



County of Monterey

Item No.24

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

Legistar File Number: A 26-086

April 14, 2026

Introduced: 3/13/2026

Current Status: Health Department -
Consent

Version: 1

Matter Type: BoS Agreement

- a. Authorize the Director of Health Services or designee to execute an Enterprise Services Order Form (“Initial Order Form”) subject to the Doximity Enterprise Services Subscription Terms (“Terms”) with Doximity, Inc. for access to the encrypted, Health Insurance Portability and Accountability Act of 1996(HIPAA)-compliant telemedicine dialer tool for an initial term of one (1) year, which term shall then auto renew for up to five (5) successive one (1) year renewal terms, unless earlier terminated, for a total contract amount for the initial one-year term not to exceed \$10,000;
- b. Approve the recommendation of the Director of Health Services or designee to accept all non-standard provisions in Agreement, including insurance, limitation of liability, and indemnification; and
- c. Approve and authorize the Contracts and Purchasing Officer or their designee to execute future Enterprise Services Renewal Order Forms authorizing up to five (5) future one-year renewals to the Initial Order Form and, any additional order forms and renewals forms, provided they fall within the signing authority of the Contracts and Purchasing Officer, do not significantly change the scope of services and, do not exceed an aggregate amount of \$200,000.

RECOMMENDATION:

It is recommended that the County of Monterey Board of Supervisors:

- a. Authorize the Director of Health Services or designee to execute an Enterprise Services Order Form (“Initial Order Form”) subject to the Doximity Enterprise Services Subscription Terms (“Terms”) with Doximity, Inc. for access to the encrypted, Health Insurance Portability and Accountability Act of 1996(HIPAA)-compliant telemedicine dialer tool for an initial term of one (1) year, which term shall then auto renew for up to five (5) successive one (1) year renewal terms, unless earlier terminated, for a total contract amount for the initial one-year term not to exceed \$10,000;
- b. Approve the recommendation of the Director of Health Services or designee to accept all non-standard provisions in Agreement, including insurance, limitation of liability, and indemnification; and
- c. Approve and authorize the Contracts and Purchasing Officer or their designee to execute future Enterprise Services Renewal Order Forms authorizing up to five (5) future one-year renewals to the Initial Order Form and, any additional order forms and renewals forms, provided they fall within the signing authority of the Contracts and Purchasing Officer, do not significantly change the scope of services and, do not exceed an aggregate amount of \$200,000.

SUMMARY

Approval of this Agreement will allow for continued access to Doximity Enterprise subscription services, including unlimited patient visits, longer visit times and three-way calling

to include family members, referring physicians and interpreters.

DISCUSSION:

The County of Monterey Health Department Clinic Services Bureau (Clinic Services) operates twelve community clinic sites, including a Mobile Unit, designated as Federally Qualified Health Centers (FQHCs) which provide preventive, primary, and specialty medical care services.

Clinic Services offers virtual patient care to patients facing barriers to in-person care. Telehealth services improve access to care, increase convenience and save time, while supporting continuity of care for vulnerable patients through phone visits, face to face video visits, or a combination of both.

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

The Doximity tool was previously used from within a software module in Clinic Services' OCHIN Epic electronic medical record system until it was disassociated from OCHIN in December 2025. Due to clinicians' strong preference for Doximity's service and quality superiority over other tools, Clinic Services is pursuing a new, separate agreement with Doximity to allow for continued and unlimited access to this valuable dialer subscription.

OTHER AGENCY INVOLVMENT:

The Office of County Counsel and Auditor-Controller have reviewed this Agreement as to legal form and fiscal provisions, respectively. Risk management has reviewed as to Risk provisions.

FINANCING:

Sufficient funds are available in the FY 2025-26 Adopted Budget for Clinic Services Bureau, Health Department (4000-HEA007) and FY2026-2027 Requested Budget. There is no financial impact to the General Fund resulting from approval of this Enterprise Subscription Agreement. The cost of this Agreement will be covered by revenues from Medi-Cal and Medicare.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

Approval of this Agreement will allow for reinstatement of highly utilized access to Doximity Dialer's product features, including unlimited patient visits, longer visit times and three-way calling to include family members, referring physicians and interpreters, aligning with the Strategic Goal of Well-Being and Quality of Life.

Mark a check next to the related Board of Supervisors Strategic Plan Goals:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy

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

Approved by: Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

Order Form and Subscription Terms Agreement