

Post-acute care organizations trust Synzi's video and messaging virtual care / telehealth platform and are confident that patient-provider and provider-provider communications remain private and secure.



Home health agencies **should not use** ad hoc video suppliers even though HIPAA-compliant requirements have been temporarily waived because of **limitations** such as:



#### **Lack of Data Protection & Encryption**

Because ad hoc video suppliers are not HIPAA-compliant, PHI is not protected against threats / hazards to the confidentiality, integrity, and security of patients' data.



#### **Poor Video Quality and Unstable Platform**

The video experience of ad hoc suppliers was not designed to be robust and suitable for healthcare communications as well as any level of cellular or WiFi connectivity. Also, the performance of the video platform may be highly dependent on the data transmission at the streaming server end.



#### **Sharing Personal Phone #**

With ad hoc video suppliers, an agency's staff would have to share their personal phone # and contact info in order to communicate with patients. As a result, controlling inbound/outbound access is lost.



#### **Lack of Reporting**

Ad hoc video suppliers do not provide any reporting features. If there is an issue (e.g., malpractice), the call records do not exist and participants cannot be traced without obtaining carrier approval and subpoenaing records.

The Synzi platform is HIPAA compliant and operates in a HITRUST certified environment, ensuring the security of our technology today while future-proofing our solution to meet growing customer needs.

Our exclusive focus on healthcare, along with our commitment to meeting the industry's stringent regulations, truly sets Synzi apart from other video conferencing solutions. Your communications and connections with colleagues and patients are protected when using Synzi for virtual visits.