

Telehealth Increases Access to Care, Reduces Costs

Regulatory, technological barriers drive health inequities.



COVID-19 has proven that telehealth is an important and effective care delivery tool that can be used well after the pandemic ends.

- Before the COVID-19 pandemic:

13,000 Medicare

fee-for-service beneficiaries received telehealth services in a week.

- During the pandemic:

1.7 million people

received telehealth services in a single week.



Disparities in technology access must be addressed to ensure equitable access to telehealth.

- Nearly **22% of Californians** have substandard or no internet access.
- Nationally, **37% of those living in rural areas** say they do not have broadband access at home.



Patient “no-show” rates at outpatient facilities are a significant obstacle to care delivery.

- Telehealth can reduce no-show rates by as much as

50%.



Increased use of telehealth = fewer ER visits

- In a study, telehealth consultations offered to 911 callers resulted in

6.7% fewer

emergency department visits and a savings of over

\$100 per patient.

Source: Journal of Telemedicine and Telecare

“With a robust telehealth infrastructure in place, patients may receive more timely diagnoses and treatment recommendations, more appropriate follow-up care, and a reduced likelihood of experiencing an adverse event as a result of delayed assessment and treatment.”

— Agency for Healthcare Research & Quality