

Broaden Your Reach



Video + Chat: A Continuum of Communication for Quality Care

In an increasingly remote world, it's more important than ever to harness and retain the experience of in-person care. By integrating PubNub and Vonage, you expand the ways patients can interact and communicate with their care team—be it by chat, voice, or video. Giving doctors, patients, and healthcare providers their choice of communication makes their interactions more authentic and genuine, which is invaluable in today's remote-first world.

Patients compare their digital health interactions to the consumer experiences they are accustomed to. They expect the same familiar responsiveness and features when communicating virtually with their care team. Meanwhile, the experience you offer patients must fit within your context and regulatory environment.

Using PubNub and Vonage you don't have to build these capabilities from the ground up. By relying on the expertise of our individual HIPAA compliant platforms, you get a reliable, high-quality communication platform—all while retaining full control, functionality, and flexibility with integrations to services like EHR lookup, translation, and medical language processing.

The Benefits of Integrating with PubNub

Get Compliant Chat Up and Running Quickly

Build HIPAA-compliant chat quickly and easily, and do it with the tools and services you love. PubNub's APIs are designed to accommodate your approach to engineering. And the PubNub Chat UI Kit lets your design team start with the components needed to deliver a beautiful and comfortable patient experience.

Start with the Features Users Expect

Deliver the features that patients expect from chat out of the box: on/offline status indicators, typing indicators, and message reactions.

Optimize Doctor Schedules with User Presence

Instantly show who is on and offline, connecting doctors and patients in real-time and maximizing the time doctors dedicate to consultations.

Extend Functionality with Best-in-Class Medical API Providers

Integrate 3rd party services for features like EHR lookup, medical language comprehension, real-time translation, and medical chatbots, all without routing traffic or managing additional servers.

Customize the Experience for your Approach to Care

The PubNub APIs allow you to extend communication to incorporate data such as location, current device, or even heart-rate to deliver continuous, remote care that's fully integrated into your application.

KEY FEATURES

- Presence & User Status
- User & Content Moderation
- Web and In-App Chat
- Streaming of Sensor Data
- Voice and Video Chat
- In-App Alerts & Mobile Push Notifications
- Conferencing
- Geo-Triggered Events & Location Tracking
- Virtual Canvas/ Whiteboards
- Access Control
- SMS/MMS/Social
- Analytics
- Chatbots
- Text-to-Speech
- Translation

"In the EMS/911 space, efficiency is key... PubNub is reliable. It's efficient. It's fast. It's everything we were looking for."

Jason Brock,
Director of Software Development at Zoll

KEY NUMBERS

- 3+ Trillion Monthly API Calls
- 800+ Million Monthly Devices
- <100ms Latency Worldwide
- 99.999% Uptime SLAs

"PubNub provides MedX with the real-time technology that makes MedX a reliable, modern solution for busy practitioners"

Andrey Kudievskiy,
CEO of Distillery