



Case Study

Virtual Physical Therapists uses Frozen Mountain's video SDK to enable high-quality digital patient visits.



THE GOAL

Create a future-proof, live video platform for web browsers, iOS, and Android that enables physical therapists to evaluate and treat patients with musculoskeletal injuries.

THE SOLUTION

Deploy Frozen Mountain's live video SDK across multiple platforms to help patients reach physical therapists on their own devices from the comfort of their homes.



- Clients since: 2015
- Industry: Telehealth
- Country: United States
- Doctors in network: 75+
- Video Duration: 15 to 60 minutes per patient

Frozen Mountain Products and Services Used

- Professional Services Fast Start
- IceLink SDK

“When we use our video platform, it’s like we’re in our patients’ homes, meeting them, their families, and even their pets. We’re able to foster amazing connections.”

Aideen Turner, Founder & CEO of Virtual Physical Therapists

Joint Pains: The Current State of Physical Therapy in the United States

Aideen Turner, physical therapist and Founder & CEO of Virtual Physical Therapists, understood that her patients were struggling with wait times and costs associated with physical therapy sessions. For the 1 out of every 2 Americans with musculoskeletal disorders, it was common to wait weeks or months for treatment. Combined with interruptions found in typical clinics and a lack of transportation access, only a quarter of injured Americans actually end up seeing a physical therapist.

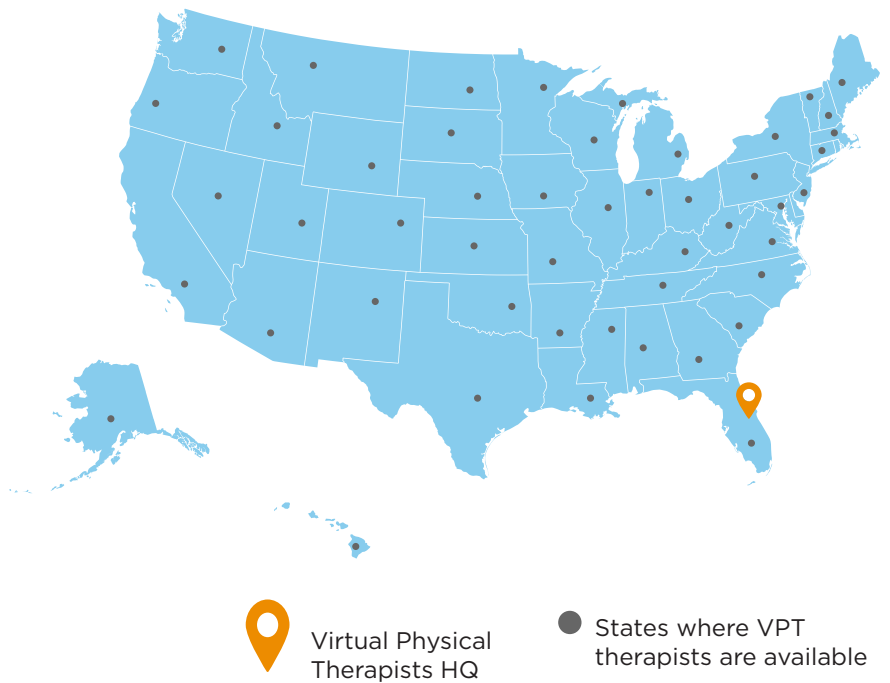
Aideen believed patients deserved better and that the solution lay in telehealth. “We want [our patients] to be able to press a button and see a specialized clinician instantly,” she explained. Leveraging the power of live video streaming only made sense.

Searching for the Right Live Video Solution For Tele-Rehabilitation

From an early start, Aideen knew her tele-rehabilitation application had to be built with specific live video, voice, and file transfer capabilities. Patients needed the ability to upload personal medical history securely. Her therapist network required a video evaluation tool capable of replacing traditional, in-person visits. As a physical therapist herself, Aideen was in tune with what her patients needed, and wanted to provide the best user experience possible.

“We needed a visual connection that was HIPAA compliant, reliable, had excellent audio quality, and no downtime,” explained Aideen.

Her development team realized the value in using a SDK for the live video elements of the application. Before coming to Frozen Mountain in 2015, they spent months evaluating live streaming video providers based on an internal list of key criteria. They considered everything from HIPAA compliance to development cost and video reliability. They also carefully considered video quality, downtime, and mobile device integration.



Virtual Physical Therapists: Six Key Video Platform Criteria

1. HIPAA Compliance

HIPAA compliant application development can be expensive depending on the complexity of the app. Selecting a HIPAA compliant SDK led to major cost-savings for Aideen’s team.

2. Cost of Development

Browser and mobile device vendors are always updating their platform software. Aideen’s team needed a live video streaming solution that consistently provided support and updates.

3. RTC Development Support

For Aideen’s team, leveraging expert support and services from live video streaming developers helped shorten their development timelines and reduced associated costs.

4. Video Quality

Aideen knew at the beginning that a high quality video feed would allow the physical therapists on her network to accurately diagnose patients and deliver the best care.

5. Reliability

Physical therapists are in high demand, so Aideen knew that if her application was unreliable, her patients and therapists would easily go elsewhere.

6. Scalability

In order to expand her tele-rehabilitation platform to reach millions of Americans, Aideen needed a video streaming SDK and support team that could accommodate the growth as her business scales.

Building The Live Video Streaming Solution

After consideration, Aideen's team decided on leveraging Frozen Mountain's SDKs and Professional Services. In 2015, they took part in a Professional Services Fast Start program, quickly producing a pilot application that became the core of their web, iOS, and Android tele-rehabilitation platform. Soon after, Aideen's team successfully launched Virtual Physical Therapists to the general public and acquired their first paying customers.

Achieving Personalized Care Through Live Video Visits

Since the launch, patients across America have tapped into Virtual Physical Therapists' network of over 75 physical therapists. After uploading their medical information, patients can view available therapists in their state and book an appointment. When patients start a video call, they receive anywhere from 15 to 60 minutes of undivided attention.

On the therapists' side, a high quality video evaluation interface allows them to accurately assess injuries and provide patient care.

For Aideen, the results have been extraordinary. "Our patients bond with our therapists more," she says. "When we use our video platform, it's like we're in our patients' homes, meeting them, their families, and even their pets. We're able to foster amazing connections. Telehealth is truly a game changer for Americans." 

"We needed a visual connection that was HIPAA compliant, reliable, had excellent audio quality, and no downtime."

Aideen Turner, Founder & CEO of Virtual Physical Therapists