



## Board Report

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**File #:** A 21-035, **Version:** 1

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- a. Ratify the execution by the Director of Health, of an Enterprise Subscription Agreement with Doximity, Inc. signed on January 29, 2021, allowing continued access to the encrypted, HIPAA-compliant telemedicine dialer feature for the term February 1, 2021 to January 31, 2022 for an Agreement amount of \$25,000; and
- b. Approve the recommendation of Director of Health to accept all non-standard provisions in Agreement, including insurance, limitation of liability, and indemnification; and
- c. Authorize the Director of Health or Assistant Director of Health or their designees to sign up to three (3) future amendments to this Agreement where the amendments do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Ratify the execution by the Director of Health, of an Enterprise Subscription Agreement with Doximity, Inc. signed on January 29, 2021, allowing continued access to the encrypted, HIPAA-compliant telemedicine dialer feature for the term February 1, 2021 to January 31, 2022 for an Agreement amount of \$25,000; and
- b. Approve the recommendation of Director of Health to accept all non-standard provisions in Agreement, including insurance, limitation of liability, and indemnification; and
- c. Authorize the Director of Health or Assistant Director of Health or their designees to sign up to three (3) future amendments to this Agreement where the amendments do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Clinic Services) operates ten community clinic sites designated as Federally Qualified Health Centers (FQHCs) which provide preventive, primary, and specialty medical care services.

With the COVID-19 pandemic, patient care has shifted significantly to virtual care. This includes phone visits (telehealth), face to face video visits, or a combination of both. Since the pandemic began in March 2020, Clinic Services has had approximately 276K patient encounters through December 2020. Out of these, close to 80% were provided through a virtual visit platform.

Doximity, Inc. is a secure medical network with over 1 million members, that hosts a telemedicine solutions platform for encrypted, HIPAA-compliant audio and video communications with patients. The Doximity Dialer feature works with any smartphone or computer with no downloads or sign-in required from patients, to provide one-click, unlimited telemedicine visits.

In response to the pandemic's demand for telemedicine services, Doximity offered the Doximity dialer service as a free, basic telemedicine dialer solution to all healthcare workers in 2020. Clinic Services was notified in late November 2020 that the services would be moving to a paid, upgraded subscription effective January 1, 2021. Approval by the Board of Supervisors was delayed due to extensive negotiations of non-standard contract terms and Clinic Services requested execution of the Agreement by the Director of Health, to avoid a lapse in this important, highly utilized telemedicine platform.

Ratification of execution of this Enterprise Subscription Agreement will allow for un-interrupted access to Doximity Dialer's improved product features, including unlimited patient visits, longer visit times and three-way calling to include family members, referring physicians, interpreters, etc.

This work supports the Monterey County Health Department 2018-2022 Strategic Plan Initiatives: 4. Engage MCHD workforce and improve operational functions to meet current and developing population health needs. It also supports one or more of the ten essential public health services, specifically: 4. Mobilize community partnerships and action to identify and solve health problems; and 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed as to form.

FINANCING:

Doximity Dialer Enterprise license offers the most cost-effective purchasing option at an annual, flat fee of \$25,000 for unlimited users while an individual user-based license is \$240 per year, per user. The cost of this agreement will be covered by direct patient service revenue from Medi-Cal, Medicare and private health plans.

Sufficient funds are available in the FY 2020-2021 Adopted Budget for Clinic Services Bureau, Health Department (4000-HEA007) and there is no financial impact to the General Fund resulting from approval of this Enterprise Subscription Agreement.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Prisca Segovia, Management Analyst II, 755-4939

Approved by:

Date: \_\_\_\_\_

Elsa Jimenez, Director of Health, 755-4526

Attachment:

Enterprise Subscription Agreement is on file with Clerk of the Board