



Webex Integrations for Healthcare

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Community Events - 3/17/2021

Key Topics

- How Webex platform brings value starting from the EMR
- Webex Telehealth Connector for Epic
- Link Generator Developer Tool

How Webex platform brings value in EMR / EHR systems

• **Webex Telehealth Connector for Epic**

- Allows providers and patients to schedule and access virtual appointments through provider's EHR scheduling systems
- Utilizes our Webex JS SDKs and APIs to provide a seamless browser-based experience
- Built to Epic's specifications
- Scheduled or on demand

• **Link Generator Developer tool**

- Allows developers to interoperate Webex with any system, healthcare or otherwise, to provide video-based collaboration
- Can be leveraged by developers in tandem with our SDKs to easily build custom experiences
- Out of the box, we provide an application built on our Webex JS SDKs and APIs to provide a seamless browser-based experience that is used by our Telehealth Connector for Epic

Both the Link
Generator and
Telehealth Connector
will be available
wherever Webex is
available



Language support will be limited to English for
initial GA

** Telehealth Connector for Epic will be available wherever
Webex and Epic are available

Key Browser Call Experience Features

| Features | Web Application | Available in SDKs |
|--|-----------------|-------------------|
| Virtual Lobby / Waiting Room | Yes | No, custom built |
| Audio / Video Controls | Yes | Yes |
| Screensharing | Yes | Yes |
| Meeting Info (Dial-in, Webex URL, SIP URI) | Yes | Yes |
| Change View (Single, Prominent, Grid) | Yes | Yes |
| IT Support Feedback Loop | Yes | No, custom built |
| Device Endpoint Connection | Coming Soon | Yes |
| PSTN Dial-out | Coming Soon | No, coming soon |
| Provide guest links via e-mail | Coming Soon | No, custom built |



Webex Telehealth Connector for Epic Status

Our Webex Telehealth Connector for Epic is an Epic certified product listed on Epic's App Orchard; their developer community and marketplace.

The Webex platform is now Health Information Trust Alliance (HITRUST) certified

Our Target GA is March 22nd, 2021

How it works – Context-aware Linking Overview

- Cisco provides joint Epic x Webex customers with information to input into Epic's **FDI** records
- Epic customer creates new visit type for the integration
- Information provided by Cisco is leveraged to generate links / URLs for participants for a particular virtual visit
- Most of the setup is the responsibility of the customer / Epic. Very minimal build on Cisco Webex side

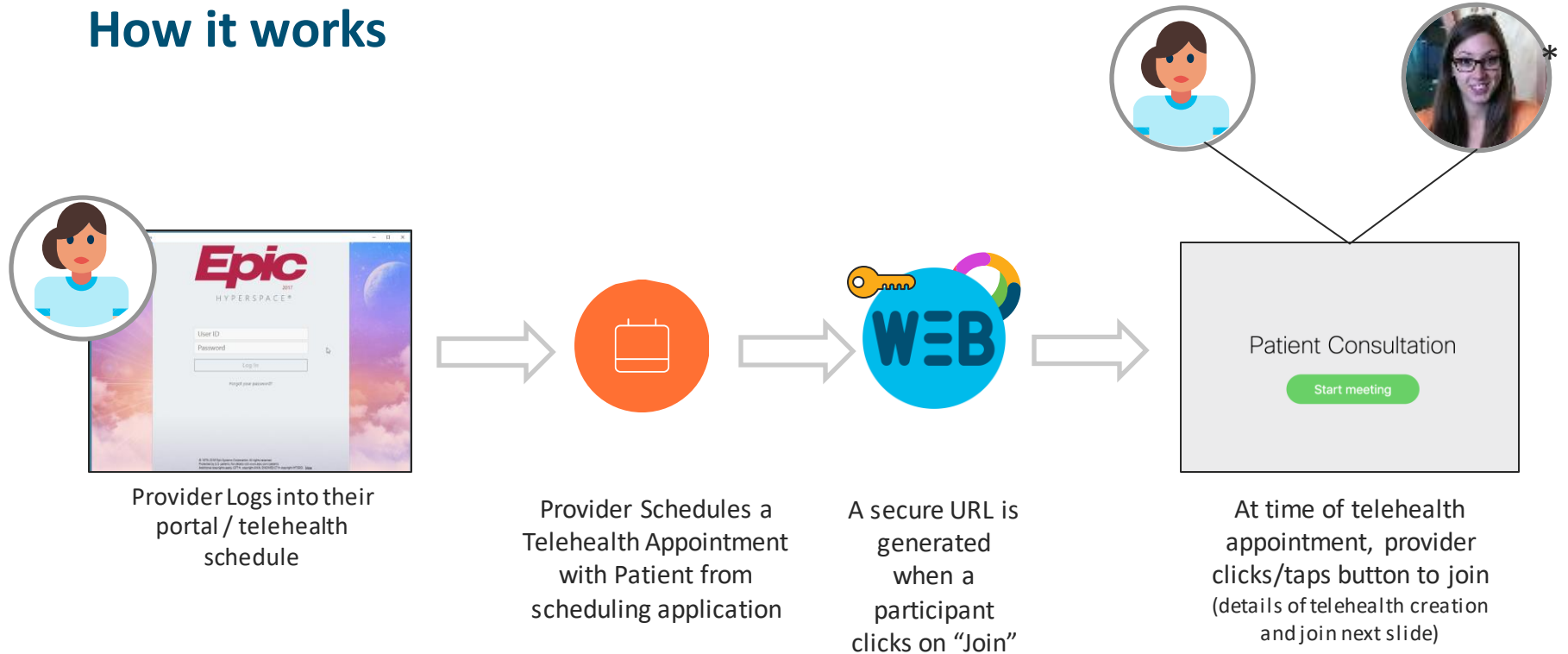
Demo #1

Configuration Steps on Cisco-side -- Telehealth Connector for Epic

We will now demonstrate accessing our portal
at:

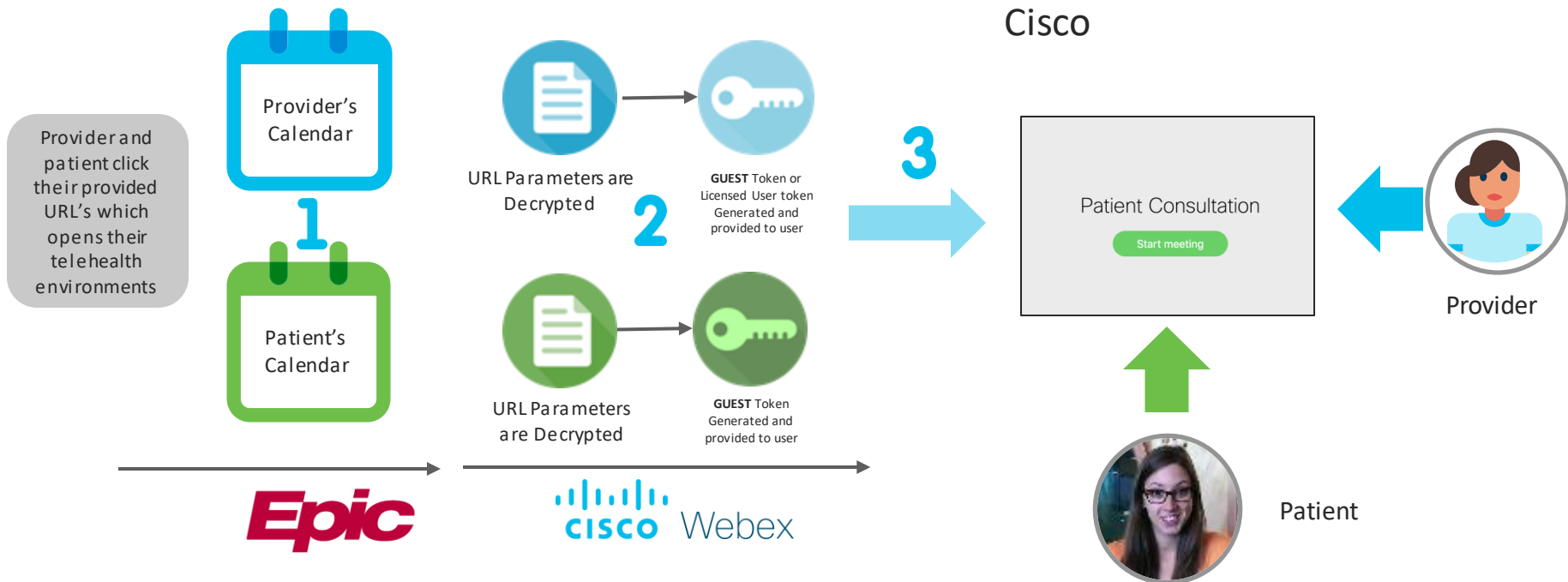
instant.webex.com/healthcare/epic

How it works



* Patients can launch video visits from a browser or mobile device using either MyChart or a customer provider portal.

Basic Workflow



Advantages of guest meetings:

1. Total anonymity
2. No credentialing into Cisco

Authenticated User Advantages

Advantages:

- Calls show up in Control Hub - GA
- PSTN Dial in, Webex URL, SIP URI capabilities - GA
- Hardware endpoint connectivity – In development
- Dial-out capabilities – In development

Webex Telehealth Connector for Epic Key API Features

| Feature | Standard | Enhanced |
|---|----------|----------------------------|
| Schedule Appointments in EHR | Yes | Yes |
| Update Connection Status in EHR | No | Yes |
| Save Images in EHR (coming soon) | No | Yes |
| Update Hardware Operational Status in EHR (coming soon) | No | Yes |
| Price | Free | \$3.25 Per User, Per Month |

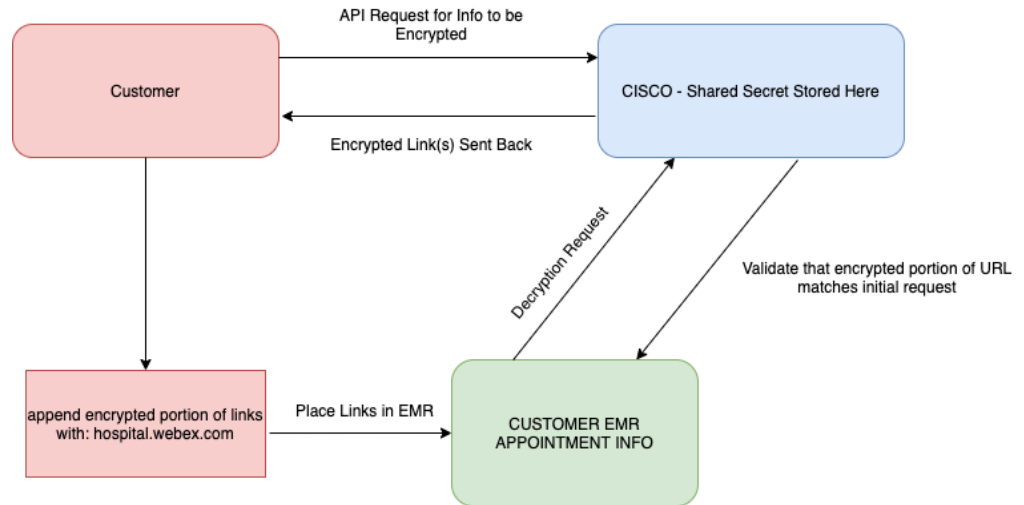
Codename: Link Generator Developer Tool Overview

- [Currently] a telehealth specific developer tool that is EHR agnostic but can be used for an industry use case
- GA May 2021
- Utilizes the same technology as Telehealth Connector for Epic and provides the end-user the same video call experience.
- Free add-on with Webex licenses

How It Works – Basic Use Case

1. User makes a request via API for encrypted portion of links with a unique identifier for the encounter.
2. Programmatically prepend links with a static URL provided by Cisco.
3. Place / convey links wherever / however you so choose

Example workflow:



Link Generator Tool Demo

- Demonstrating:
- via Postman -- making a request
retrieving encrypted strings
- End user experience for out of
the box web application
- Review of API documentation



Q&A

