

A REVIEW ON TRAILBLAZING TELEMEDICINE APPS

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Abstract

Telemedicine involves the provision of health care and sharing of medical knowledge using telecommunications technologies. Preventive, diagnostic, and therapeutic services, as well as self-management of health and patient education assistance with, can be provided via telemedicine. The Veterans Health Administration (VHA) has a wide range of telemedicine capabilities. Given limitations on studying its effectiveness, telemedicine is often applied to new patient populations without explicit evaluation of efficacy. Evaluating the potential use of telemedicine services through supporting literature from other disorders may be possible. This paper discusses applying telemedicine to the care of individuals with multiple sclerosis (MS) when few published evaluations exist in MS. In this paper, we provide guidelines for telemedicine in India and telemedicine apps & review the strengths and limitations of telemedicine as a care delivery vehicle.

Key words: *Cost-benefit analysis, health services, review, telemedicine apps.*

Introduction

You need to see a doctor but can't find the time to make it happen — or maybe you're in a location that makes it difficult. Sound familiar? Depending on the issue, telemedicine may be the answer or at least a temporary solution for nonemergency concerns.¹⁻⁴

With telemedicine apps, you can receive remote healthcare services from a doctor — without stepping foot in their office. We searched for the best telemedicine apps ranked high in user ratings, quality, and overall reliability, and here are our top picks.

What are telemedicine apps?

Telemedicine is a way to access healthcare appointments with doctors, psychiatrists, or nurses on the internet using your phone or computer. These appointments are usually video calls through an app or platform, although some services also provide:

- online chat messaging
- email support
- telephone calls

The idea of telemedicine isn't to replace clinic visits with a doctor. Instead, they should complement regular healthcare. People may use telemedicine to⁵⁻⁸

- talk with a doctor and see if you need a physical appointment
- request or renew certain prescriptions for medications
- assess and treat minor health conditions
- access therapy and other mental health services

Additionally, many telemedicine apps are making strides to become primary care providers for folks rather than just acute visits.

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Who should use telemedicine apps?

Telemedicine is growing in popularity and can provide benefits over traditional doctor visits. People who work full time may appreciate being able to schedule telemedicine appointments with doctors outside of traditional business hours, including evenings and weekends. It may also be more convenient for people with children who would otherwise need to find sitters.

Telemedicine also improves access to care for people in isolated areas, older individuals, and individuals living with disabilities. Additionally, it can be helpful for people who frequently travel and those who may forget their medication.

There's also no need for travel, which can save time, money, stress, and frustration. Looking for and attending a telemedicine appointment from the comfort of home is a far more tempting prospect.^{9,10}

Additionally, telemedicine may be more economical than a clinic visit depending on your health insurance.

Who shouldn't use telemedicine apps?

Telemedicine isn't the ideal fit for everyone or every situation, and it has some disadvantages, including:

- **Insurance coverage.** Your insurance may not cover telemedicine appointments. It's only a requirement for insurers to cover or reimburse telemedicine costs in 26 states. That said, laws change continually, and more states may require insurers to limit cost-sharing in the future.
- **Internet access.** You'll need reliable internet and access to a computer or smartphone for your appointment. People living in areas with poor internet coverage may find telemedicine challenging.
- **Data protection.** If you access telemedicine through an unencrypted channel or on a public network, there's a risk of hackers or others accessing your information unlawfully. Additionally, your data could become corrupt, compromised, or lost.
- **Emergency care.** Telemedicine isn't suitable for emergency care or more serious mental health or physical conditions requiring a healthcare professional's in-person assessment.
- **Certain prescriptions can't be filled.** Some apps can't prescribe or refill-controlled substances or certain anxiety medications

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Guidelines for Telemedicine in India The professional judgment of a Registered Medical Practitioner should be the guiding principle for all telemedicine consultations:

An RMP is well positioned to decide whether a technology-based consultation is sufficient or an in-person review is needed. Practitioner shall exercise proper discretion and not

compromise on the quality of care. Seven elements need to be considered before beginning any telemedicine consultation (see panel) Seven Elements to be considered before any telemedicine consultation

- 1 Context
- 2 Identification of RMP and Patient
- 3 Mode of Communication
- 4 Consent
- 5 Type of Consultation 6 Patient Evaluation
- 7 Patient Management

TELEMEDICINE SHOULD BE APPROPRIATE AND SUFFICIENT AS PER CONTEXT.

1. The Registered Medical Practitioners should exercise their professional judgment to decide whether a telemedicine consultation is appropriate in a given situation or an in-person consultation is needed in the interest of the patient. They should consider the mode/technologies available and their adequacy for a diagnosis before choosing to proceed with any health education or counseling or medication. They should be reasonably comfortable that telemedicine is in the patient's interest after taking a holistic view of the given situation.

2 Complexity of Patient's health condition Every patient/case/medical condition may be different, for example, a new patient may present with a simple complaint such as headache while a known patient of Diabetes may consult for a follow up with emergencies such as Diabetic Ketoacidosis. The RMP shall uphold the same standard of care as in an in-person consultation but within the intrinsic limits of telemedicine.

3. IDENTIFICATION OF THE REGISTERED MEDICAL PRACTITIONER AND THE PATIENT IS REQUIRED.

.1 Telemedicine consultation is should not be anonymous: both patient and the RMP need to know each other's identity.

2 An RMP should verify and confirm patient's identity by name, age, address, email ID, phone number, registered ID or any other identification as may be deemed to be appropriate. The RMP should ensure that there is a mechanism for a patient to verify the credentials and contact details of the RMP.

3 For issuing a prescription, the RMP needs to explicitly ask the age of the patient, and if there is any doubt, seek age proof. Where the patient is a minor, after confirming the age, tele consultation would be allowed only if the minor is consulting along-with an adult whose identity needs to be ascertained.

4 An RMP should begin the consultation by informing the patient about his/her name and qualifications.

5 Every RMP shall display the registration number accorded to him/her by the State Medical Council/MCI, on prescriptions, website, electronic communication (WhatsApp/ email etc.) and receipts etc. given to his/her patients

MODE OF TELEMEDICINE.

1 Multiple technologies can be used to deliver telemedicine consultations. All these technology systems have their respective strengths, weaknesses and contexts in which they may be appropriate or inadequate in order to deliver proper care.

2 Primarily there are 3 modes: Video, Audio or Text (chat, images, messaging, email, fax etc.). Their strengths, limitations and appropriateness as detailed in Section 2 need to be considered by the RMP.

3 There may be situations where in order to reach a diagnosis and to understand the context better; a real-time consultation may be preferable over an asynchronous exchange of information. Similarly, there would be conditions where an RMP could require hearing the patient speak, therefore, a voice interaction may be preferred than an email or text for a diagnosis. There are also situations where the RMP needs to visually examine the patient and make a diagnosis. In such a case, the RMP could recommend a video consultation. Considering the situation, using his/her best judgment, an RMP may decide the best technology to use to diagnose and treat.

PATIENT CONSENT.

Patient consent is necessary for any telemedicine consultation. The consent can be Implied or explicit depending on the following situations¹⁵⁻¹⁸

1 If, the patient initiates the telemedicine consultation, then the consent is implied

.2 An Explicit patient consent is needed if: A Health worker, RMP or a Caregiver initiates a Telemedicine consultation.

Implied Consent: In an in-person consultation, it is assumed the patient has consented to the consult by his/her actions. When the patient walks in an OPD, the consent for the consultation is taken as implied. Like an in-person consultation, for most of the tele-consultations the consent can be assumed to be implied because the patient has initiated the consultation.

3 An Explicit consent can be recorded in any form. Patient can send an email, text or audio/video message. Patient can state his/her intent on phone/video to the RMP (e.g. “Yes, I consent to avail consultation via telemedicine” or any such communication in simple words). The RMP must record this in his patient records.

EXCHANGE OF INFORMATION FOR PATIENT EVALUATION

P RMPs must make all efforts to gather sufficient medical information about the patient’s condition before making any professional judgment.

1 **Patient’s Information** - An RMP would use his/her professional discretion to gather the type and extent of patient information (history/examination findings/Investigation reports/past records etc.) required to be able to exercise proper clinical judgement. - This information can be supplemented through conversation with a healthcare worker/provider and by any information supported by technology-based tools. - If the RMP feels that the information received is inadequate, then he/she can request for additional information from the patient. This information may be shared in real time or shared later via email/text, as per the nature of such information. For example, an RMP may advise some laboratory or/and

radiological tests to the patient. In such instances, the consult may be considered paused and can be resumed at the rescheduled time.

An RMP may provide health education as appropriate at any time. - Telemedicine has its own set of limitations for adequate examination. If a physical examination is critical information for consultation, RMP should not proceed until a physical examination can be arranged through an in-person consult. Wherever necessary, depending on professional judgement of the RMP,

he/she shall recommend: - Video consultation - Examination by another RMP/ Health Worker ; - In-person consultation - The information required may vary from one RMP to another based on his/her professional experience and discretion and for different medical conditions based on the defined clinical standards and standard treatment guidelines. - RMP shall maintain all patient records including case history, investigation reports, images, etc. as appropriate.

TYPES OF CONSULTATION: FIRST CONSULT/ FOLLOW-UP CONSULT.

There are two types of patient consultations, namely, first consult and the follow-up consult. An RMP may have only a limited understanding of the patient seeking teleconsultation for the first time, when there have been no prior in-person consultation. However, if the first consult happens to be via video, RMP can make a much better judgment and hence can provide much better advice including additional medicines, if indicated. On the other hand, if a patient has been seen in-person earlier by the RMP, then it is possible to be more comprehensive in managing the patient.

First Consult means The patient is consulting with the RMP for the first time; or

- The patient has consulted with the RMP earlier, but more than 6 months have lapsed since the previous consultation; or The patient has consulted with the RMP earlier, but for a different health condition
- Follow-Up Consult(s) means T
- he patient is consulting with the same RMP within 6 months of his/her previous in person consultation and this is for continuation of care of the same health condition. However, it will not be considered a follow up if: There are new symptoms that are not in the spectrum of the same health condition;
- and/or RMP does not recall the context of previous treatment and advice

PATIENT MANAGEMENT: HEALTH EDUCATION, COUNSELING & MEDICATION.

1 If the condition can be appropriately managed via telemedicine, based on the type of consultation, then the RMP may proceed with a professional judgement to: o Provide Health Education as appropriate in the case; and/or o Provide Counseling related to specific clinical condition; and/or o Prescribe Medicines

2 Health Education: An RMP may impart health promotion and disease prevention messages. These could be related to diet, physical activity, cessation of smoking, contagious infections

and so on. Likewise, he/ she may give advice on immunizations, exercises, hygiene practices, mosquito control etc 20

3 Counseling: This is specific advice given to patients and it may, for instance, include food restrictions, do's and don't's for a patient on anticancer drugs, proper use of a hearing aid, home physiotherapy, etc to mitigate the underlying condition. This may also include advice for new investigations that need to be carried out before the next consult.

4 Prescribing Medicines Prescribing medications, via telemedicine consultation is at the professional discretion of the RMP. It entails the same professional accountability as in the traditional in-person consult. If a medical condition requires a particular protocol to diagnose and prescribe as in a case of in-person consult then same prevailing principle will be applicable to a telemedicine consult. RMP may prescribe medicines via telemedicine ONLY when RMP is satisfied that he/ she has gathered adequate and relevant information about the patient's medical condition and prescribed medicines are in the best interest of the patient. Prescribing Medicines without an appropriate diagnosis/provisional diagnosis will amount to a professional misconduct Specific Restrictions There are certain limitations on prescribing medicines on consult via telemedicine depending upon the type of consultation and mode of consultation. The categories of medicines that can be prescribed via tele-consultation will be as notified in consultation with the Central Government from time to time.

The categories of medicines that can be prescribed are listed below: List O: It will comprise those medicines which are safe to be prescribed through any mode of tele-consultation. In essence they would comprise of o Medicines which are used for common conditions and are often available 'over the counter'. For instance, these medicines would include, paracetamol, ORS solutions, cough lozenges etc o Medicines that may be deemed necessary during public health emergencies.

List A: These medications are those which can be prescribed during the first consult which is a video consultation and are being re-prescribed for re-fill, in case of follow-up. o This would be an inclusion list, containing relatively safe medicines with low potential for abuse Is a list of medication which RMP can prescribe in a patient who is undergoing follow-up consult, as a refill.

List B: Is a list of medication which RMP can prescribe in a patient who is undergoing follow-up

- consultation in addition to those which have been prescribed during in-person consult for the same medical condition. Prohibited List: An RMP providing consultation via telemedicine cannot prescribe medicines in this list. These medicine have a high potential of abuse and could harm the patient or the society at large if used improperly o Medicines listed in Schedule X of Drug and Cosmetic Act and Rules or any Narcotic and Psychotropic substance listed in the Narcotic Drugs and Psychotropic Substances, Act, 1985

2 Issue a Prescription and Transmit o If the RMP has prescribed medicines, RMP shall issue a prescription as per the Indian Medical Council (Professional Conduct, Etiquette and Ethics) Regulations and shall not contravene the provisions of the Drugs and Cosmetics Act and Rules. A sample format is suggested RMP shall provide photo, scan, digital copy of a signed prescription or e-Prescription to the patient via email or any messaging platform o In case the RMP is transmitting the prescription directly to a pharmacy, he/ she must ensure explicit

consent of the patient that entitles him/her to get the medicines dispensed from any pharmacy of his/ her choice

MAINTAIN DIGITAL TRAIL/ DOCUMENTATION OF CONSULTATION

It is incumbent on RMP to maintain the following records/ documents for the period as prescribed from time to time^{19,20}

1. Log or record of Telemedicine interaction (e.g. Phone logs, email records, chat/ text record, video interaction logs etc.).

2 Patient records, reports, documents, images, diagnostics, data etc. (Digital or non-Digital) utilized in the telemedicine consultation should be retained by the RMP.

3 Specifically, in case a prescription is shared with the patient, the RMP is required to maintain the prescription records as required for in-person consultations.

Fee for Telemedicine Consultation

1 Telemedicine consultations should be treated the same way as in-person consultations from a fee perspective: RMP may charge an appropriate fee for the Telemedicine consultation provided.

2 An RMP should also give a receipt/invoice for the fee charged for providing telemedicine based consultation

Framework for Telemedicine This section lays out the framework for practicing telemedicine in 5 scenarios:

1. Patient to Registered Medical Practitioner
2. Caregiver to Registered Medical Practitioner
3. Health Worker to Registered Medical Practitioner
4. Registered Medical Practitioner to Registered Medical Practitioner

Emergency Situations Essential Principles: -

The professional judgement of a Registered Medical Practitioner should be the guiding principle: an RMP is well positioned to decide whether a technology-based consultation is sufficient, or an in-person review is needed. Practitioner shall exercise proper discretion and not compromise on the quality of care - Same principles apply irrespective of the mode (video, audio, text) used for a telemedicine consultation.

However, the patient management and treatment can be different depending on the mode of communication used. - RMP should exercise his/her professional discretion for the mode of communication depending on the type of medical condition. If a case requires a video consultation for examination, RMP should explicitly ask for it - The RMP can choose not to proceed with the consultation at any time. At any step, the RMP may refer or request for an in-person consultation - At any stage, the patient has the right to choose to discontinue the teleconsultation.

How we chose telemedicine apps.

We chose the best telemedicine apps for a variety of reasons, including:

- customer reviews and ratings
- price

- accessibility
- ease of use
- whether or not they accept insurance (and how they can help people who are uninsured)

A quick look at the best telemedicine apps

- **Best overall:** [MDLIVE](#)
- **Best for prescription delivery:** [Lemonaid](#)
- **Best for budget:** [LiveHealth](#)
- **Best for all-around medical care:** [PlushCare](#)
- **Best for ease of use:** [Doctor on Demand](#)
- **Best for on-demand care:** [Amwell](#)
- **Best for therapy:** [Talkspace](#)
- **Best for specialists:** [Teladoc](#)
- **Best for Blue Cross members:** [BCBSM Online](#)
- **Best for working with your regular doctor:** [Spruce](#)

Best overall

MDLIVE



iPhone rating: 4.7 stars

Android rating: 4.6 stars

Insurance: MDLIVE accepts insurance. Depending on your policy, urgent care appointments are under \$82, dermatology appointments are under \$95, and psychiatry appointments are \$284 or less.

MDLive allows you to connect to adult and pediatric doctors and access behavioral health therapy services and psychiatry whenever you need them. MDLIVE is designed to offer fast, easy, and convenient access to a doctor for nonemergency issues when your primary care physician isn't available.

MDLIVE doctors are both state-licensed and board-certified. All doctors require a state license to legally practice medicine in that state. However, board certification is an additional qualification that shows a doctor has gone above and beyond the required level of training and certification.

You'll need to set up your secure account first, which takes around 15 minutes. You can then schedule an appointment for a time that's convenient for you, or in some cases, you can see a doctor right away.

Best for prescription delivery

Lemonaid



iPhone rating: 4.9 stars

Android rating: 4.2 stars

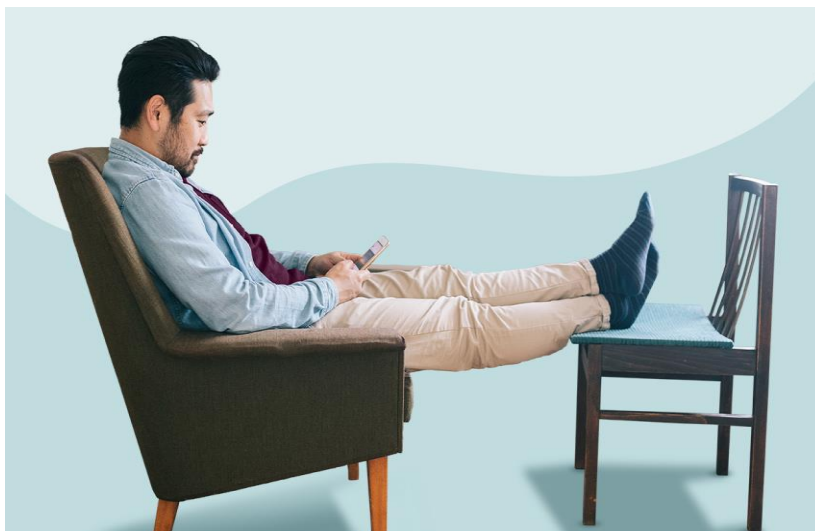
Insurance: The Lemonaid mail-order pharmacy service does not take insurance. However, if you'd prefer to use your insurance coverage, you'll need to confirm with your insurance provider and ask Lemonaid to send your meds to a local pharmacy.

The Lemonaid app offers a simple way to get a diagnosis and receive treatment. You pay a \$25 doctor consultation fee and have access to free, fast delivery from the Lemonaid Pharmacy.

Just select a service and answer basic health questions. Once you pay a fee, you'll get a doctor's review within 24 hours, or in some states, you may also need a brief video consultation. You can have your prescription sent to a local pharmacy or delivered directly to your door.

Lemonaid doctors can prescribe medications for birth control, depression and anxiety, urinary tract infections, high blood pressure, and many more.

However, they state that because the services are online, they need to be more cautious and only write prescriptions when safe and appropriate, and they don't prescribe controlled substances. If your doctor thinks you should see a healthcare professional in person, they'll refund your consultation fee.



These telemedicine apps may help you better access doctors, psychiatrists, or psychologists.

We include products we think are useful for our readers. If you buy through links on this page, we may earn a small commission. [Here's our process.](#)

Best for budget

LiveHealth



iPhone rating: 4.9 stars

Android rating: 4.5

Insurance: LiveHealth accepts health insurance. If you don't have a plan, visits cost \$59 or \$175 for an initial psychiatry appointment and \$75 for follow-ups.

LiveHealth brings qualified doctors to you whenever you need them. Just sign up, log in, and choose the right doctor for your needs. You don't need to make an appointment. LiveHealth has doctors available 24/7, and they state that you can connect with a doctor through private and secure video in 10 minutes or less. Doctors on the app can provide care for everything from the flu and bronchitis to allergies, skin infections, and much more. The app also features licensed therapists, lactation consultants, registered dietitians, and other healthcare professionals.

Best for all-around medical care

PlushCare



iPhone rating: 4.9 stars

Android rating: 4.8 stars

Insurance: PlushCare works with a number of insurance companies, including most Blue Cross Blue Shield, Anthem Blue Cross Blue Shield of California, and United Health Care PPO plans. If you don't have insurance, appointments are \$119 plus \$14.99 a month or \$99 for an annual membership. If you don't want to become a member, future visits are \$59.

With PlushCare, you can get prescriptions and treatment for a variety of ongoing and nonemergency conditions. Choose an appointment time, add insurance information, and get connected to a doctor or therapist — simply and efficiently.

PlushCare can fill many routine noncontrolled prescriptions, including antibiotics, birth control, blood pressure meds, and some mental health meds. However, they cannot prescribe or refill controlled substances, such as morphine, Adderall, or Xanax.

Doctor on Demand



iPhone rating: 4.9 stars

Android rating: 3.7 stars

Insurance: Doctor on Demand works with many health insurers, and your costs vary by plan. Without insurance, you'll pay:

- \$75 for a medical consultation
- \$129 for a 25-minute mental health (psychology) consultation
- \$179 for a 50-minute mental health (psychology) consultation
- \$299 for an initial psychiatry consultation
- \$129 for follow-up psychiatry appointments

Get face-to-face appointments with a doctor, psychiatrist, or psychologist whether you have insurance or not. The app's medical and mental health professionals are licensed physicians, psychiatrists, and psychologists, and they can treat hundreds of issues online through video. Your doctor will discuss your history and symptoms, perform an exam, and recommend treatment.

Best for on-demand care

Amwell



iPhone rating: 4.9 stars

Android rating: 3.7 stars

Insurance: Amwell works with many insurance providers. Before insurance, Amwell services vary between \$79 or less for urgent care and up to \$279 for an online psychiatry visit. Amwell offers quality medical care on demand for conditions like flu, headaches, strep throat, and cold sores. They also provide breastfeeding support, nutrition counseling, psychiatry services, and therapy.

Once you've enrolled, doctors are available around the clock. You can schedule a convenient appointment or see a doctor right away, often within minutes.

Best for therapy

Talkspace



iPhone rating: 4.7 stars

Android rating: 2.5 stars

Insurance: According to Talkspace, 40 million people are covered for their services through insurance, but you should check with your insurance provider to confirm whether you're covered.

Talkspace is a convenient, affordable, and effective way to work toward improving your mental health.

This subscription service lets you send unlimited text, audio, picture, or video messages to your therapist. You'll hear back at least once per day, 5 days a week, but you may have to wait for replies if you send messages at night. So although you can communicate 24/7, you may not always receive replies 24/7. You can also choose to add either one or four live video sessions per month with their Premium and Ultimate plans.

Plans cost between \$260 and \$396 per month, and there are no contracts. You can add psychiatry services for \$199 for the initial evaluation and \$125 for follow-ups.

Best for specialists Teladoc



iPhone rating: 4.8 stars

Android rating: 4.4 stars

Insurance: Teladoc accepts insurance. Your appointment cost depends on your coverage, and you can check after you create an account. Without insurance, medical visits are \$75, and therapy visits are \$0–\$99. First-time psychiatry visits are \$299, and follow-ups are \$119.

Teladoc lets you virtually talk with a variety of medical specialists using your existing healthcare plan, no matter what kind of medical issue you have or specialization you need. Just request a specialist and talk with your doctor over video or audio chat. They can provide expert medical advice, and if needed, write prescriptions.

Best for Blue Cross members BCBSM Online



iPhone rating: 4.9 stars

Android rating: 4.6 stars

insurance: This app is exclusively for people with Blue Cross Blue Shield of Michigan healthcare coverage. Your costs depend on your plan.

This free app helps you see your doctor virtually for Michigan members of the Blue Cross Blue Shield (BCBS) health plan. It allows you to manage your most essential health needs when you can't get to the doctor's office. See a doctor for both physical and mental health services, and request care for your child, too.

Best for working with your regular doctor Spruce



iPhone rating: 4.8 stars

Android rating: 4.8 stars

Insurance: The costs depend on your doctor’s fees and your insurance.

Spruce is a communication platform between doctors and patients and doesn’t provide standard telemedicine services. Instead, it’s an app that gives healthcare professionals and patients a dashboard for keeping on top of medical needs even if they can’t get to the doctor’s office. Typically, your doctor or clinic invites you to join the platform.

We chose the best telemedicine apps for a variety of reasons, including:

- customer reviews and ratings
- price
- accessibility
- ease of use
- whether or not they accept insurance (and how they can help people who are uninsured)

How the best telemedicine apps compare

App	Accepts insurance	Formats
MDLIVE	yes	video
Lemonaid	no	video (as needed)
LiveHealth	yes	video
PlushCare	yes	video
Doctor on Demand	yes	video
Amwell	yes	video

Talkspace	yes	unlimited messages and options to add video appointments
Teladoc	yes	video or audio chat
BCBSM Online	yes	video
Spruce	yes	video, audio, and text messaging

Frequently asked questions

Can online doctors prescribe medication?

Yes, online doctors can prescribe some medications, which usually include antibiotics, antidepressants, anti-anxiety meds, acne treatments, and more. However, usually, your online doctor cannot prescribe controlled substances, which are drugs like Adderall, narcotics, and certain psychiatric medications.

Many telemedicine medical professionals offer refunds if they feel they cannot help you with the care you need during an online visit. You are then free to see a doctor in person who can prescribe the most suitable medication.

What happens if I need a blood or other lab test?

Telemedicine platforms can usually forward orders for blood and lab tests, imaging, or anything else you need to diagnose and treat your medical condition.

As a precaution, you should check how your insurance works with billing for these services, as you may need to use approved healthcare professionals and approved telemedicine platforms.

Are telemedicine doctors qualified?

Yes. Legally to practice medicine in the United States, doctors must have attended medical school and be licensed by the state licensing board where they're practicing. Doctors must be licensed in the same state where the patient is physically located at the time of the visit. Licensing means you're assured of high levels of patient care from well-trained and qualified doctors.

Can I do telemedicine on my phone?

Yes! Most of the apps we've recommended work on iPhone and Android phones. However, you'll want to make sure that you have a stable connection, so that the videos won't cut out or lag.

Likewise, if you're speaking with a provider over audio, make sure you have good reception to avoid issues with the call dropping.

Are telehealth visits confidential?

If you're concerned about keeping information between yourself and your medical provider during telehealth appointments, don't worry. Healthcare providers will generally call from a private setting, like their office or patient appointment room.

If you're worried about others overhearing your conversation, consider taking the telehealth appointment in a private space in your home, in your car, or even outdoors (using technology like a hotspot) away from others. Regardless of where you decide to meet with your provider, make sure you have a good connection and feel comfortable speaking openly.

Takeaway

Telemedicine a good option if you're looking for convenient, cost-effective, medical attention from the comfort of your own home.

Many people also attend online therapy which can good alternative to office appointments, depending on your needs.

However, telemedicine cannot replace standard, hands-on care from a doctor, and it is not suitable for emergencies. Instead, think of telemedicine as a complement to your regular healthcare.

Telemedicine is one of the most important advancements that helped a majority of the population during the unprecedented times of the pandemic. Telemedicine was a blessing in disguise, which helped people to take care of their health indefinitely without visiting the hospital.

Telemedicine apps also do the greater good by being present. Remote parts of India now have access to the incredible possibilities of online consultation and even medication delivery at the touch of a finger. Telemedicine apps help in reducing the disparity between urban and rural areas concerning healthcare facilities.

Let's take a quick look at the telemedicine apps in India:

1. Practo:

Practo has the leading telemedicine application in India. They started as a booking platform for online doctor consultations.

Practo has its services rendered in over 100 cities in India. Practo has now ventured into providing medicine delivery at the doorstep. They have tie-ups with many local drug pharmacists. All the user has to do is upload their prescription to the Practo platform; the medicine is on its way. Practo also provides additional benefits to their loyal users through discount coupons on consultations and blood work from prescribed laboratories.

2. 1mg

1mg is one of the leading digital platforms for consumer healthcare in India. They encompass all of your medical needs, ranging from allopathy, homeopathy, Ayurveda, and nutritional supplements. They deliver medicines from licensed pharmacies. 1mg also provides qualified doctor consultations, lab tests, and blogs on authentic information related to various ailments. They have their platform in over 1000 Indian cities.

3. Pharmeasy

Pharmeasy has over one lakh medicines and products in different categories which are sent through authentic retail stores at your doorstep. They have a guaranteed delivery within 24-48

hours. Pharmeasy is accountable for 25 million users, 8.8 million order placements and 2.4 million regular transacting customers. These numbers are quite huge when compared to most of the telemedicine apps in India. They also provide discount structures as good as 70% while benefiting from their services.

4. NetMeds

Dadha & Company brings you NetMeds, India Ki Pharmacy. The Dadha & Company has been in the pharmaceutical business with over 100 years of experience. NetMed's mission is to take care of the health requirements of every Indian citizen effortlessly. They offer you the convenience of sitting at your home and purchasing your medicines and assure you of the trustworthiness of the company in bringing quality medicines to your doorstep. NetMeds were the popular choice in the northern parts of India during the COVID-induced lockdown. Every sort of payment option is available, from credit cards to cash on delivery.

5. E- Sanjeevani

E-Sanjeevani is a telemedicine app which was launched in June 2020 during Covid Pandemic. It is a Kerala Government initiative.

They provide telemedicine services all around Kerala. E-Sanjeevani has on board 4727 doctors and serves around 500 to 700 patients everyday during the pandemic. Their services are offered at no cost. The doctors at the premium hospitals in Kerala have become part of the E-Sanjeevani initiative. The usage of this platform is in proportion to the demand of the public.

E-Sanjeevani is an essential platform for people in old-age homes, palliative care, orphanages, etc.

6. mCHEMIST

mCHEMIST modernizes the conventional practice of buying medicines. Their steps for purchasing medicine are hassle-free and quick. They offer products that are one hundred percent authentic and from well-known brands. mCHEMIST provides maximum affordability to its users. The users can upload multiple prescriptions on their digital platform.

mChemist telemedicine platform gives away compliance reminders to their users to remind them of refilling their user requirements for medicines. They provide free diabetes counseling for their users. They have a wide range of products, ranging from ayurvedic supplements to wellness products.

7. SmartMedics

SmartMedics helps in ordering medicines from different branches of medicine. Medicines can be ordered all across India through their website or digital platform. They will either collect the prescription from your home or you can upload it directly on the website.

The smartmedics app offers around a 22% discount on all healthcare products. SmarMedics doesn't charge their users a delivery fee and their minimum order is Rs 100.

8. Lybrate

This is another popular telemedicine app that can be accessed through both Android and iOS stores. Lybrate provides online medical consultation, lab test booking, etc. They also provide online quizzes to create awareness of diseases and well-being for the general public.

9. Doctor on Demand



Doctor on Demand puts forward preventive care and helps with behavioral health. They address people's immediate healthcare needs such as common colds and coughs, infections, allergies, and so on. Doctor on Demand provides immediate and urgent services to its users. They leave the choice of selecting the provider the patient would like to talk to.

10. AskApollo

Apollo line of hospitals is a well-known figure in the medical industry. It is a one-stop health care facility where you can book easy consultations with the doctor you choose. The users can upload their prescription on their digital platform and get the medicine home-delivered. Users can also easily track their orders through Ask Apollo. The users can also schedule appointments at Apollo's lab and diagnostic centers. The users can connect with doctors through audio or video consultations.

Also read, [How online consulting is revolutionizing the medical industry?](#)

Telemedicine apps have helped numerous people to avail the services of healthcare professionals at a nominal cost without the need to travel. It also saves the users a lot of time, which is usually spent waiting in the queue. It also increases the availability and purchasing

of medicines as one needn't go looking for medical shops to get the medicine on their prescription.

Being a leading telemedicine app development company in India, Zartek designs and develops incredible mobile apps for customers to book doctors and take consultations online. Reach out to us if you are looking to design a telemedicine app for your company that includes live streaming and an online payment gateway.

Conclusion:

It is true that there are many hurdles that need to be conquered before telemedicine is used more commonly .However amongst these drawbacks, the benefits of telemedicines greatly outweigh the challenges .The economy, patients, and health care professionals all benefit from telemedicine .No longer do elderly citizens ,young and specialist have to worry about the hands of healthcare in future .Due to the advantage of technology.The face of healthcare is in the safest hands it can ever be in .Telemedicine used to its full extent ,has the potential to causer great and far reaching effects on the field of medicine That is why it is important to take a look at the possibilities and limitations now .Inthat way we prepare to make the most of the technology available in the 21 st century.

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