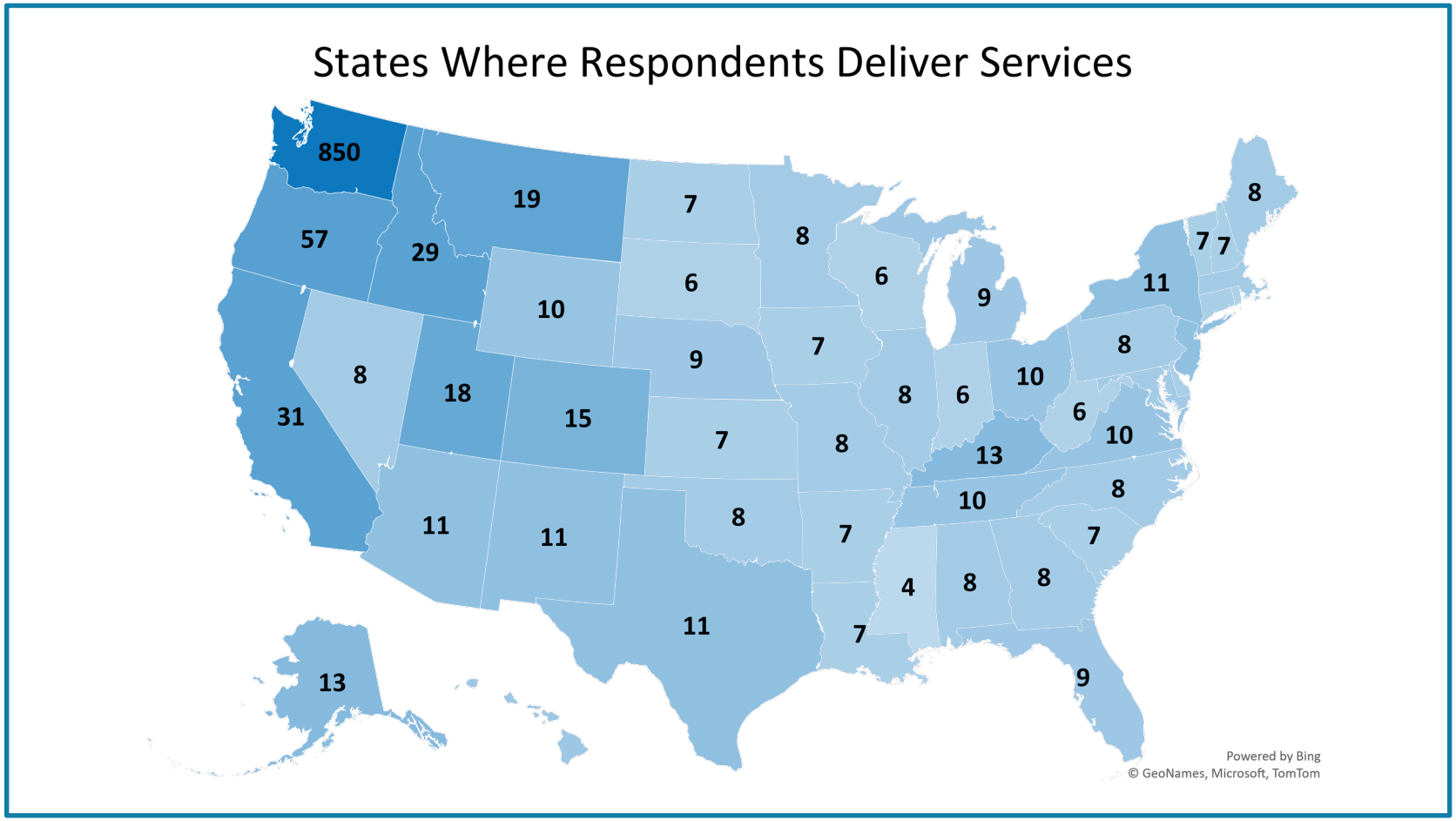
NRTRC Regional Telehealth Survey

2021

Geographic Distribution



*** Respondents may deliver services in multiple states**

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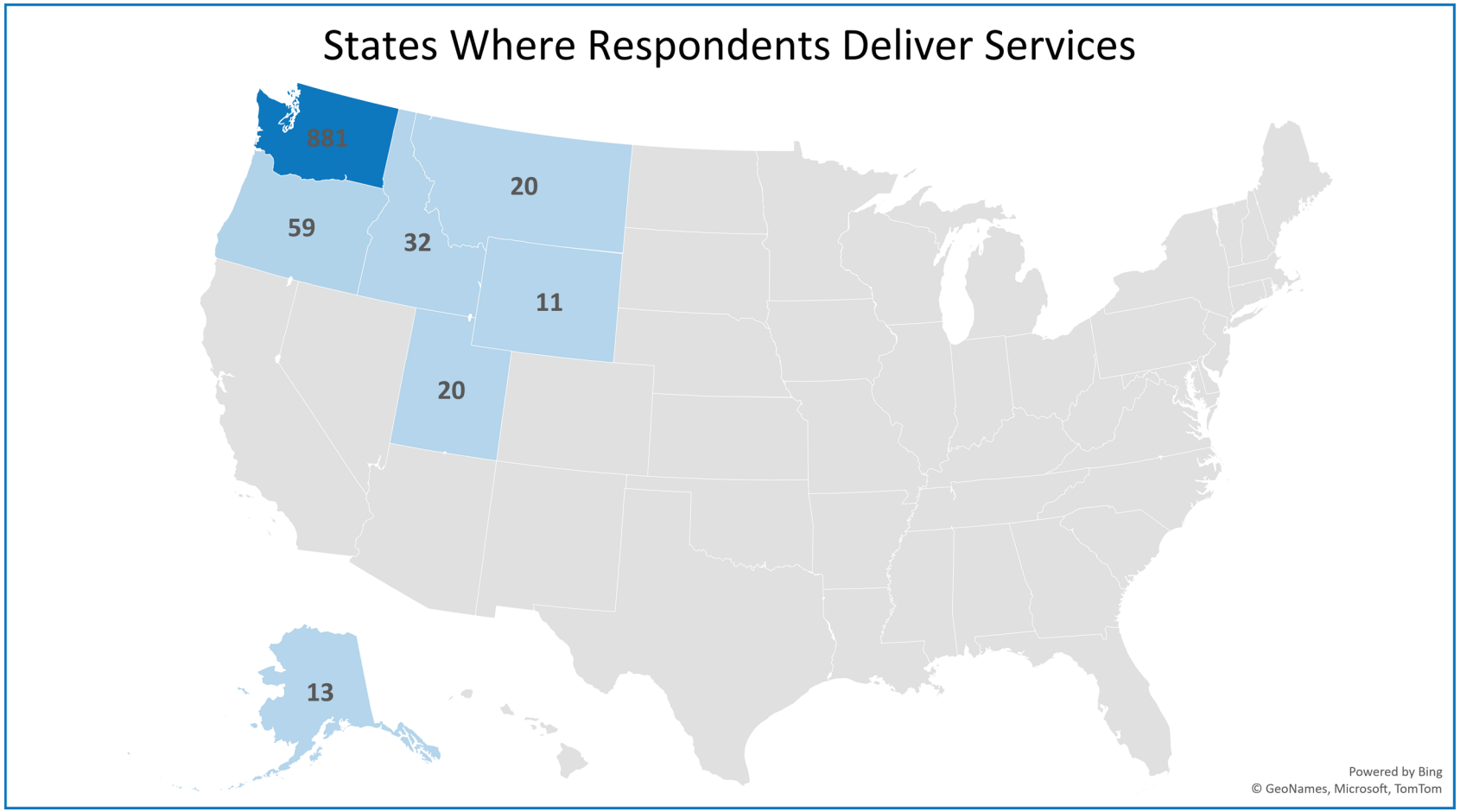
Geographic Distribution



*** Respondents may deliver services in multiple states**

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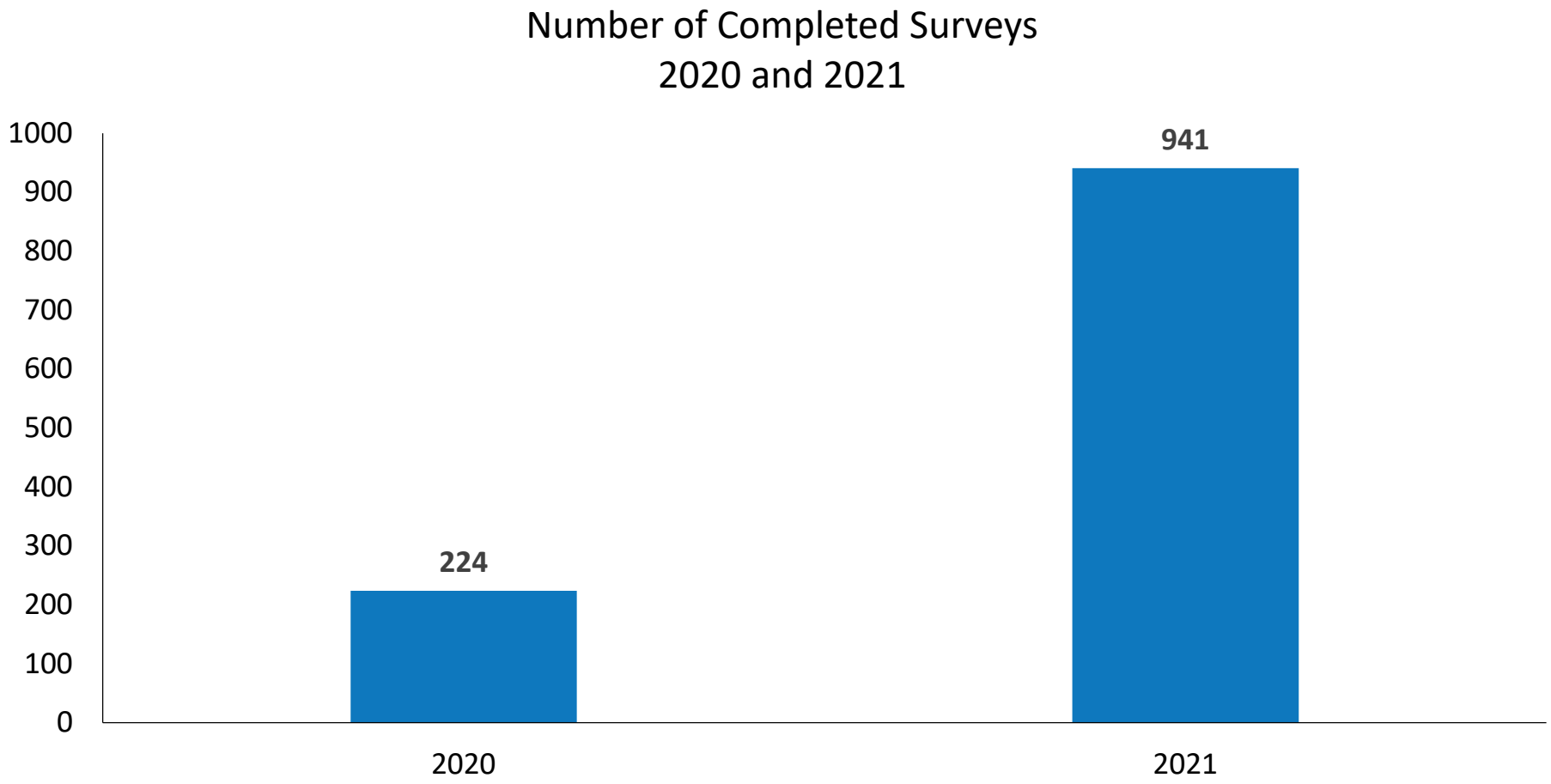
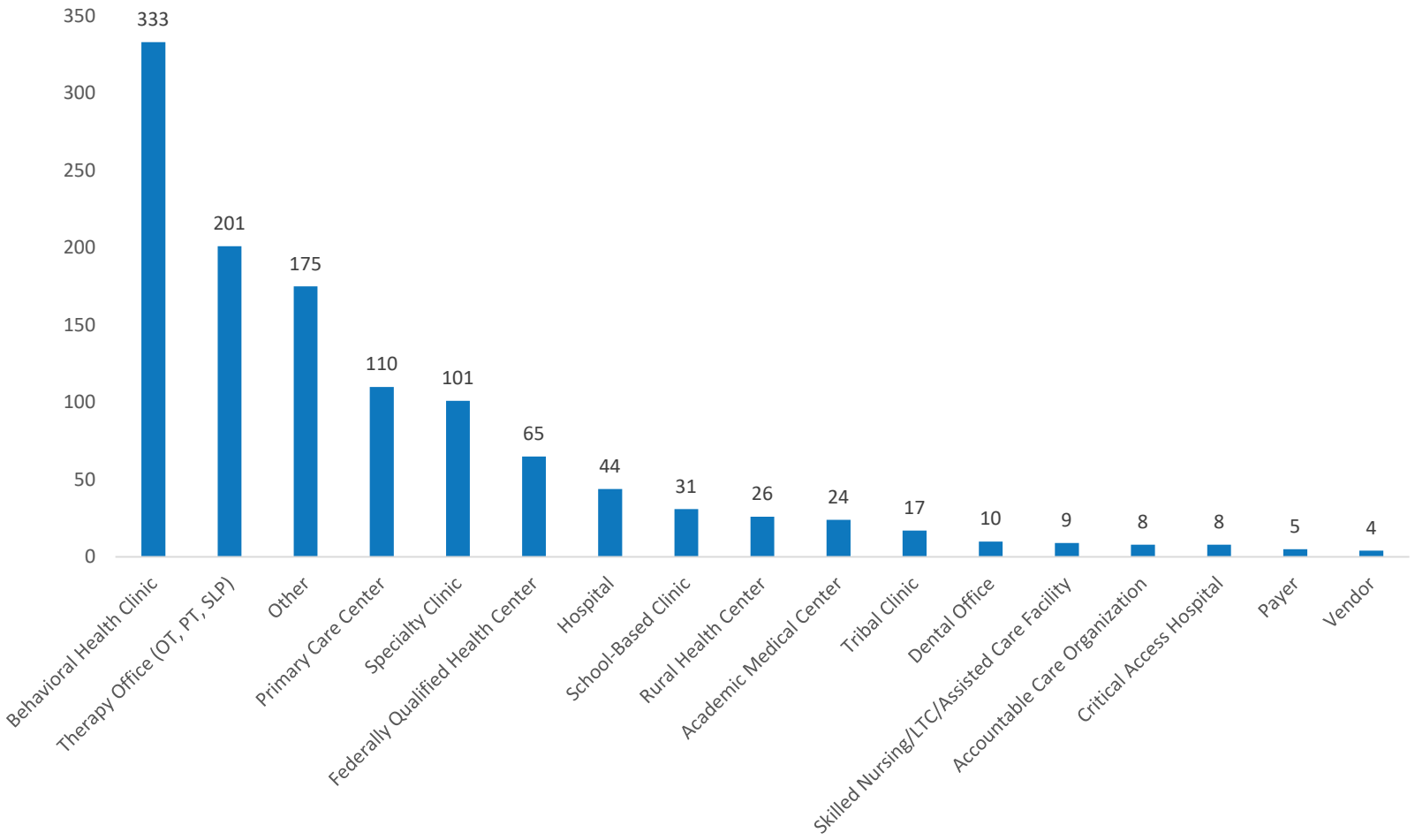
Survey Response

- 4-fold increase!



Which best describes your organization?



*** Respondents can select all that apply**

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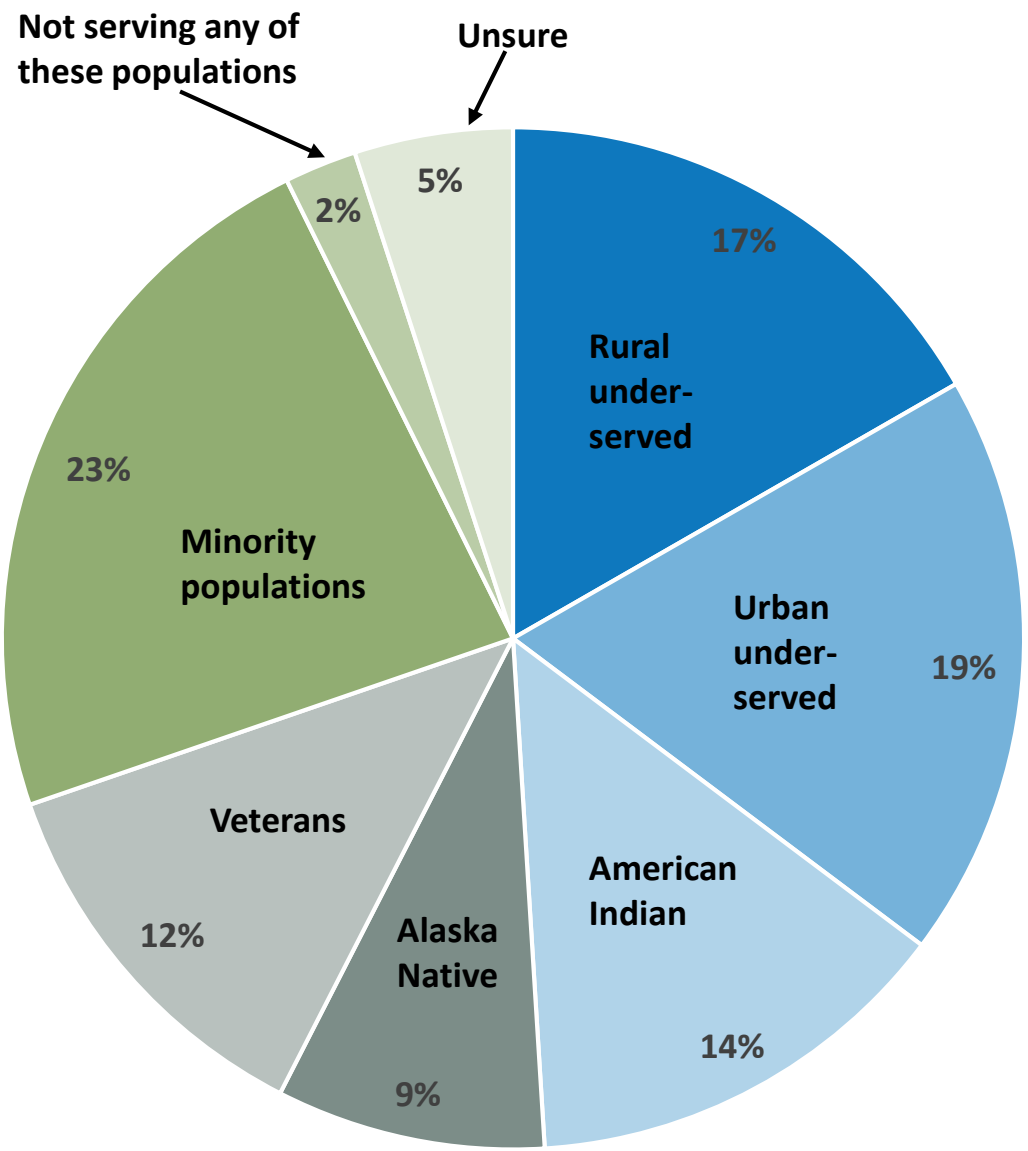
Types of special populations served



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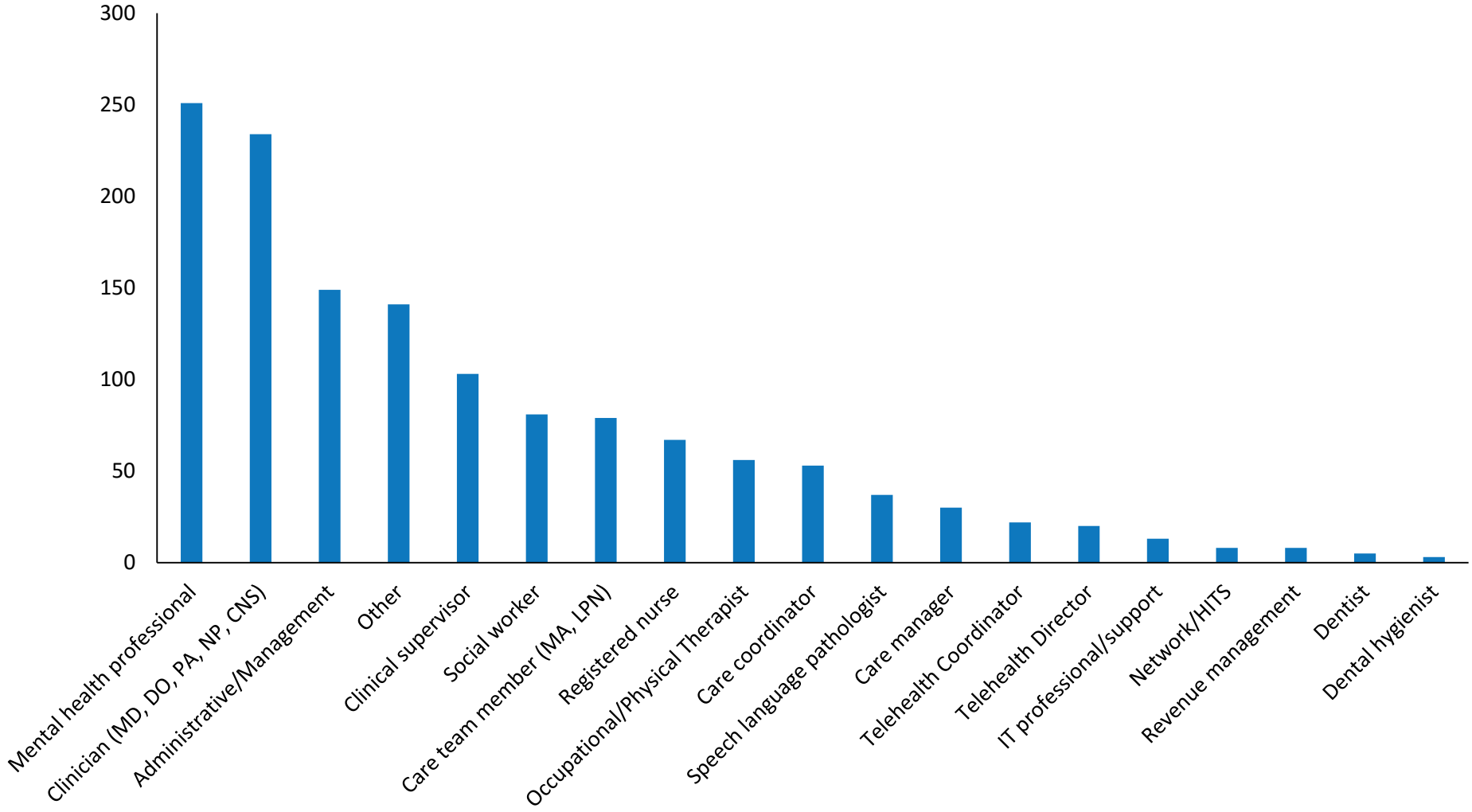
Position or role type?



*** Respondents can select all that apply**

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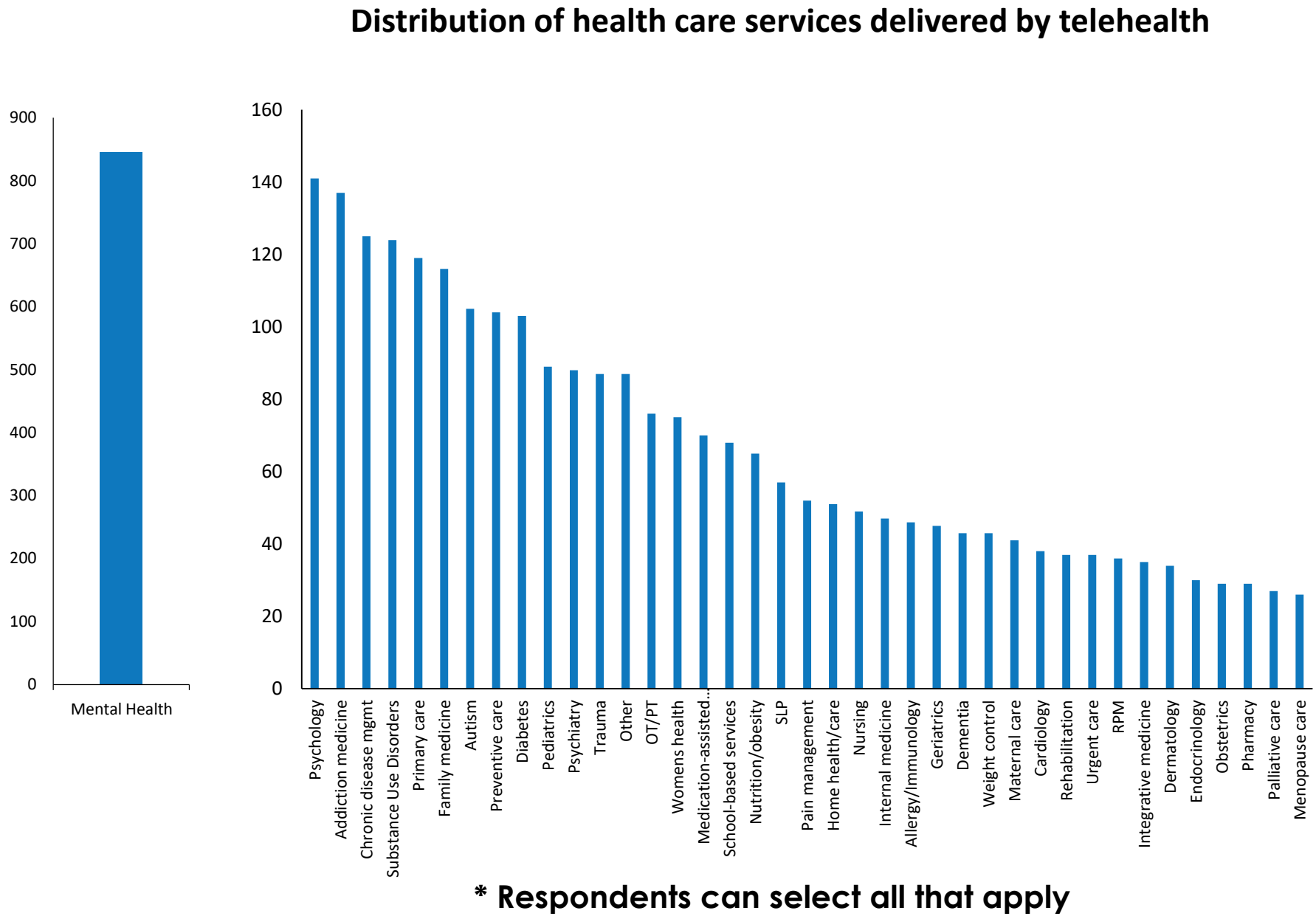
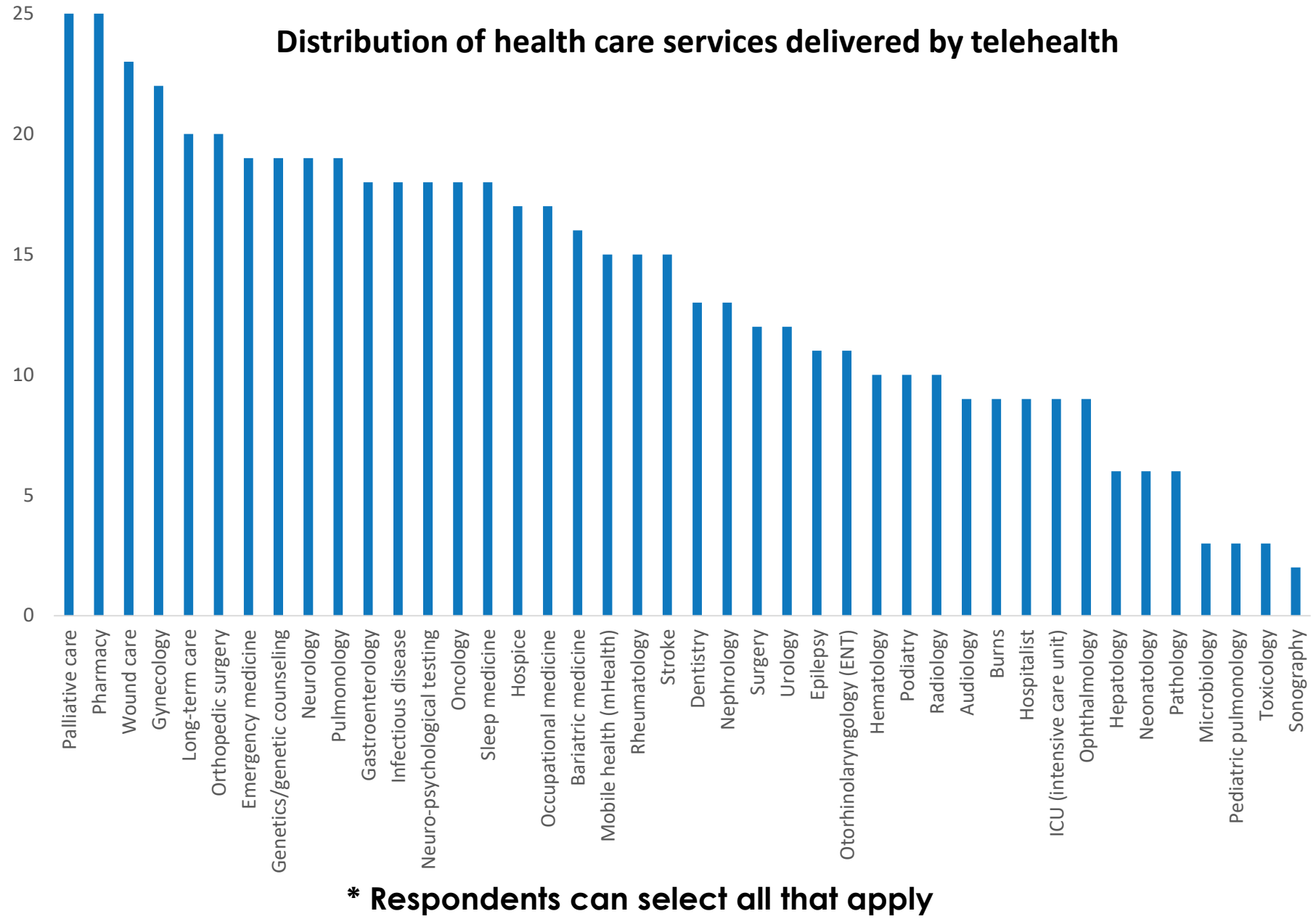
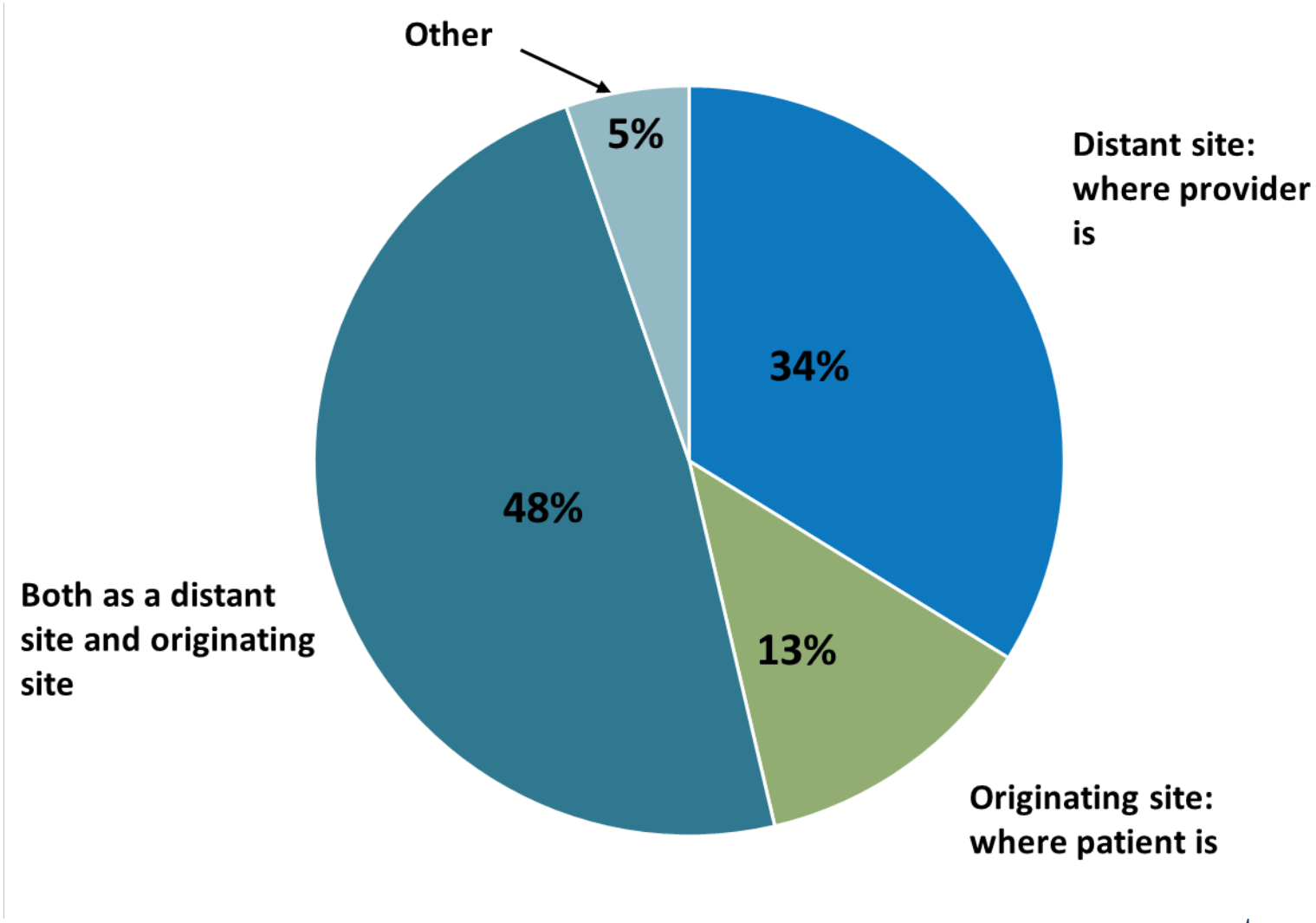
Health care services delivered by telehealth, 1 of 2



Health care services delivered by telehealth, 2 of 2



Health care services delivered by telehealth



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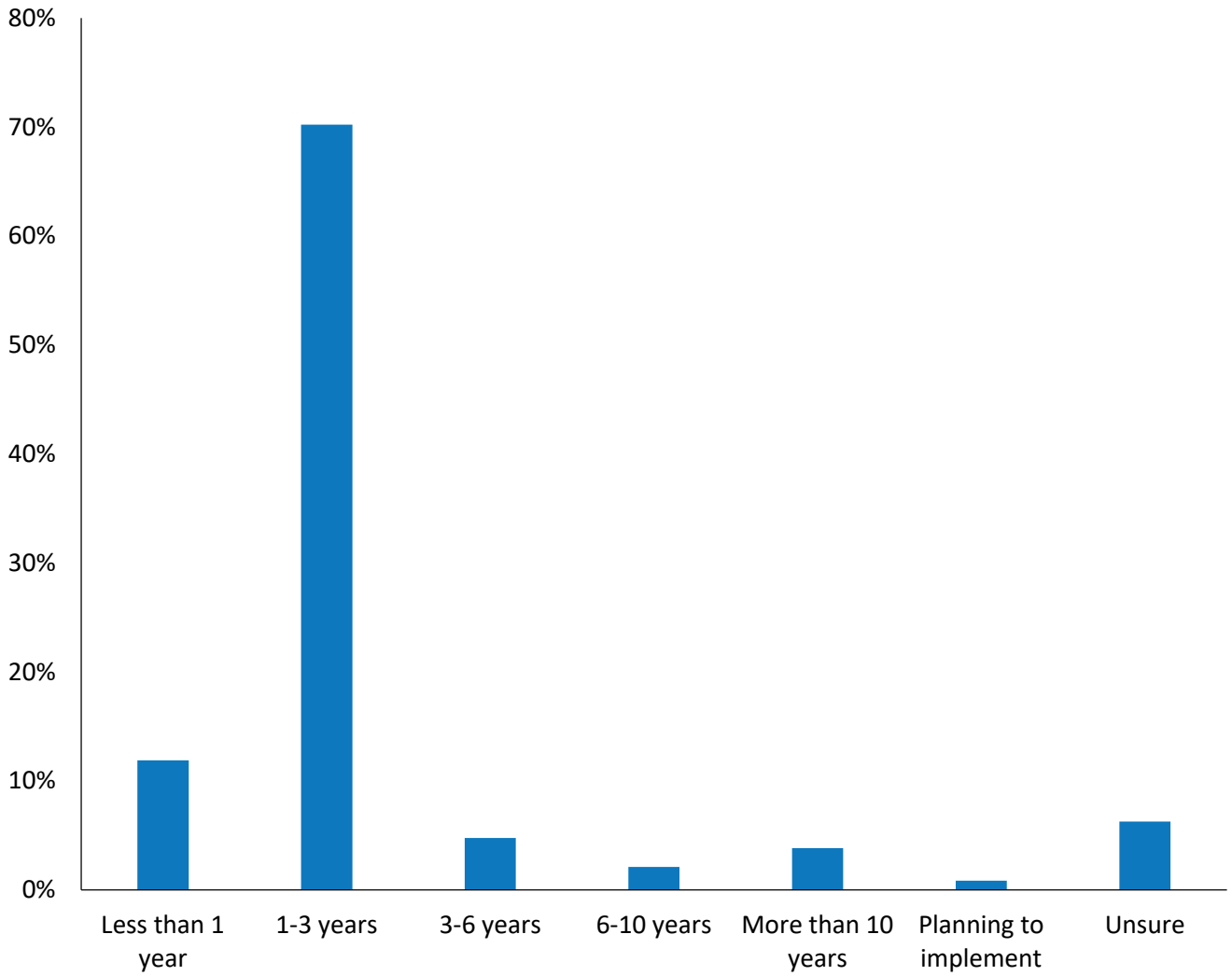
How long has your organization been offering telehealth services or programs?



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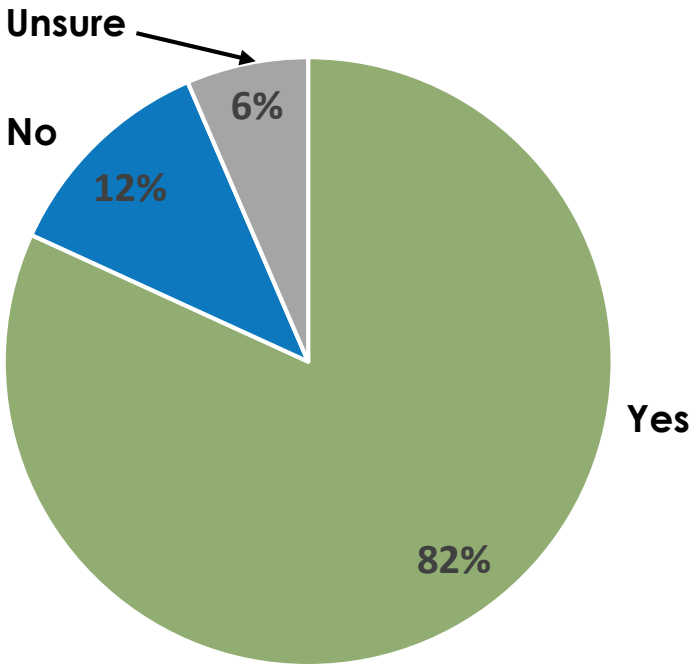
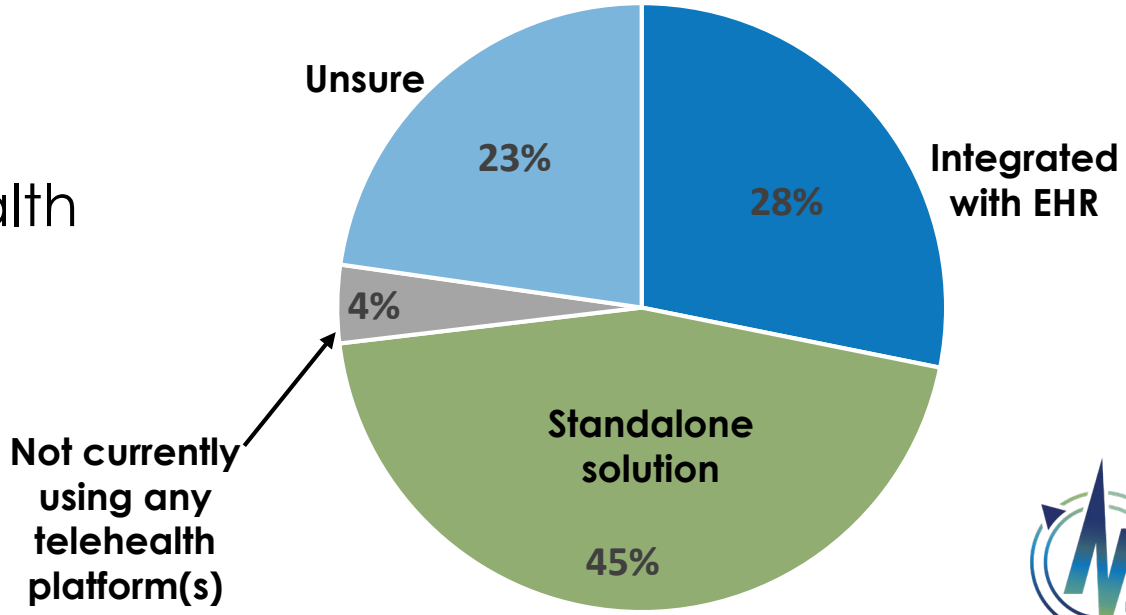
Do you or your organization use an electronic health record (EHR)?



Type of telehealth platform used



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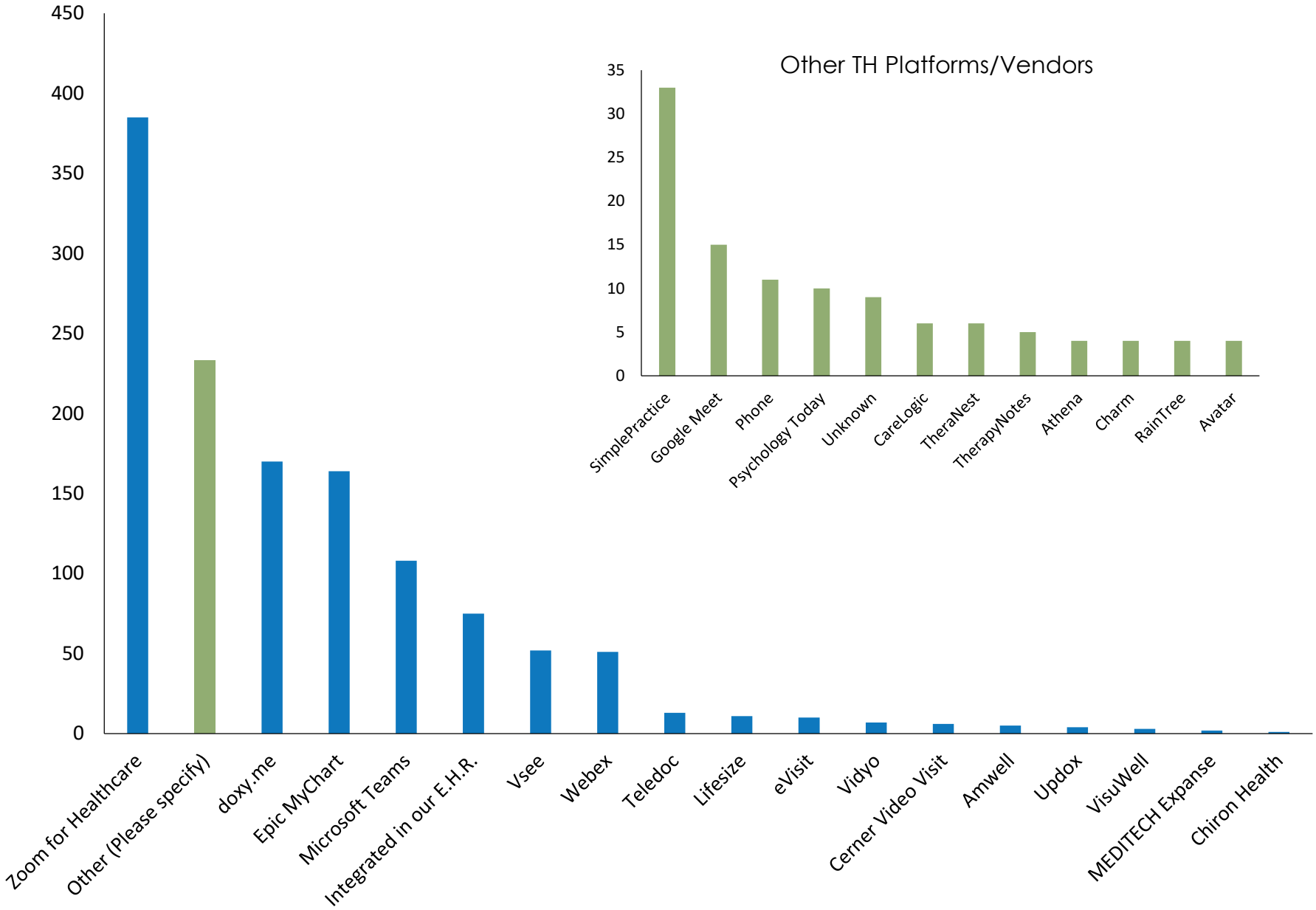
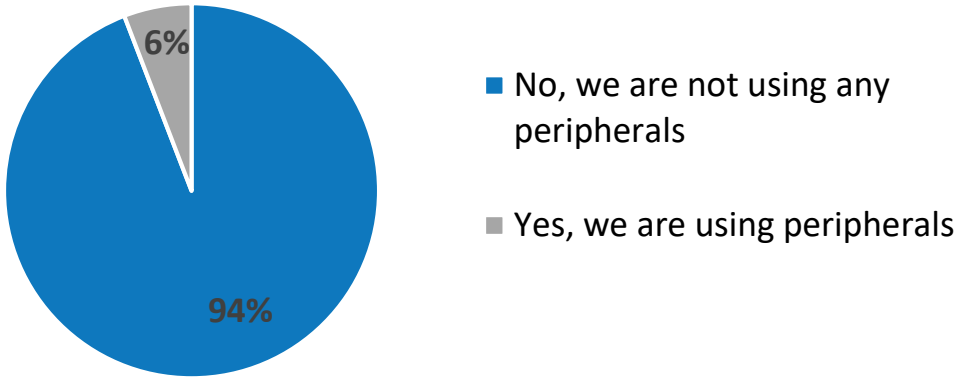
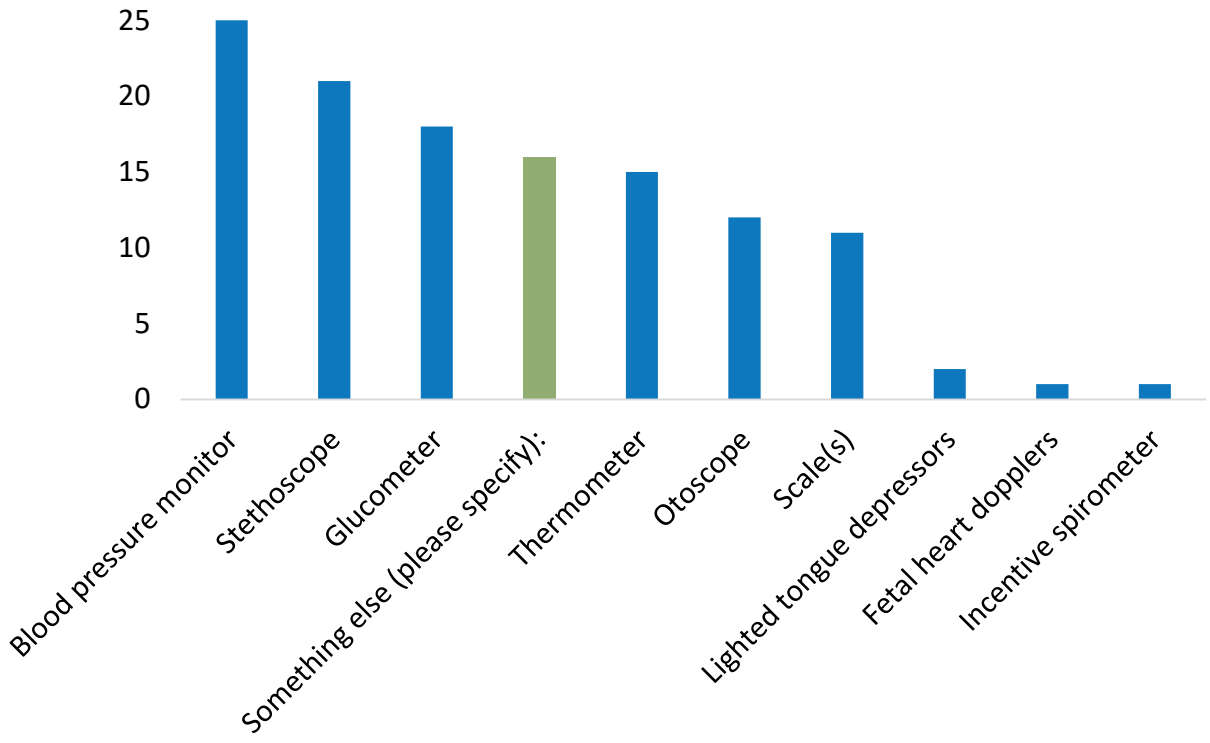
Telehealth Platforms or Vendors in Use



Is your organization using any telehealth peripherals?





Something else (please specify):

- ROM smartphone app
- Camera for inside mouth
- Pulse/ox
- mHealth
- Oximeter
- CGM
- Dermascope
- Amwell eye lens

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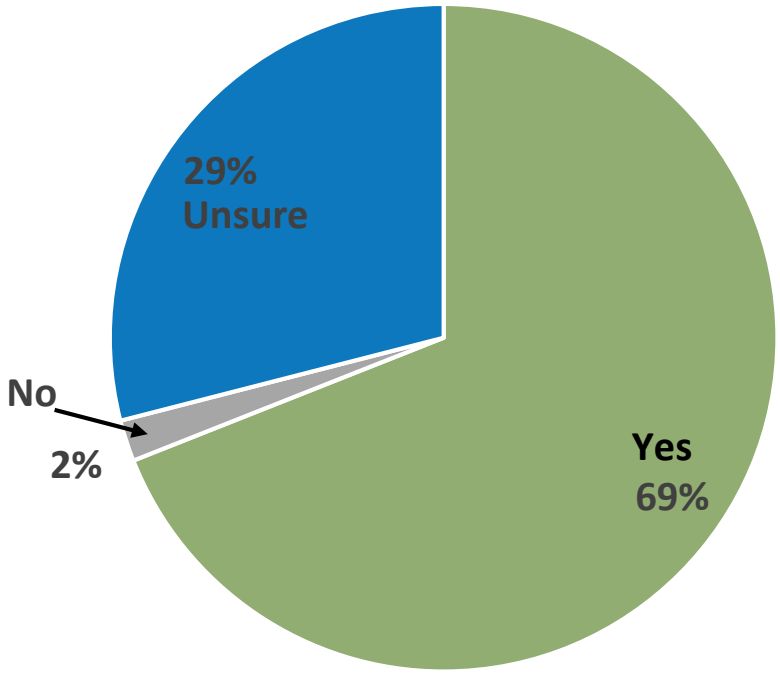
Will you offer telehealth services after the COVID-19 pandemic is over or the public health emergency declaration is lifted?



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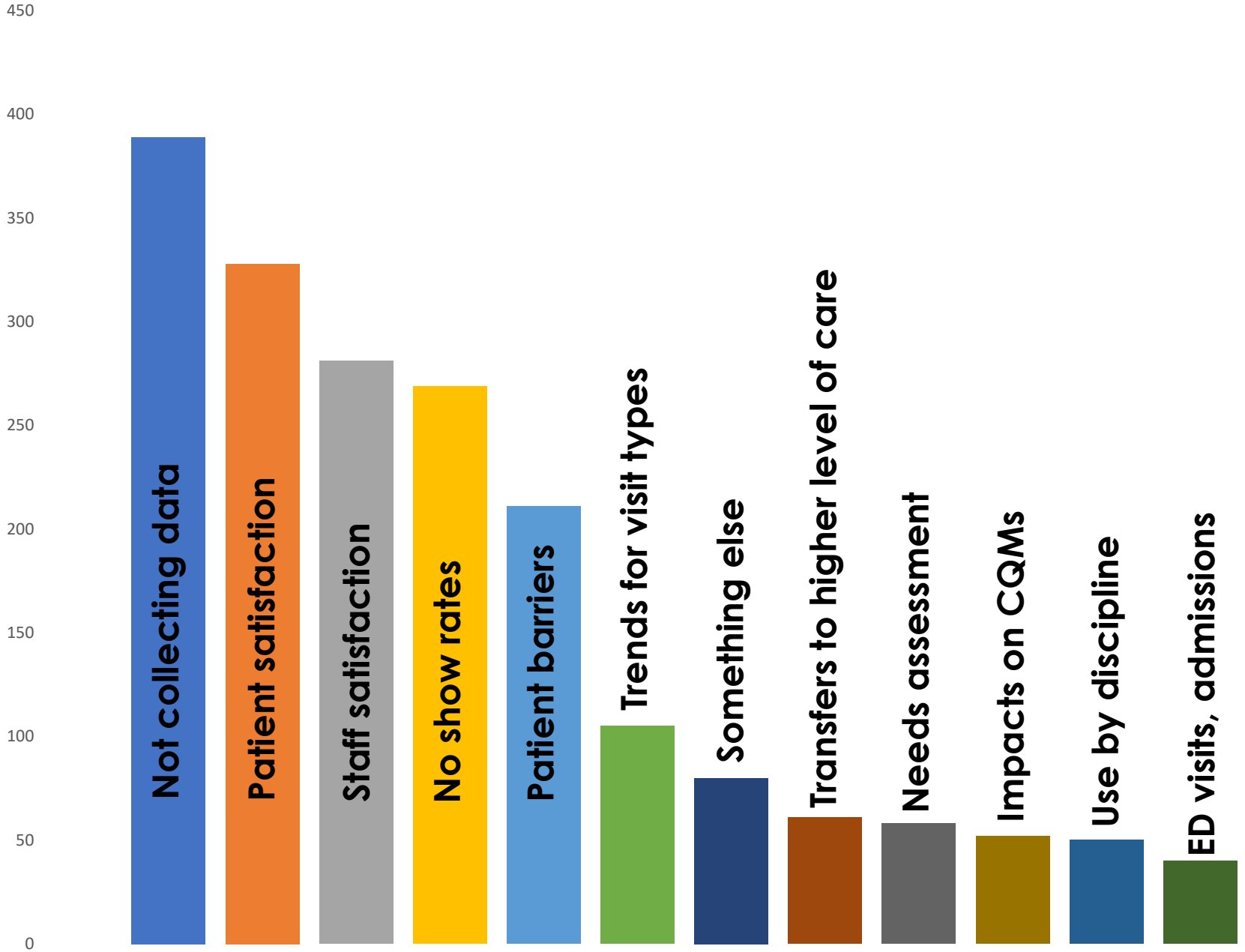
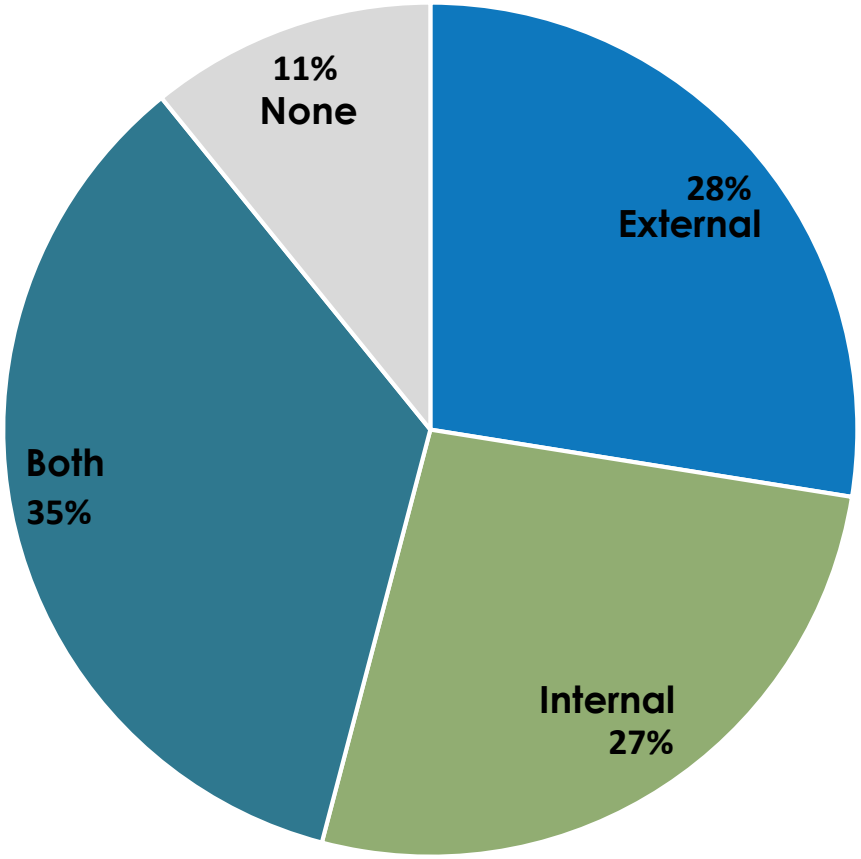
What telehealth related data are you collecting?



How does your organization receive telehealth-related training and support?



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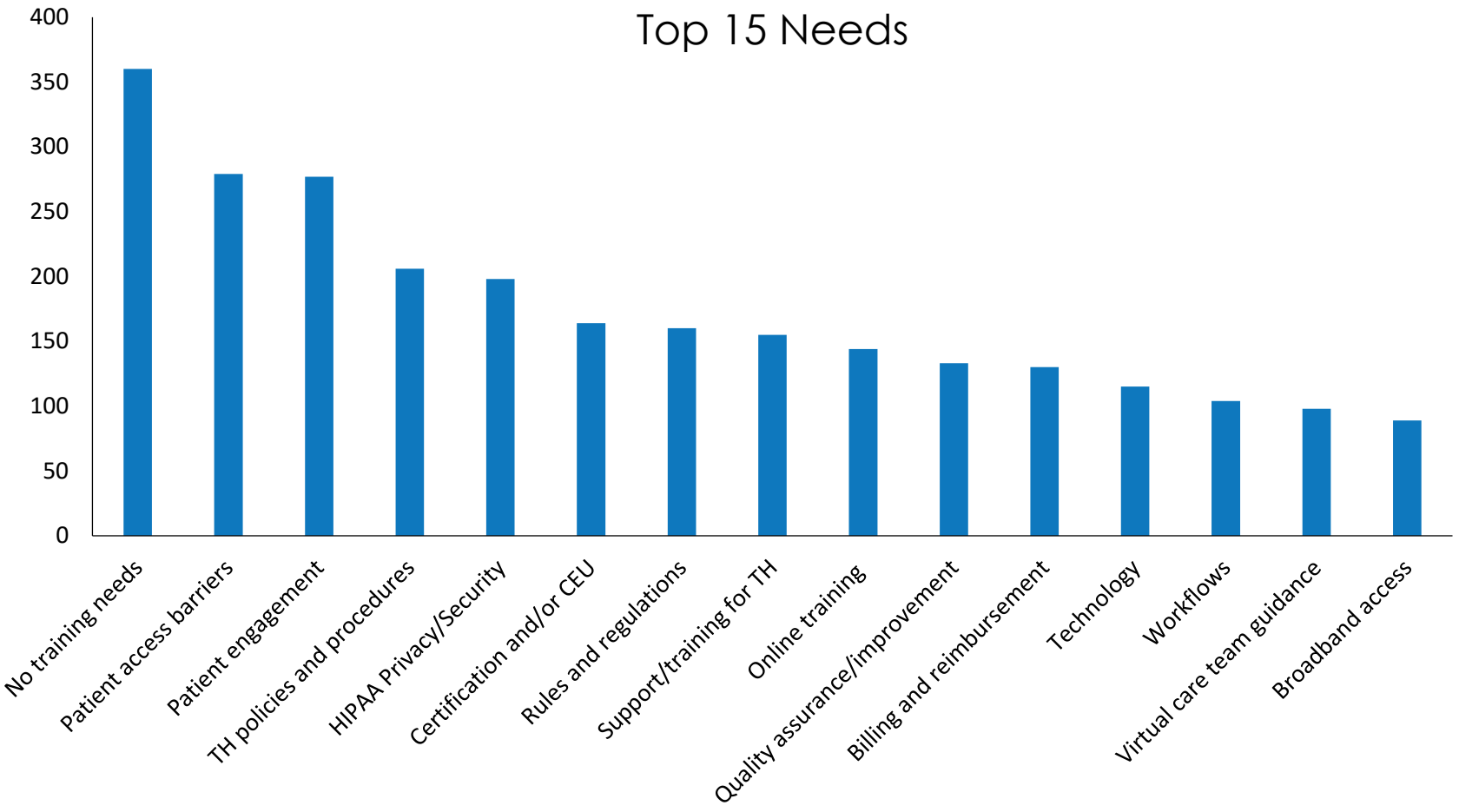
What telehealth resources, tools, training and/or support do you or your organization need?



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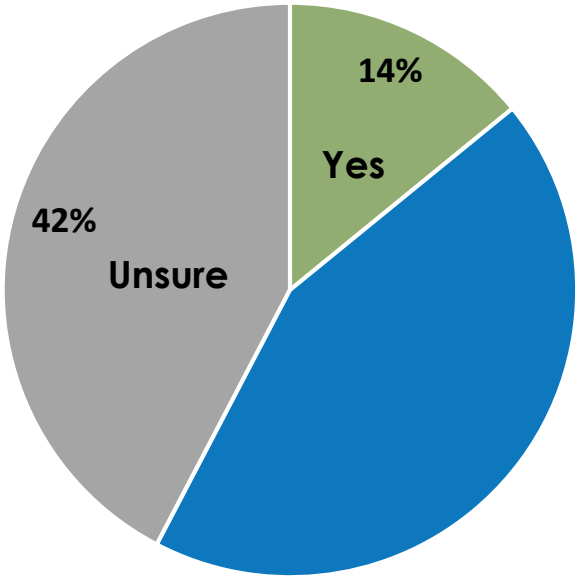
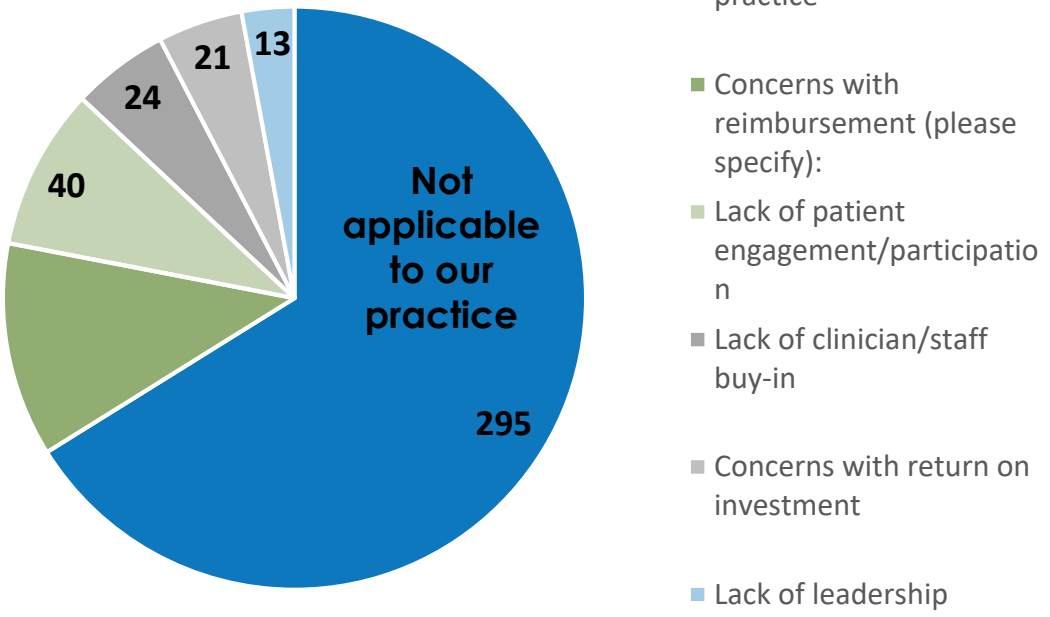
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?



If no, what are primary reasons why?



Providing or in the process of implementing…

Virtual Service	Yes	No	Unsure
Virtual Check-Ins	20	47	60
Remote Eval of Recorded Info	18		
E-Visits (incl. FQHC & RHC)	24	47	66
Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs	24	51	62
Principal Care Mgmt (PCM)– incl. FQHCs/RHCs	11		
Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs	29-BHI 14-CoCM	39	69

- Surprising number of people unsure about these services.
- May be opportunities to increase PCM, BHI and CoCM.

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*CoCM – Psychiatric Collaborative Care Services

Providing or in the process of implementing…

Virtual Service	No	Unsure
Telephone Evaluation and Management (E/M) Services	38	51

Telephone E/M Services (Breakdown)	Number
By a **physician or other qualified healthcare professional** (99441-99443)	37
By a qualified **nonphysician health care professional** (98966-98968)	20
By a **FQHC/RHC** (G2025)	7

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Providing or in the process of implementing…

E-Consults (aka Interprofessional Consultations)	Yes	No	Unsure
By the **consultative physician**, including verbal and written report	22	41	65
By the **requesting/treating physician**	17		

Remote Physiologic/Patient Monitoring	Yes	No	Unsure
Initial set up and patient education	18	51	56
Related remote patient monitoring services	17		
Remote monitoring of blood pressure	12		

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