Telehealth’s BIG IMPACT on the PATIENT EXPERIENCE

The growth of telehealth is being driven by younger consumers who bring heightened expectations for technology solutions to the patient experience.

A 2018 HIMSS Analytics industry study on patient experience1 reveals hospital and health system leaders agree that telehealth is important, but feel unprepared to meet the challenges.

Changing policies on telehealth reimbursement may help remove barriers to its growth.

DRIVING TELEHEALTH EXPECTATIONS

Whereas—

40% — of Millennials believe a telehealth option is “very or extremely important”2

Whereas—

19% — of Baby Boomers say a telehealth option is “very or extremely important”2

PROVIDERS AGREE: TELEHEALTH IS IMPORTANT

84% of providers believe telehealth services are an important technology for patient experience1

59% — of providers are actively using telehealth today

Another 25% — of providers plan to implement telehealth services within the next two years

BUT PROVIDERS FACE CHALLENGES IN DEPLOYING TELEHEALTH

1 in 5 providers feels “extremely prepared” to meet patient experience needs using telehealth services

76% of providers say budget limitations are their biggest challenge when trying to leverage technology to enhance the patient experience

CHANGING POLICIES ARE FOSTERING TELEHEALTH GROWTH

Policies related to telehealth reimbursement are beginning to change.

Providers cite the importance of network infrastructure, such as fiber Internet and Ethernet services, in enhancing the patient experience, including telehealth services.1

33 states and the District of Columbia have laws requiring health insurers to pay for services provided via telehealth the same way they would pay for in-office services.3

Learn more about how providers are using digital technologies to enhance the patient experience. Get the executive brief.

1 Patient Experience Study, HIMSS Analytics conducted on behalf of Spectrum Enterprise, September 2018
2 Healthcare IT News, Millennials demand telehealth in a move away from traditional primary care model, April 2018
3 AHA Telehealth Fact Sheet. April 2018