

# FREQUENTLY ASKED QUESTIONS



## **What does Virtual Care Works do?**

Virtual Care Works (VCW) provides secure, “medical-grade” communications solutions for health care providers and is a leader in the telemedicine community.

## **Who uses the Virtual Care Works platform?**

Healthcare organizations of all types and size benefit from the safety and security VCW offers. Practices and organizations that serve rural or remote populations are particularly well-positioned to use the VCW Network, and often are often eligible to have membership funded by government programs or grants.

## **How do you access the Virtual Care Works platform?**

Tools and services are available online through a monthly membership.

## **What’s included in membership?**

Most of the tools on the VCW platform are included in the basic monthly membership. VCW’s platform provides the ability to converse with colleagues and patients via videoconference, secure email to exchange medical data and images, tools to store, share & archive medical data, and the capacity to collaborate across a secure, HIPAA-compliant network. Some features, like secure texting or a customized learning management system for your organization’s training materials, are available as add-ons to the basic membership package.

## **Why should my organization become a member, when there are free tools like Skype?**

There are two main reasons. First, you can’t afford not to! The security provided by the VCW platform ensure that you will avoid the significant fines (\$10k per violation, up to \$1.5m annually ) and penalties that come with mishandling health information. Second, you get what you pay for. The quality and reliability of the connections, picture, sound, etc. on the VCW Network are significantly better than free tools.

## **How much does it cost?**

Memberships are as low as \$75 per month for each member. Bulk memberships are also available.

For more information, please visit [www.virtualcareworks.com](http://www.virtualcareworks.com).