

Central Ohio Primary Care Expands Partnership with Updox to Offer HIPAA-Compliant Video Telemedicine

Multi-location practice implements Updox Video Chat to maintain routine patient care during COVID-19 crisis

Dublin, Ohio – April 7, 2020 – Today, [Updox](#) announced a partnership with [Central Ohio Primary Care](#) (COPC), the largest physician-owned primary care organization in the United States, to provide a video telemedicine solution for virtual care. Demand for telehealth services is growing rapidly because it supports safe, HIPAA-compliant care delivery for patients, physicians and staff during the COVID-19 pandemic.

COPC will immediately use Updox's [Video Chat](#) solution initially within the respiratory therapy department. With Video Chat, patients can connect with their physicians through a HIPAA-compliant telemedicine solution for a face-to-face consultation without the need to download an app or special equipment.

"COVID-19 has changed the way we deliver care. More than just treating patients directly impacted by the illness, telehealth transforms how we offer safe, routine care for other patients in a way that also protects our staff," says Angelo Mazzocco, chief information officer, COPC. "With nothing to download or any special equipment, Updox Video Chat is a great option to quickly and safely monitor the health of those patients who may be at risk during this crisis."

Updox telehealth solutions are key to providing virtual care by giving healthcare providers HIPAA-compliant channels to reach patients who are too ill to get to the office, homebound, quarantined, immobile, or in rural environments. As healthcare providers navigate this pandemic, Updox supports providers with safely treating their patients, protecting staff and lowering overall risks to help lessen the spread of COVID-19.

"Healthcare providers are rushing to implement telehealth and there are many options to consider. You don't have to sacrifice security for ease of use. It's possible to implement a HIPAA-compliant telehealth solution that's as easy to use as making a phone call. Options exist to register, train and start using within a day, leading to a more efficient, comprehensive patient experience for the long-term," says Michael Morgan, chief executive officer, Updox. "We already had a partnership in place with COPC for document management, and we're happy to meet their video telemedicine needs for their respiratory team."

With quarantines and stay-at-home orders across the United States, and at-risk patients advised to stay away from more populated areas and businesses, the need for ongoing healthcare doesn't stop. Telehealth offers a way to ensure care continues in a manner that is timely, safe and secure while protecting vulnerable patients and staff.

In addition to HIPAA-compliant Video Chat, Updox also offers a comprehensive telehealth solution that includes Video Chat and secure text messaging, enabling virtual care as a complete experience to keep patients monitored safely at home. Learn more about Updox Telehealth solutions at www.updox.com.

About Updox

Committed to simplifying the business of healthcare, Updox offers a comprehensive telehealth solution as part of its all-in-one collaboration platform. Named for the past five years to the Inc. 5000 list of America's fastest-growing private companies, Updox is integrated with more than 100 electronic health records (EHR) and pharmacy management systems and serves more than 420,000 users and 170 million patients. Updox offers a broad set of capabilities for patient engagement, provider communications and internal productivity that work together in a secure, easy-to-use collaboration platform. Solutions specific to telehealth include HIPAA-compliant Video Chat, Secure Text and SMS text. Updox was created specifically for the out-of-hospital market and gives customers access to a growing platform that focuses on solutions and services to make everyone delivering healthcare happy. Learn more at www.updox.com or follow the company on [Twitter](#), [LinkedIn](#) and [Facebook](#).

About Central Ohio Primary Care Physicians:

[Central Ohio Primary Care Physicians](#) (COPC) is a healthcare organization of primary care physicians, with over 450 providers and 80 office sites throughout Central Ohio caring for 400,000 people. As the largest physician-owned primary care organization in the United States, its doctors are free to focus their time on what they do best-keeping patients healthy. The organization offers endocrinology, family practice, pediatrics, internal medicine, ancillary and radiology services, cardiology, full-service laboratory, and a hospital group.

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