

Digital Platforms SWOT Analysis

Platform: Nous Talk

Strengths: <ul style="list-style-type: none">• All media traffic is encrypted no matter the endpoint you use (web or mobile)• Uses updated browsers Chrome, Firefox• No software downloads required	Weaknesses: <ul style="list-style-type: none">• Unable to adequately test, required to commit no free trial option
Opportunities: <ul style="list-style-type: none">• Unable to fully explore	Threats: <ul style="list-style-type: none">• Unable to fully explore

Privacy Analysis:

Based in Waterloo, Canada

PHIPA and PIPEDA compliant

Information is never stored on any NousTalk servers or intercepted by NousTalk in any way.

The NousTalk management server is only used for address lookup, connection brokering, and system/user administration. This prevents information leakage between point A and point B.

Encrypted services storage. No servers, including NousTalk's, have access to the decryption keys. This keeps videoconferencing absolutely confidential.

All media traffic is encrypted no matter the endpoint you use (web or mobile) or the session setup you choose (P2P or multiparty).

Security includes:

- Access Control
- Audit Management Control
- Administrator Control and Dashboard
- Security Management Controls
- Person or Entity Authentication
- Breach Notification Protocols
- Transmission Security (Audio, Video/Chat Encryption)
- Encrypted Archiving

Platform: Doxy.me

<p style="text-align: center;">Strengths:</p> <ul style="list-style-type: none"> • Unlimited minutes to users for sessions • Virtual waiting room • Live chat features • Option to virtual/digital documents, can sign and complete • Can facilitate payment for fee-based services • Ability to personalize the platform with Pathstone logo • iOS, Android, PC supported 	<p style="text-align: center;">Weaknesses:</p> <ul style="list-style-type: none"> • Cost of \$42. p/month • Cannot support groups larger than 10 participants • Cannot stream webinars would not support much of non-clinical needs • Privately owned so likely minimal influence on enhancements and those would likely be at a fee
<p style="text-align: center;">Opportunities:</p> <ul style="list-style-type: none"> • Waiting room could serve a useful purpose for Walk In 	<p style="text-align: center;">Threats:</p> <ul style="list-style-type: none"> • Meetings are not password protected • Meeting links remain live even if Organizer has Wi-Fi issues

Privacy Analysis:

PHIPA and PIPEDA compliant

Meet HITECH compliance

Doesn't store client PHI. Therefore servers that store patient health information in Canada are not needed.

Has peer to peer encrypted connection.

OSSEC intrusion detection, file integrity monitoring, log monitoring, root check, and process monitoring

Annual risk assessments conducted

Auditing, logging, backup and disaster recovery policies and procedures in place

Said to be the easiest telemedicine solution

Platform: On Call Health

<p style="text-align: center;">Strengths:</p> <ul style="list-style-type: none"> • Secure video conferencing • Secure instant messaging • Secure file sharing • Built in informed consent • Screen sharing • Can create and share 'help resources' • Dedicated online technical support • Canadian Mental Health providers make up 35% of clients 	<p style="text-align: center;">Weaknesses:</p> <ul style="list-style-type: none"> • Group size limited to 15 participants • Calendar cannot populate in Outlook
<p style="text-align: center;">Opportunities:</p> <ul style="list-style-type: none"> • Option to share clinical notes • Interactive intake and assessment forms • Print or export results • Advanced scheduling options • Secure payment process 	<p style="text-align: center;">Threats:</p> <ul style="list-style-type: none"> • Does not meet all of Pathstone Mental Health's business needs • Not completely compatible with existing systems

Privacy Analysis:

PHIPA and PIPEDA compliant

Servers are privately hosted and located in Canada with Amazon secure cloud

PHI deleted when no longer needed to deliver services or account is closed.

Minimal info collected. Collect only client name and email.

Technological and administrative measures are implemented to safeguard personal and PHI.

Content of video meetings not recorded or stored anywhere

Technology is regularly audited by 3rd party to ensure privacy

Platform: Adra Care

Strengths: <ul style="list-style-type: none">• Document sharing• Group conferencing• Automated reminders• Online booking• Mobile App• Patient portal• Chat box• Screen sharing	Weaknesses: <ul style="list-style-type: none">• Maximum 8 users for group conferencing• App download• Need to set up a profile and add symptoms before checking in with a therapist• Very medically oriented
Opportunities: <ul style="list-style-type: none">• None noted	Threats: <ul style="list-style-type: none">• Complicated to navigate• Possibly overwhelming to clients

Privacy Analysis:

PHIPA and PIPEDA compliant

Secure patient records stored in cloud with 24 hour monitoring

Server in Canada and data contained within the region

Does not retain sensitive data in any public or private location other than those assigned for database management and quality assurance activities

Security includes identifications, various database audit logging, data integrity systems and verified backups, entity authentication programs, digital certificates, various levels of encryption

Platform: Zoom Pro

<p>Strengths:</p> <ul style="list-style-type: none">• Customized URL• Can add company branding• Password protected• Screen sharing• Group size can be up to 500• Meetings can be password protected	<p>Weaknesses:</p> <ul style="list-style-type: none">• Issues with USB camera• Can use emoji's, not recommended in virtual therapy per CRPO, OCSWSW• Costs: \$27 p/month for a minimum of 50 hosts (Business)• Difficulties hearing• Sound is echoed• Must download an App for use
<p>Opportunities:</p> <ul style="list-style-type: none">• Could potentially meet business needs	<p>Threats:</p> <ul style="list-style-type: none">• Multiple "Zoom Bombing" incidents• Privacy problems

Privacy Analysis:

PHIPA and PIPEDA compliant

Canada based storage -all data and traffic is within Canada

Does not share PHI or info with 3rd parties

Regular scans of vulnerability

Advanced encryption standards

Does not view or track video/audio content of meetings.

Platform: PCVC/OTN

<p>Strengths:</p> <ul style="list-style-type: none"> • The combination of the two platforms will offer substantial features for both clinical and non-clinical purposes • OTN/PCVC are recognized for affiliation with health services and therefore may offer ease to users both client and staff • With the majority of funding from MOHLTC Pathstone could enjoy the full functions of PCVC at no cost • Pathstone could on-board an unlimited number of staff users • High quality • Meets all privacy requirements as relates to encryption and data storage and transmission • Can support clinical groups of 19 participants and one facilitator • If groups are with other OTN members there is no limit to participants • Can support non-clinical groups of up to 500 • iOS, Android, PC supported 	<p style="text-align: center;">Weaknesses:</p> <ul style="list-style-type: none"> • Currently no virtual waiting room feature, potential for development • Currently no virtual/digital means to sign documents • No Live Chat feature • No recording
<p style="text-align: center;">Opportunities:</p> <ul style="list-style-type: none"> • Pathstone can complete the scheduler training and facilitate their own future consultations • Potential to inform future developed functions 	<p style="text-align: center;">Threats:</p> <ul style="list-style-type: none"> • Webinar links are live for 24 hrs. • Meeting links remain even in the event of Organizer Wi-Fi issues

Privacy Analysis:

PHIPA and PIPEDA compliant

Doesn't use or disclose PHI

OTN shall notify the User at the first reasonable opportunity of becoming aware of any unauthorized access, use, disclosure or disposal of PHI provided by the User through the PCVC Service; OTN is not HICs and won't inform client directly of PHI breaches

Has physical/admin/technical safeguards in place to protect PHI

Technology safeguards include authentication, authorization and accounting servers; industry standard encryption technology; firewalls; and intrusion detection and denial of service technologies.

Has Internal Privacy Risk Review in place

Uses physical, administrative safeguards include secure entrance systems, locked offices and filing cabinets are used to secure physical PHI.

OTN NB restricts access to PHI to those who require it to fulfill their duties.

Records management meets industry standards but not specified

Disclaimer - a) certain elements of the PCVC Service (including but not limited to the PCVC Software) may be sublicensed by OTN from third parties ("Third Party Materials"); (b) such Third Party Materials (including but not limited to software) are licensed in accordance with any applicable third party license terms; and (c) in order to use the PCVC Service (including but not limited to the PCVC Software) you must agree to any applicable third party license terms.

Platform: Skype for Business/Microsoft Teams (MST)

<p>Strengths:</p> <ul style="list-style-type: none">• Meeting rooms• 1:1 video sessions• Can record (could be useful for fidelity)• Can create notes and retrieve• Group chats• Can use to present for up to 10,000 people• Can complete chats, video calls, assignments, shared calendar and shared files• Excellent uses for business needs• Can stream webinars	<p>Weaknesses:</p> <ul style="list-style-type: none">• Do collect data• Need cost clarity• Need a profile• Require App download
<p>Opportunities:</p> <ul style="list-style-type: none">• Capacity to adapt functions and policies for different purposes• Can create different work groups and teams	<p>Threats:</p> <ul style="list-style-type: none">• Can record (potential issue as clients would have this ability too)

Privacy Analysis:

Skype would need to enter into a business associate agreement (BAA) with any health provider concerned about PHIPA compliant video conferencing. Currently there is no official certification for PHIPA or HITECH Act compliance.

Skype does not create PHI, but it does 'receive' and transmit PHI. That said, messages are encrypted and are not accessed by Microsoft. But it is not clear if Microsoft can access the contents of messages.

BAA would need to specify that Skype for Business must maintain an audit trail and all messages must be backed up securely and all communications saved.

Access controls must be applied on all devices that use Skype for Business to prevent unauthorized disclosures of PHI. Controls must also be set to prevent any PHI from being sent outside the organization. This would need to be in the BAA.

We would also receive satisfactory assurances that in the event of a breach, we will be notified by Microsoft.

There is indication that Skype for Business can be made PHIPA compliant, if the Enterprise E3 or E5 package is purchased. However, some of the literature maintains that even with a BAA and the correct package, there is still considerable potential for PHIPA Rules to be violated using Skype for Business. In order to make it PHIPA compliant Skype for Business would need to be carefully configured.

Platform: GOTO Meeting

<p>Strengths:</p> <ul style="list-style-type: none">• Screen sharing• HD video, web audio• Unlimited meetings• Conference line available• Personal Meetings and conference rooms• Web or App access• 24 hour support• Meetings can be password protected• Recording option	<p>Weaknesses:</p> <ul style="list-style-type: none">• Can require an App download• Extra cost to increase users and group sizes
<p>Opportunities:</p>	<p>Threats:</p>

<ul style="list-style-type: none">• Compatible with Siri, has voice activation features• Office 365 and Google calendar features	<ul style="list-style-type: none">• Based on the United States• Recording option would be available to clients
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Privacy Analysis:

LogMeIn is headquartered in the United States of America

Need to sign BAA with GoToMeeting before using it about storing or transmitting any PHI. With this it will be HIPAA compliant.

GOTO collects customer data and registration data, Service Data (including Session and Usage data),

Third party data, device data and location info.

LogMeIn also collects and stores meeting attendee information.

GOTO will retain client info as long as the account is active

Customers' browser can be set to refuse cookies but if not GOTO platform collects cookies and also use them for sending clients advertisements of products

Provided HIPAA-covered entities and business associates enter into a BAA with GoToMeeting prior to using the service for communicating PHI, GoToMeeting can be used in a HIPAA-compliant manner.