



TelScope® Telehealth System App FREQUENTLY ASKED QUESTIONS

Is the TelScope App HIPAA compliant?

Yes. The TelScope app can be used in a HIPAA compliant manner as our software does not automatically share protected data or information and all potentially sensitive data is stored securely locally on the smart device.

Can an individual engage in a telemedicine consultation with a practitioner through the app, or does the app only take a picture that an individual can send to a professional through another method?

Currently the app takes an image that you can save and share. You would need another app or service to engage in a telemedicine consultation with a professional.

Is there any data stored on the app (or in servers maintained by your company)?

No. Data is stored on the user's devices at the moment encrypted, and accessible only by this app.

Does your company have any access to data and photos stored in the app or on the user's device?

No.

Are any data/images transmitted to a practitioner through the TelScope app, or does the patient have to send it through a separate method (e.g. SMS or email)?

The TelScope app has a feature that will allow content to be sent using the built-in OS share feature.

Is there any capacity through the app for a practitioner to send data, messages or images back to the patient? (In other words, is it a two-way connection?)

Not currently.

Is any patient data identifiable?

Not by default. Metadata is stripped. However, information can be added to the images by the user.

Does the app apply any algorithms to the data? I know that users can circle particular areas in the images that practitioners should focus on. Do the patients do that themselves, or does the app run some sort of scan and do the labeling on its own?

No, the app does not apply any algorithms or scan the image. The user makes all markings and comments on the image manually.

Does the professional receiving the image also need the app?

No. Only the user taking the image needs the app. They can then connect their image to their doctor in the method that the doctor prefers.

Where are images stored?

Images only stored are stored on your device unless you specifically choose to share them.

How do I access the app?

The app is available via Google Play and the Apple App Store.

To learn more about TelScope, visit HollandHealthcareInc.com/TelScope

What operating systems are supported?

The app is released as a native app for iOS and Android operating systems.

What permissions are required for the app to function correctly?

The app requires access to the device's camera and storage to function correctly.

What personal health information (PHI) is included when sharing an image?

By default, TelScope does not include PHI in the image. Users may take identifying photos or add PHI with the image editing tools available within the app.

Is sharing an image secure?

Sharing an image is as secure as the service it is shared with. For example, images shared via Signal would be highly secure while images shared by SMS would less so. Once an image is shared it is out of TelScope's control.

Does the app use Cloud storage?

The app does not currently use cloud storage. Consent will be requested prior to uploading any of your photos to the cloud.

What software is the TelScope App written in?

The app is written in C# (Xamarin). It is then compiled for native performance on iOS and Android.

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