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.

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