

Electronic Patient Communication: How to Keep It Private

Communication type	Product	Cost	Description
Email	Virtual private networks (VPN) (Hot Spot Shield, Cloak, NordVPN, others)	Start at \$3.00/month	Tunnels all your Internet traffic through an off-site private server
	Gmail	Free	Encrypted by default
	Virtru	\$5.00/month	Works on top of any email provider to protect content, option for self-destructing email
Texting	Apple iMessage	Free	Encrypted only if both parties use an iPhone
	WhatsApp	Free	Both parties must download app
	Facebook Messenger	Free	May be linked to personal Facebook pages, security questionable
	Wickr, Wiper, Telegram, others	Free	Encrypted and option for self-destructing messages
Video	Skype	Free	Encrypted, software installation needed, HIPAA compatibility debated
	Facetime	Free	Encrypted, requires Apple operating system, software installation needed, HIPAA compatibility debated
	Google Hangouts	Free	Encrypted, cloud based (no software installation needed), multiple participants possible, HIPAA compatibility debated
	Vsee	HIPAA BAA only available with paid subscriptions; \$299-\$799/month plus set-up and training fees may apply	Encrypted, software installation needed, multiple participants possible, HIPAA compatible with paid version
	Doxy.me, Jitsi	Free	HIPAA compatible, no software installation needed, <i>TCPR's</i> testing found both products relatively difficult to install/use
	Cloudvisit, evisit, Secure Telehealth, Thera-link, and many others	\$30-\$300/month	HIPAA-compatible video chat services usable with your patients, pricing varies according to added features
	HealthTap, Breakthrough, iCouch, Talkspace, and Talksession	Varying payment arrangements	HIPAA-compatible video chat services with a pool of patients looking to connect to doctors

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