

Telehealth and the Impact on Care Delivery California

The COVID-19 pandemic shed light on telehealth - the tremendous impact both telehealth with video and telephonic audio-only visits have made to boost access to care. Research shows that telehealth addresses inequality in our care delivery system. This factsheet highlights the transformative impact of telehealth and the need to continue the full spectrum of telehealth modalities post-pandemic.

ENHANCEMENTS IN ACCESS TO CARE



62%

(2)

PATIENTS RECEIVING CARE VIA TELEHEALTH



300%

(3)

INCREASE IN TELEHEALTH AMONG MEDICARE ELIGIBLE SENIORS



65%

(2)

LOW-INCOME PATIENTS RECEIVING CARE VIA TELEHEALTH



25%

(4)

PATIENTS RECEIVING REPRODUCTIVE HEALTH CARE VIA TELEHEALTH



76%

(2)

PATIENTS OF COLOR RECEIVING CARE VIA TELEHEALTH



45%

(1)

PATIENTS RECEIVED CARE VIA TELEHEALTH IN A LANGUAGE OTHER THAN ENGLISH

HIGH PATIENT SATISFACTION

90%

(6)



85%

(6)

AFRICAN AMERICAN PATIENTS WERE SATISFIED WITH THEIR TELEHEALTH

PATIENT SATISFACTION OF TELEHEALTH VISITS REGARDLESS OF RACE

SATISFACTION OF TELEHEALTH VISIT COMPARED TO LAST IN-PERSON (2)

TELEPHONIC AUDIO-ONLY

24%

48%

28%

TELEHEALTH WITH VIDEO

33%

32%

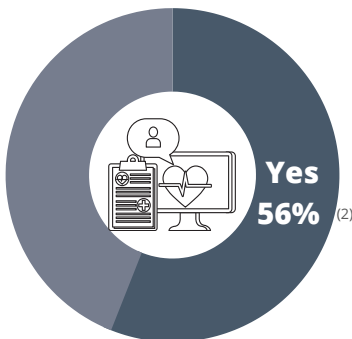
30%

MORE SATISFIED

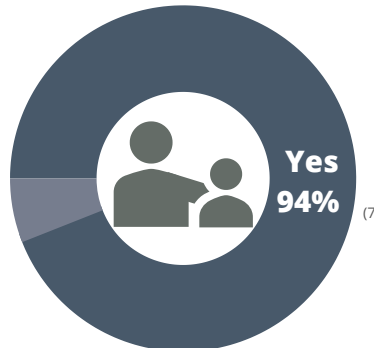
JUST AS SATISFIED

LESS SATISFIED

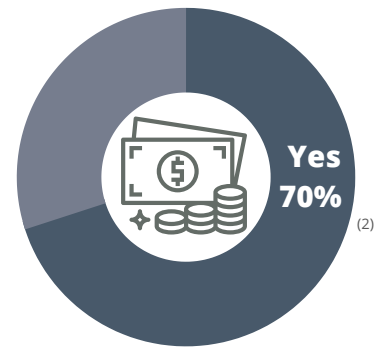
FUTURE TELEHEALTH POLICIES TO BRIDGE THE ACCESS GAP



WANT TO KEEP THE OPTION FOR TELEHEALTH VISITS POST-PANDEMIC



PARENTS WHO WANT TO UTILIZE TELEHEALTH FOR THEIR CHILD'S CARE



RESPONDENTS FROM LOWER INCOME FAMILIES WANT TO KEEP THE OPTION FOR TELEHEALTH INFINITELY.

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DIGITAL DIVIDE

TELEPHONIC AUDIO-ONLY VISITS HAVE INCREASED ACCESS

TELEPHONE VISIT MUST CONTINUE, ESPECIALLY FOR THOSE LACKING ACCESS TO A DIGITAL DEVICE AND BROADBAND INTERNET (2)



36%

AUDIO-ONLY VISITS WERE IN A LANGUAGE OTHER THAN ENGLISH (1)



27%

TELEHEALTH VISITS ARE TELEPHONIC AUDIO-ONLY (1)



3X

PATIENTS LIKELY TO USE TELEPHONIC AUDIO-ONLY WITH TRANSPORTATION NEEDS (1)



50%

OF ALL REPRODUCTIVE TELEHEALTH VISITS WERE CONDUCTED VIA TELEPHONIC AUDIO-ONLY (4)



51%

PATIENTS RECEIVING TELEPHONIC AUDIO-ONLY VISITS WERE HISPANIC/LATINX (1)

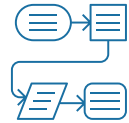
LACK OF READINESS DUE TO RESOURCE ACCESSIBILITY



MULTIPLE PROCESSES INVOLVED IN VIDEO VISITS



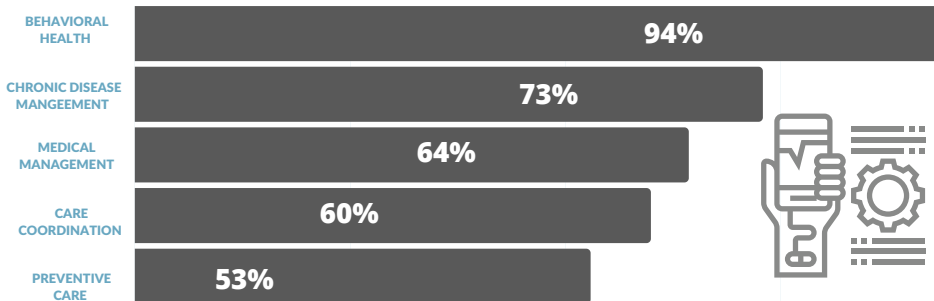
LACK OF RESOURCE TO UTILIZE VIDEO TELEHEALTH



CULTURAL OR PERSONAL PRIVACY CONCERNS

CLINICAL APPROPRIATENESS

MAJOR AREAS OF HEALTH CARE UTILIZING TELEHEALTH (5)



TOP 3 CLINICAL PROVIDERS UTILIZING TELEHEALTH (8)

