



Vonage Unveils Advanced Services and APIs for the Healthcare Market

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New Enterprise Service Plan Provided by Nexmo, the Vonage API Platform

HOLMDEL, N.J., April 16, 2019 /PRNewswire/ -- [Vonage](#) (NYSE: VG), a global business cloud communications leader, has launched a new Enterprise Service Package and APIs via [Nexmo, the Vonage API Platform](#), designed specifically for the healthcare market. With APIs that align to strict healthcare guidelines, this new addition to Nexmo's global [Enterprise Plan](#) provides healthcare businesses with consultative and development support, service delivery and service level agreements (SLAs), to create custom solutions that deliver a secure, compliant and flexible patient care experience.

Healthcare professionals use Vonage's Nexmo technology to connect with patients and clients in real-time via video, SMS or voice. The Nexmo APIs integrate directly with the tools healthcare professionals rely on every day, along with a host of specialized services in compliance with today's privacy guidelines. These include tools such as the Nexmo [Verify API](#) to enable [two-factor authentication](#) fraud prevention services; and Nexmo's [OpenTok Live Video API](#), which enables [telehealth capabilities](#) via a real-time video platform that is HIPAA compliant with encrypted media streams and recordings, advanced security and detailed analytics.

"The launch of Nexmo's Enterprise Plan for the healthcare market enables us to provide enterprise-scale cloud solutions for customers while eliminating the pain points often associated with this kind of undertaking," said Eric Le Guinie, Senior Vice President of Sales for Nexmo, the Vonage API Platform.

Mr. Le Guinie continued, "With tools to help providers navigate strict and ever-changing HIPAA, security and data management guidelines, Nexmo is delivering enterprise-grade service, support and solutions to meet the individual needs and demands of healthcare providers, empowering them to create a more contextual, connected and better experience for their own customers and clients."

In an increasingly digital world, healthcare providers look to emerging technologies in digital health to augment their services and meet the changing communications needs of their patients. According to Gartner, "by 2023, 60% of healthcare consumers will have access to and control of their health data using a technology of their own choosing."

The agility of Nexmo APIs allow healthcare professionals to add powerful communication functionality to their existing business applications to transform the way they connect with their patients - via video, voice, SMS, and chat - wherever the customer feels most comfortable.

Nexmo's healthcare-driven Enterprise Service Package and telehealth capabilities enable a broad range of [use cases](#) for healthcare professionals including:

- Doctor/Patient Virtual Health
- Mental Health Consultations
- Group Therapy & Support
- Expert Medical Collaboration
- Pre-Op Remote Visits
- Post-Op Home Monitoring
- Fitness and Wellness Tools
- Health Education

"In today's healthcare, we must be able to dynamically connect the right patient with the right care team and the right resources. Many times, these specialists cross an entire region and multiple organizations," said James Woodson, MD and Founder/CEO of [Pulsara](#), a Vonage customer. "By incorporating Nexmo's real-time, HIPAA-compliant OpenTok Live Video API, we provide our users one more way to connect during time-sensitive illnesses and injuries."

In addition, strategic partners from the community-based, collaborative [Nexmo Connect](#) partner program can leverage the Enterprise Plan to help build better solutions for their own healthcare provider customers, empowering them with the tools they need to engage with patients to deliver a better care experience.

"With Nexmo, we are enabling our customers – healthcare professionals, medical centers and telehealth companies – to make deeper and more meaningful connections with their patients," said Arin Sime, CEO of WebRTC.ventures, a custom, video, voice, and data application provider and Nexmo Connect partner. "The open nature of Nexmo's OpenTok Live Video API allows us to build custom video applications to unlock the power of telehealth capabilities for our customers, helping them to deliver virtual medical, health, and education services in real-time - for a better overall care experience."

Vonage will be highlighting its suite of Nexmo API capabilities that enable telehealth and other healthcare-specific needs at the [2019 ATA Health Conference & Expo](#), in New Orleans, April 14-16, 2019. During the event, Nexmo Connect partners will also showcase their solutions, including leading patient-centered telemedicine platform, VisuWell; global multi-channel communications and messaging platform, Whispir; and WebRTC.ventures. Attendees can visit Booth #1027 to learn more.

**Predicts 2019: Healthcare Providers Must Embrace Digital Transformation, Laura Craft et al, 10 December 2018*

About Vonage

[Vonage](#) is redefining business communications, helping enterprises use fully-integrated unified communications, contact center, and programmable communications solutions via Nexmo, the Vonage API Platform, to improve how business gets done. True to our roots as a technology disruptor, we've embraced technology to transform how companies connect, collaborate and communicate to create better business outcomes. Vonage's fully-integrated cloud communications platform built on a microservices-based architecture enables businesses to collaborate more productively and engage *their* customers more effectively across all channels, including messaging, chat, social media, video and voice.

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