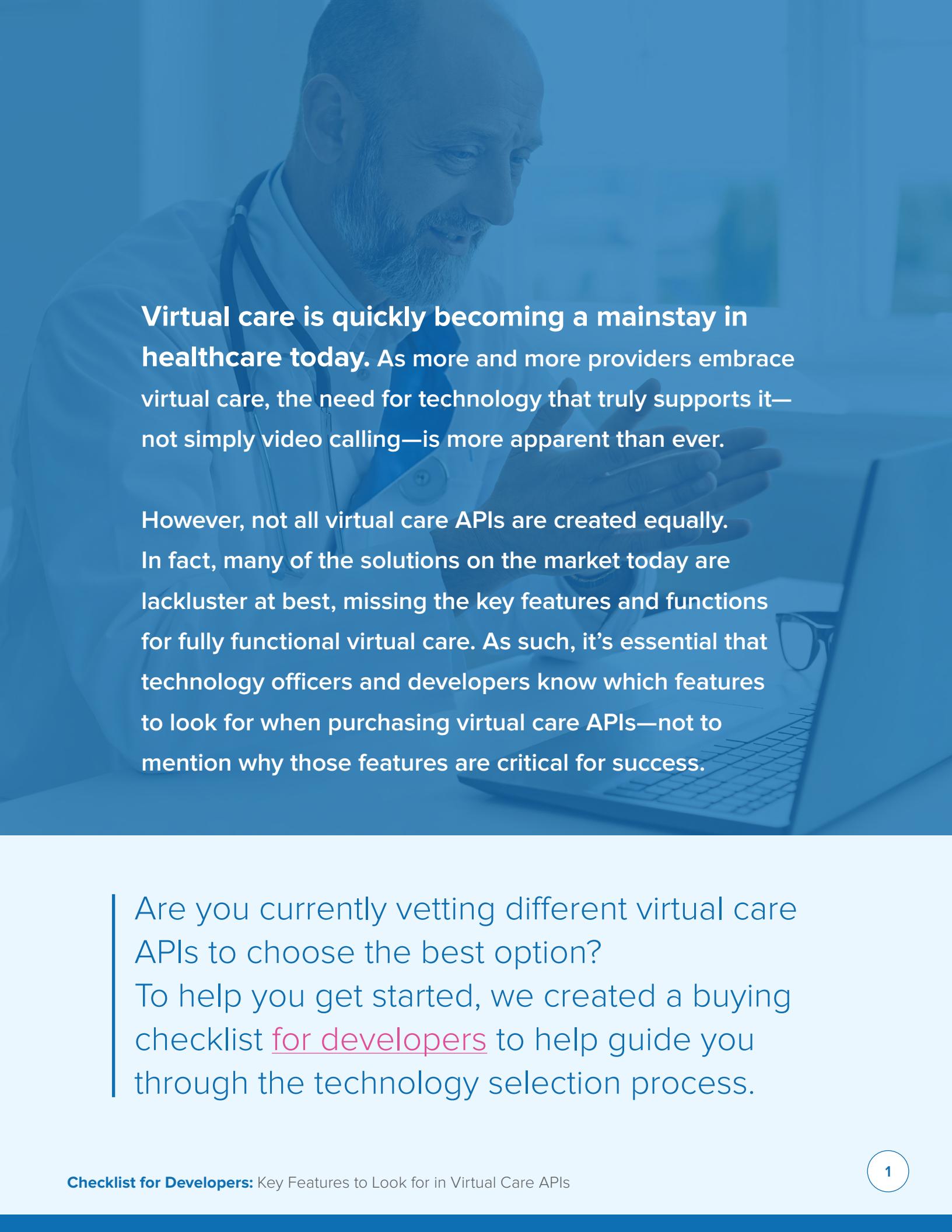
Virtual care is quickly becoming a mainstay in healthcare today. As more and more providers embrace virtual care, the need for technology that truly supports it—not simply video calling—is more apparent than ever.

However, not all virtual care APIs are created equally. In fact, many of the solutions on the market today are lackluster at best, missing the key features and functions for fully functional virtual care. As such, it's essential that technology officers and developers know which features to look for when purchasing virtual care APIs—not to mention why those features are critical for success.

Are you currently vetting different virtual care APIs to choose the best option?
To help you get started, we created a buying checklist for developers to help guide you through the technology selection process.

High-Quality Calling

Look for virtual care APIs that offer high-definition (HD) video, high-quality audio, and multiparty calling with the ability to add participants via the API, on the telephone, or via invites during a live call. At Bluestream Health, we use our own implementation of WebRTC, a web-based technology that enables real-time communications without requiring any downloads.

Virtual Care APIs

Your virtual care platform should be able to seamlessly connect with your existing technology via comprehensive APIs with unique features, such as secure WebRTC video, end-to-end encryption, scheduled and on-demand sessions, patented provisioning, integrated interpreting, integrated consent capture, image capture, one-click joining, screen sharing, SMS and email, in-session chat, SIP integration, HIPAA compliance, firewall traversal, real-time reporting, healthcare-specific workflows and UIs, and regional media zones.

HIPAA Compliance

Meeting Health Insurance Portability and Accountability Act (HIPAA) requirements is a must for healthcare organizations—which is why you need a secure platform for delivering virtual care. Many vendors offer encrypted solutions but stop there. HIPAA compliance requires much more. Bluestream is HIPAA-compliant with end-to-end data encryption and no dependency on third-party platforms.

Single Sign-On (SSO)

Today's consumers both want and expect an easy, convenient digital experience from their healthcare providers, and for virtual care, that starts with logging in. Look for virtual care APIs with single sign-on (SSO) that enables secure patient intake with or without consent, as well as the ability to invite patients to join a virtual visit through text, email, or a direct API integration with your application.

Clinical Workflows

Your virtual care APIs should work the way you work— and not the other way around. That's why it's essential to select a solution that enables scheduled and on-demand visits, routing patients to specific providers, new doctor and patient registration, intelligent queue management, and more—or basically everything you need to replicate the brick-and-mortar experience.

For example, ReferWell turned to Bluestream Health in 2020 for help transforming their platform, which was built with in-person visits in mind, to offer virtual visits that mirror in-office care experiences.

Real-Time Reporting

Real-time reporting is another important feature to look for in a virtual care platform. You need a tool that's HIPAA-compliant and secure with push-pull reporting on various details such as visit time, length, clinical notes from the provider, patient consent to reporting, audit logs, wait times, and disconnect times.

Interpreting Services

Interpreting services are another must-have feature to look for in a virtual care solution. The ideal platform would offer access to 200+ languages, including American Sign Language (ASL), and have the ability to add third parties as needed.

Product White Labeling

You want your patients to have a familiar experience that mirrors your in-office operations, which is why you should consider choosing virtual care APIs that allows white labeling. In other words, you can adapt the look and feel of your virtual care platform to align with your branding.

Seamless Integrations

Virtual care APIs need the ability to integrate with electronic medical records (EMRs), practice management systems, scheduling tools, and legacy systems. Bluestream Health offers seamless integration with many leading EMRs, including Epic, Cerner, Allscripts, Meditech, and eClinicalWorks, and can provide expertise and guidance to support your implementation.

24/7 Customer Support

When you need customer support, it should be readily available at no additional cost. Look for a virtual care vendor that offers 24/7 support via phone, email, social media, or all of the above, as well as one with specific healthcare expertise.

Continuous Updates

The last thing you want or need is to invest in a solution that requires a lot of heavy lifting for your end. Bluestream Health is committed to frequently upgrading our technology, and because you're embedding a platform with workflows built out, any product updates or enhancements are instantly integrated.

To recap, you need virtual care APIs that offer:

- ◯ High-quality calling
- ◯ HIPAA compliance
- ◯ Single sign-on (SSO)
- ◯ Clinical workflows
- ◯ Real-time reporting
- ◯ Interpretation services
- ◯ Product white labeling
- ◯ Seamless integrations
- ◯ 24/7 customer support
- ◯ Continuous updates

That's us. Bluestream Health offers a fully functional virtual care solution out of the box that can be configured to work **the way you work**, so you can quickly get up and running and achieve a better outcome faster.

Schedule a Call with Bluestream Health