



Service Definition Document

Product Overview

Clinic.co provides a platform which enables clinicians to provide video consultations to patients via their phone, tablet or laptop. Clinicians are able to send a link (via text or email) to establish a secure video bridge with the patient. The system works on any device, network and/or browser. The frame rate adjusts in cases of poor internet connection.

Specifics

Seamless video consultation:

- Available on any cellular network, device (mobile, laptop, tablet)
- Clinician send patient text or email containing one time use hyperlink. At the time of the consultation, the caller clicks on the link and a secure video bridge is enabled.
- Consultation ends as soon as patient/consultant terminate the session.

API Integration or web-based based system:

- Delivered by API integration into client's own patient management system or stand alone web based system.
- Branding option available so that system appears as seamless part of client system.

Storage and Encryption:

- No video data is stored on the patients mobile/Clinic.co server, unless requested.
- Data is AES 256 bit encrypted exceeding standards required by NHS and HIPAA
- GDPR compliant and Clinic.co is registered with ICO.

Recording:

- Video consultations can be recorded if requested by client.
- Video can be stored by clinic.co or API can be provided to enable video to be drawn from Dashboard and stored locally.

Creation of clinician accounts:

- Multiple personalised clinician accounts can be created (requires clinician email address).

IT Support

- 24/7 Technical Support provided