athenahealth

Service Description Summer 2026 Edition

athenaTelehealth®

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Introduction

This document describes the athenahealth athenaTelehealth service offering, including the division of responsibilities between you and athenahealth. This document applies to all clients who sign an agreement with athenahealth for athenaTelehealth. The purchase and use of athenaOne Base is a baseline requirement for the athenaTelehealth service. To the extent an athenaTelehealth customer does not have athenaOne Base, the athenaTelehealth functionality will be impacted and certain functionality may not be available to such customers.

Change Summary

This document supersedes any earlier service descriptions for athenaTelehealth. This document will remain in effect until superseded by a subsequent version. Before relying on this document, please confirm with athenahealth that this is the most recently published version.

Summer 2026 Release

- **Section 3.1. "Provider and Patient Workflows".**
  - Expanded the Embedded Visit Window paragraph to add “Provider” in the paragraph’s opening descriptor (Embedded Provider Visit Window) and explain that the provider visit window opens embedded in athenaOne by default when applicable, can be resized, and that Authorized Users may set a default launch preference for athenaTelehealth appointments.
- **Section 3.4. "Additional Workflows and Capabilities".**
  - Added paragraph about the Telehealth Software Development Kit (SDK), including its purpose, requirements, and responsibilities for clients using it.

Minor edits to wording or punctuation are not listed. For all changes prior to the publication of this service description, please see the “Complete Change Summary” posted at https://success.athenahealth.com/s/article/000013529.

The remainder of this document is referred to as a “Service Description” in the athenahealth services agreement and is legally binding on clients and partners that sign an athenahealth services agreement or similar terms and conditions applicable to your use of athenaTelehealth (collectively referred to herein as your “athenahealth services agreement”. “We” and “our” refer to athenahealth. “You” and “your” refers to the organization signing the athenahealth services agreement and its staff. Capitalized terms used but not defined in this document have the meanings assigned to them in your athenahealth services agreement. As used in your athenahealth services agreement, the term “athenaOne” or “athenaNet” includes the technology and platforms that are used to deliver athenaTelehealth services.

athenahealth is in the process of rebranding the platforms used to provide our services from “athenaNet” to “athenaOne.” All references to “athenaNet” in your athenahealth agreement are now replaced with a reference to “athenaOne.” The suite of services consisting of athenaClinicals, athenaCollector, and athenaCommunicator (formerly known as “athenaOne”) is now known as “athenaOne Base.”

Please note that throughout this document, certain important legal notices will be set apart in sections like this.

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1 Getting Started with athenaTelehealth

1.1 Onboarding

athenaTelehealth does not require active support for implementation and onboarding. Configuration and training resources are available for client self-service. Upon signing a athenaTelehealth proposal, the process to enable athenaTelehealth in “Test” will be initiated. “Test” mode allows athenaTelehealth clients to create individual athenaTelehealth appointments for the purpose of testing and training the service amongst their staff or incrementally rolling athenaTelehealth out within a department by manually enabling athenaTelehealth appointment-by-appointment. athenaTelehealth can ultimately be enabled in “On” when clients are ready to onboard fully. This is done by creating a case to the Customer Support Center (CSC) to request the athenaTelehealth services be change from “Test” to “On”.

1.2 Client Support Services

After onboarding, we offer the following ongoing support to all clients:

Client Support Center. You can contact our Client Support Center (the “CSC”) at any time, by phone or through online support cases. The CSC is staffed on business days from 7:30 a.m. to 9:00 p.m. Eastern Time for phone support and from 8 a.m. to 6 p.m. Eastern Time for online chat support. Outside of the CSC’s regular hours, an on-call agent is available for urgent matters that require immediate attention. The CSC agents are trained to answer athenaOne functionality and workflow questions. If a question or issue cannot be resolved immediately, the CSC agent will assign a support case to a specialist team, who will provide regular updates until the case is resolved.

Patient Support. athenaTelehealth does not offer direct-to-patient support but does provide clients with resources for supporting patients through FAQ’s and troubleshooting guides. Issues reported by patients should be submitted as a case to the CSC.

Department Add-Ons. athenaTelehealth is enabled at the department level. If after your Go-Live Date you have a Department Add-on, you are required to notify us of the service expansion. We treat all Department Add-Ons as a new onboarding and a signed service order form is required. Department Add-ons may also affect your Service Fee and may require a contract amendment.

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athenaTelehealth is not a traditional telephone service or a replacement for traditional telephone service. athenaTelehealth does not support or carry emergency calling to any emergency services personnel or public safety answering points **("Emergency Services")**, such as 911, and may not determine the physical location of your Authorized Users nor patients. Client acknowledges and agrees that it is your responsibility to (a) make alternative arrangements for your Authorized Users and patients using athenaTelehealth to access Emergency Services and (b) inform all Authorized Users and patients that may use athenaTelehealth of these limitations and how they may access Emergency Services via other means, including the alternative arrangements that you have made available. Neither athenahealth nor its affiliates and subcontractors are liable for any damages resulting from any Emergency Services call or any inability to place or complete an Emergency Services call using athenaTelehealth.

Various associations and professional groups, including the American Medical Association, have issued guidance on industry best practices and protocols in connection with the provision of telehealth services. athenahealth makes no representations or recommendations, and provides no legal or compliance advice, regarding what circumstances medical services may be appropriately rendered via athenaTelehealth or when such services will be reimbursed by payers.

2 Technical Requirements

2.1 Browser Requirements

Patients and providers see a warning when launching the video window if they are using an unsupported browser. This feature relies on functionality to access the camera and microphone not available in older browsers.

Desktop: Practice-facing

- Google Chrome (latest three versions), for macOS and Windows
- Microsoft Edge (chromium-based, latest three versions), for Windows
- Safari (latest three versions)on macOS

Desktop: Patient-facing

- Google Chrome (latest three versions), for macOS and Windows
- Microsoft Edge (chromium-based, latest three versions), for Windows
- Safari (latest three versions)on macOS
- Firefox (latest three versions), for macOS and Windows

Mobile: Patient-facing

- Google Chrome on android (latest three versions)
- Samsung Internet Browser (latest three versions +) on android
- Safari on iOS (latest three versions)

2.2 Network & Bandwidth Requirements

Clients may need to disable IP based filtering for their practice users and we recommend disabling SSL inspection or deep packet inspection (DPI) on HTTPS traffic. If the practice uses domain name-based filtering, please allow the following domains and ports in your network configuration:

- Domains
  - *.zoom.us
  - *.zoom.com
- TCP Ports
  - 80
  - 443
  - 8801
  - 8802

- UDP Ports
  - 443
  - 3478
  - 3479
  - 8801 – 8810
- Note: The domains and ports listed above were last updated on October 20, 2025, from Zoom's website here: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060548

Bandwidth Requirements for athenaTelehealth

- For 1:1 video calling:
  - For high-quality video: 600kbps (up/down)
  - For 720p HD video: 1.2Mbps (up/down)
- For group video calling:
  - For high-quality video: 1.0 Mbps/600kbps (up/down)
  - For 720p HD video: 2.6Mbps/1.8Mbps (up/down)

For additional Technical Requirements related to the overall functionality of athenaOne, please review the athenaOne Technical Requirements.

athenaTelehealth uses Zoom's service for video connection capabilities. Please review the Zoom website (https://www.zoom.com/en/trust/legal-compliance/soc2-hitrust/) for information on their HITRUST certification. The Zoom Customer Terms of Service apply to your use of the athenaTelehealth Services and can be reviewed at: https://zoom.us/docs/en-us/EULA-terms-of-service.html

3 athenaTelehealth Workflows

3.1 Provider and Patient Workflows

Patient Messaging Preferences. Patient messages for athenaTelehealth are delivered through ReminderCall (appointment reminders) functionality, the terms of which are defined by the relevant sections of the athenaOne Base or athenaCollector Service Descriptions.

On-Demand Patient Messaging. In addition to scheduled messages, practices can also elect to send on-demand messages over email and/or SMS (text) through the appointment check-in page. If an email and/or SMS number are not on file for the patient or the patient's family member or caregiver, practice staff can enter one through this workflow.

Two-Way Chat. Patient and provider can two-way message each other during an athena telehealth visit.

Just-in-time Appointment Reminders. Practices can elect to send patients (and representatives) an SMS reminder message 15 minutes prior to the appointment time.

Meeting Link in Patient Portal and athenaPatient. Patients will have the ability to join a telehealth session via a link in the patient portal and the athenaPatient iOS and Android app.**Closed Caption.** Live transcript of virtual visit.

Virtual Background. Blur, healthcare themes, welcoming colors.

Patient Screensharing. Patient can share screen with provider.

Noise Suppression. Minimize background noise.

Whiteboard. Virtual whiteboard collaboration with provider.

Waiting Room. Patients are put in waiting room when joining the visit.

Embedded Provider Visit Window. The provider visit window opens embedded in athenaOne by default when applicable, and Authorized Users may have the ability to choose an embedded or popped-out visit window experience. The embedded visit window can be resized, enabling Authorized Users to maintain visual connection with the patient while continuing to document or work in athenaOne. Authorized Users may set a default launch preference for athenaTelehealth appointments, such as launching the provider visit window embedded within athenaOne or in a separate window, when available.

Group Sessions. Conduct telehealth group sessions with multiple patients. athenaPatient is available to customers who have athenaOne Base and enabled the Patient Portal (see athenaOne Base Service Description)

Patient Consent to Telehealth. All participants joining the virtual encounter from the patient link will have to first accept the athenaTelehealth Terms of Use and Informed Patient Consent. Client is solely responsible for obtaining all necessary and appropriate patient consents and acknowledgments prior to utilizing athenaTelehealth. Any patient consent language that may be embedded into athenaTelehealth functionality is intended to serve as a convenience to Client. Client is encouraged to consult its own legal counsel and compliance professionals to assess what additional patient consents and/or acknowledgments may be required. athenahealth makes no representations or warranties that any patient consent language embedded into athenaTelehealth satisfies all requirements under Applicable Law or applicable payer contracts. Patient's consent will be surfaced in audit record.

Joining the Virtual Encounter. The athenaTelehealth virtual encounter link is unique to each appointment and active for the day of the appointment and can be joined by patient participants from web and browser enabled devices meeting the requirements of our technical specifications, available above.

Practice Responsibility. You are solely responsible for verifying the identity of all participants before providing any Telehealth Services or otherwise disclosing sensitive patient information. Client acknowledges there may be certain requirements, limitations, or best practices concerning the preservation of patient privacy and/or notification to patients concerning confidentiality and the protection of their privacy when using athenaTelehealth.

3.2 Practice Workflows

From the Check-In Page. Practice staff can join the virtual encounter from the check-in page for each athenaTelehealth appointment. Permissions are dictated by overall permissions for accessing the check-in page.

From the Encounter. Clinical staff and providers can join the virtual encounter directly from Intake or Exam. Permissions are dictated by overall permissions for accessing Intake or the Exam. **From athenaOne Mobile App.** Providers and clinical staff can also join the virtual encounter from the athenaOne mobile app by accessing the Summary and Exam sections of the encounter. Permissions are dictated by overall permissions for accessing the athenaOne mobile app. *A subset of clients will have athenaOne Mobile access starting in the Spring of 2025 or later. Please contact your CSM to determine if your practice is part of this subset.*

Practice Responsibilities. You are responsible for ensuring that (i) your providers have the necessary medical and other licenses and registrations to provide athenaTelehealth and, (ii) such practice of medicine via athenaTelehealth (including the ordering and prescribing of medications including controlled substances) is compliant with all legal and contractual requirements, including providing telehealth services across state lines.

3.3 Upgrades

Upgrades to athenaTelehealth. athenaTelehealth updates are typically released several times throughout the year, although releases may occur more or less frequently. There is no additional charge for upgrades or enhancements to the athenaTelehealth Service that athenahealth makes available to you. athenahealth will inform you of any material changes to the athenaTelehealth Service. You are responsible for reviewing and understanding upcoming changes via release documentation and trainings made available by athenahealth. You are also responsible for determining whether and to what extent these changes impact you.

Alpha and Beta Functionality. From time to time, athenahealth may add certain alpha or beta functionality to your view of athenaOne. We may identify alpha or beta functionality in a corresponding release note or an alpha or beta invitation, participation letter, and/or amendment to your athenahealth services agreement. It is your responsibility to review all release notes, invitations, and letters sent to you. Your access to, and use of, any alpha or beta functionality will be governed by the terms and conditions posted at http://www.athenahealth.com/~/media/athenaweb/files/pdf/alpha_beta.pdf, in addition to your athenahealth services agreement.

3.4 Additional Workflows and Capabilities

Clients will have access to reports focused on call activity and overall utilization.

Visit Deeplink for Web. athenaTelehealth Clients with a platform services agreement will have access to a Visit Deeplink for Web. The Visit Deeplink for Web enables patients to access the visit link via a client built patient portal. The patient will bypass the athenaTelehealth welcome page and be immediately joined to the virtual visit waiting room. Clients using this functionality must include athenaTelehealth's Terms and Conditions in their patient portal

agreement. Patient acceptance of the terms and conditions must be auditable and provided upon request. *A subset of clients may have access to this Visit Deeplink starting in the Spring of 2025 or later.*

Telehealth Software Development Kit (SDK). An external Telehealth application programming interface (API) and software development kit enables clients with a platform services agreement to build native mobile telehealth experiences within their own applications. This developer capability allows your development teams to integrate and deploy telehealth functionality within your own applications. Access to and use of the Telehealth SDK and any associated external APIs requires a platform services agreement and is governed by the applicable Platform Services Service Description and athenaTelehealth Terms and Conditions. You are solely responsible for the design, development, security, and maintenance of any application you build using the Telehealth SDK, and for ensuring that any telehealth visits conducted through such applications comply with all applicable legal, clinical, and contractual requirements

Any workflows or capabilities not explicitly outlined in the athenaTelehealth Service Description are governed by the athenaOne Base Service Description, or the athenaClinicals, athenaCollector, and/or athenaCommunicator Service Descriptions.

4 Payment and Fees

Payment. You will pay us on time. That means you set us up with automatic debit authority on your operating bank account (not the lockbox deposit account). We will send you an invoice every month by email (or regular mail, at your request) and then wait at least seven days before debiting your account.

No Withholding of Payment. If you have an issue with our service, you will not withhold payment; you will work with us to resolve it.

Taxes, Fees, and Surcharges. Some states and local government charge sales, excise, or gross receipts taxes, or place other surcharges or fees on our services. These are your responsibility to pay. When athenahealth passes these on to you, you will pay them promptly along with your Service Fee. athenahealth may periodically request updated information with respect to tax status and/or jurisdiction. To the extent you have an update to your jurisdiction for tax purposes, tax status or entity restructure, you must notify athenahealth via your CSM.

Pricing Model and Reporting Mechanisms. athenaTelehealth allows for two distinct pricing models: Per Provider Per Month, and Per Telehealth Encounter. The details of these pricing models will be governed by the details of your proposal, and athenaTelehealth will provide reporting for clients to track utilization for both models. The ability to switch between pricing models, and the terms of that switch, will also be governed by the details of your proposal. Should you choose to terminate your use of athenaTelehealth, you have the option to opt-in to Per Telehealth Encounter pricing for any remaining athenaTelehealth appointments that were scheduled prior to the termination date for the service but that will occur after the termination date. If you choose not elect this pricing option, any appointments scheduled to occur after your termination date will not utilize athenaTelehealth regardless of when they were scheduled.