

Healthie Runs Zoom on their Telehealth Platform to Connect Providers to Thousands of Patients

Customer: Healthie, a telehealth and practice management platform

Challenge: Needed to integrate a video service into their platform while remaining HIPAA-compliant

Solution: Zoom's API plan allowed for an easy integration and offered numerous features for providers and patients

Result: Healthie now uses their platform to help connect providers to tens of thousands of patients. Healthie also uses Zoom Rooms for customer support and Zoom Video Webinars for educational sessions

Healthie is a telehealth and practice management platform that helps connect healthcare professionals to patients. Founded in 2016, Healthie simplifies practice management for professionals by managing back-office tasks such as billing and scheduling, increasing provider access to clients through telehealth, and offering a virtual environment to communicate with and educate clients.

"We have a two-pronged business model. We help practitioners run their businesses better, and help them engage with more clients. We saw a big discrepancy in the number of people who had access to medical professionals and the number of people who were in need of services. Our focus is to improve healthcare by increasing access," says Erica Jain, co-founder and CEO at Healthie.

Challenge

Healthie needed a high-quality video communications solution that would integrate easily into their platform across all devices, enable a HIPAA-compliant virtual environment that protects client information, and provide a reliable connection regardless of location.

Healthie also wanted features such as recording and screen sharing, which allows practitioners to easily track progress and share easy-to-read charts with clients.



Solution

Thanks to Zoom's robust API, Zoom was very easy to set up and integrate into the Healthie platform on their web application as well as their iOS and Android apps. Because Zoom was so successful within the platform, Healthie further expanded their Zoom use by deploying five Zoom Rooms for their customer success specialists, and using Zoom Video Webinars for educational speaking sessions.

Result

Zoom's high-quality experience and features have made Healthie's platform versatile yet easy to use. **"Everything we need is already built into the platform. Features like charting are especially helpful for dietitians, which allows them to take notes and organize information while meeting their clients. Screen sharing allows providers to share worksheets, test results, or food journals, and helps both parties stay on the same page. Zoom helps providers stay organized as well. They can have multiple meetings from just one account, record sessions, and access information anytime, from any device,"** says Jain.

Furthermore, because Zoom's user experience is consistent across meetings and webinars, regardless of the device, providers and clients' familiarity with Zoom allowed them to easily hop onto Healthie's webinars and connect with Healthie staff and support specialists in Zoom Rooms.

"Zoom Video Webinars is great for our classes and programs. We have all sorts of dietitians, nutritionists, and other professionals who host webinars and classes. Zoom can host large numbers of people for things such as group diabetes programs, and we love the recording and automatic emails. Clients can also actively participate through the Q and A feature," says Chelsey Amer, MS, RDN, and CDN marketer at Healthie.

Currently, around eighty percent of the thousands of providers using Healthie's platform use the telehealth features to connect to tens of thousands of clients and patients.



About Zoom

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems. Zoom Rooms is the original software-based conference room solution used around the world in board, conference, huddle, and training rooms, as well as executive offices and classrooms. Founded in 2011, Zoom helps businesses and organizations bring their teams together in a frictionless environment to get more done. Zoom is a private company headquartered in San Jose, CA.