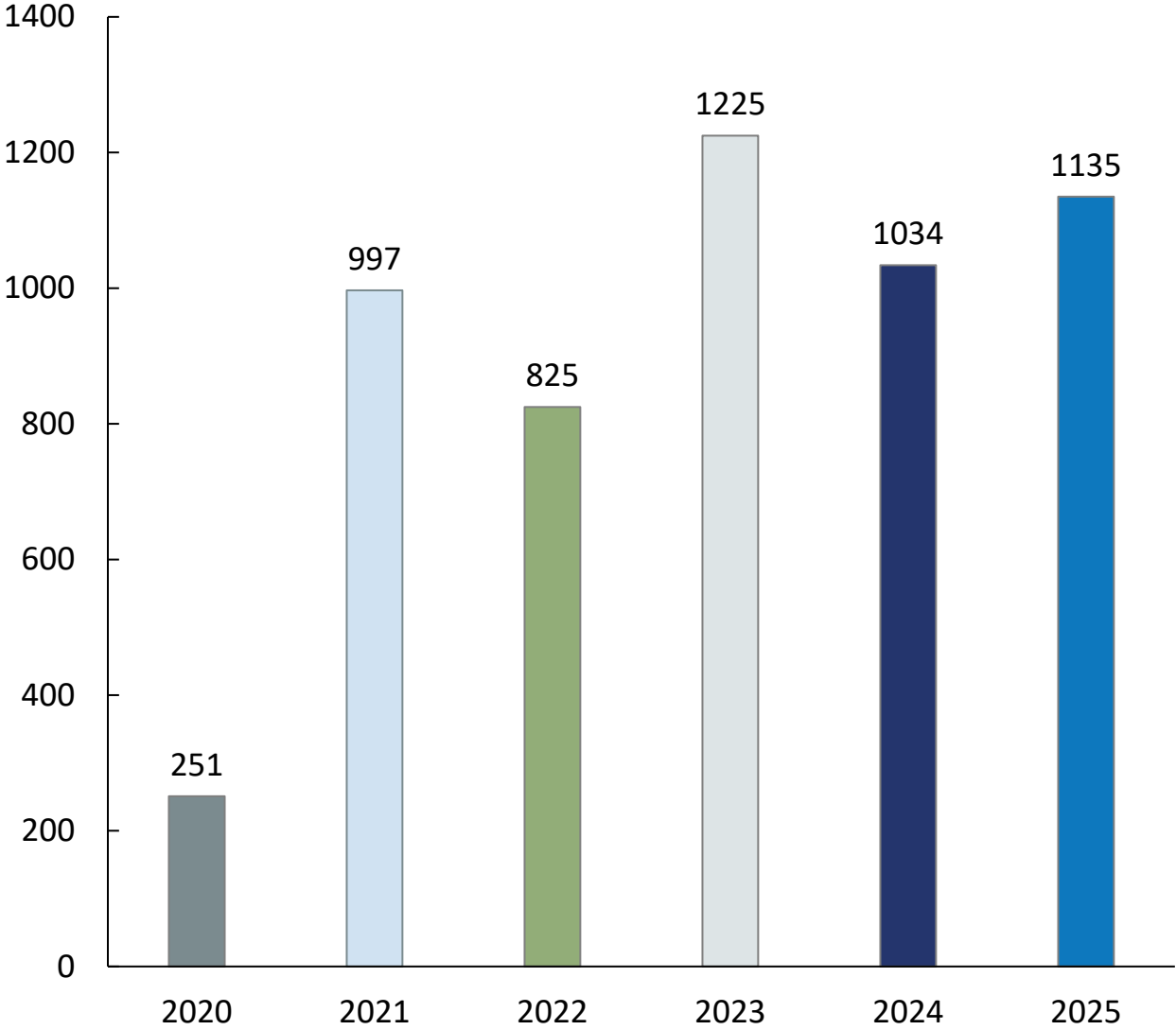




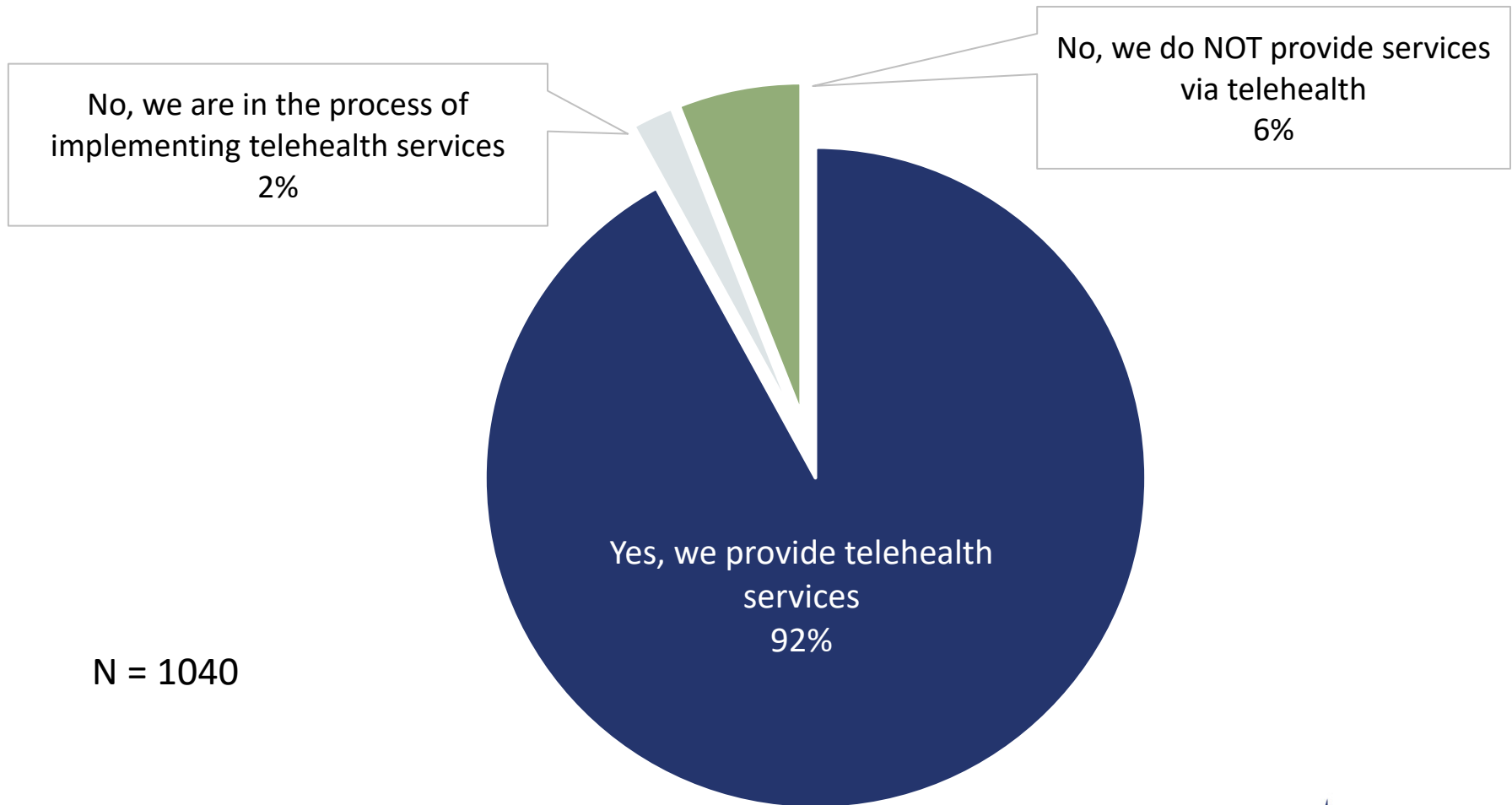
NRTRC Telehealth Survey 2025



Number of Completed Surveys

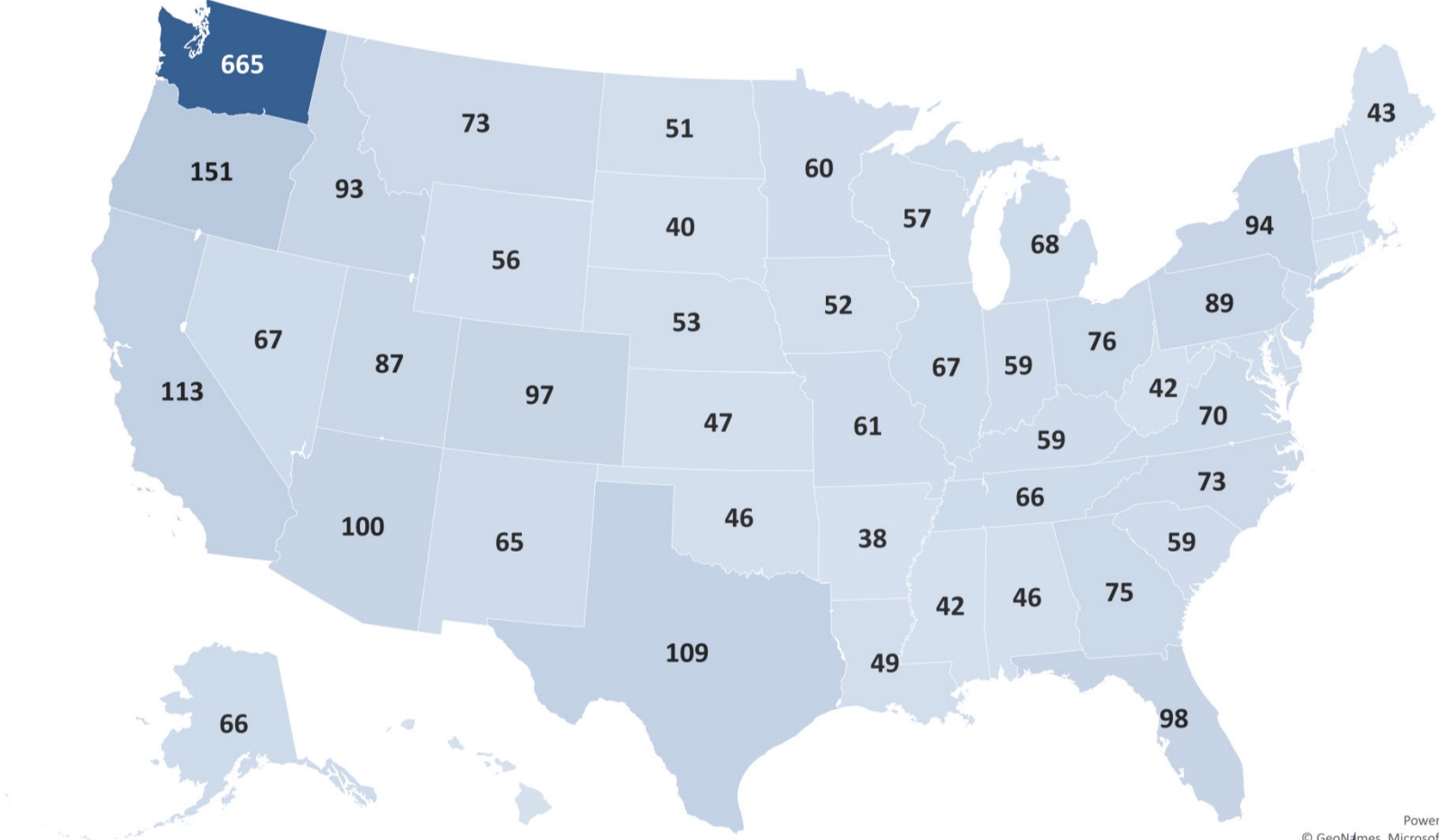


Do you provide any services via telehealth?



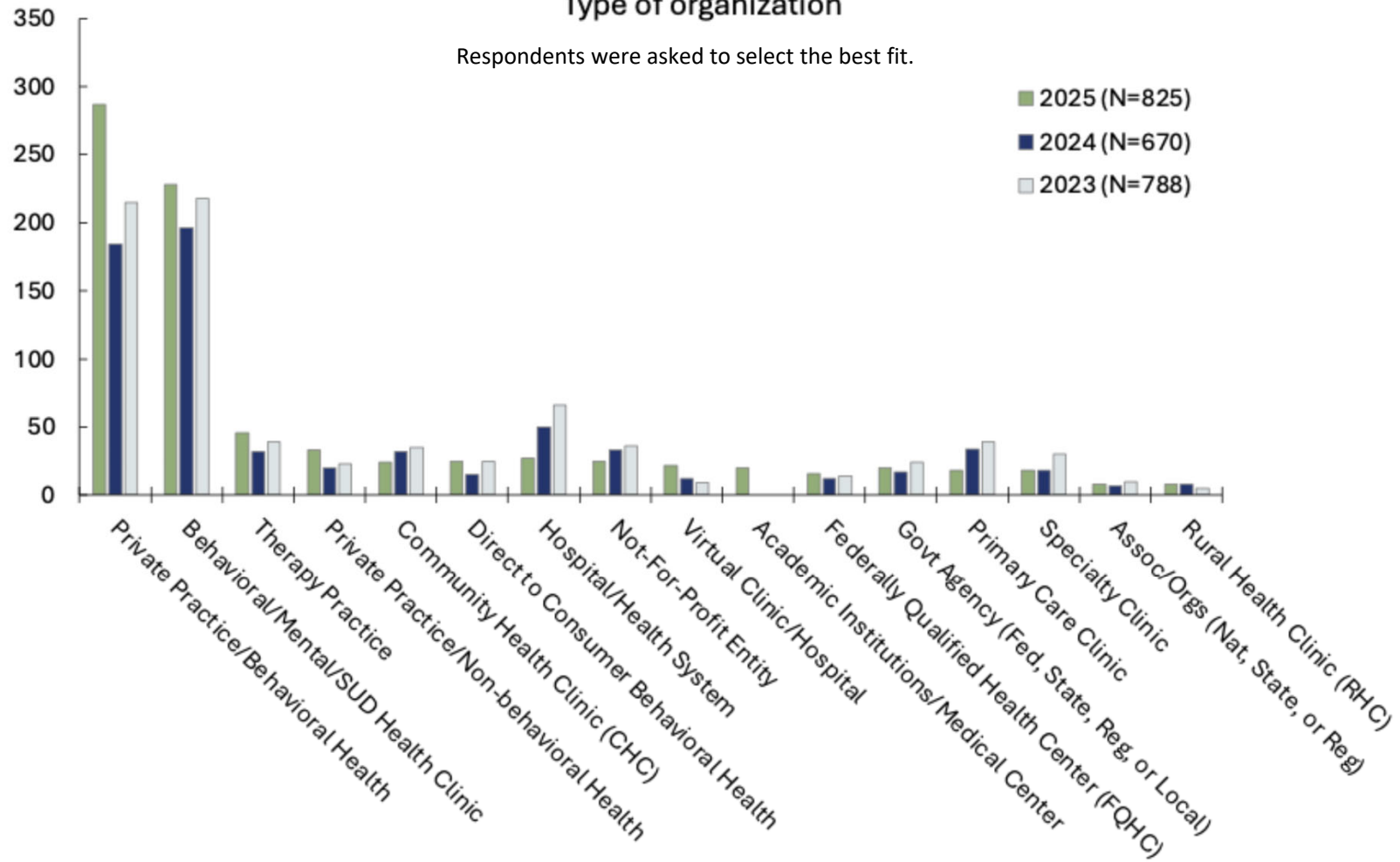
N = 1040

States where respondents provide telehealth 2025



Type of organization

Respondents were asked to select the best fit.

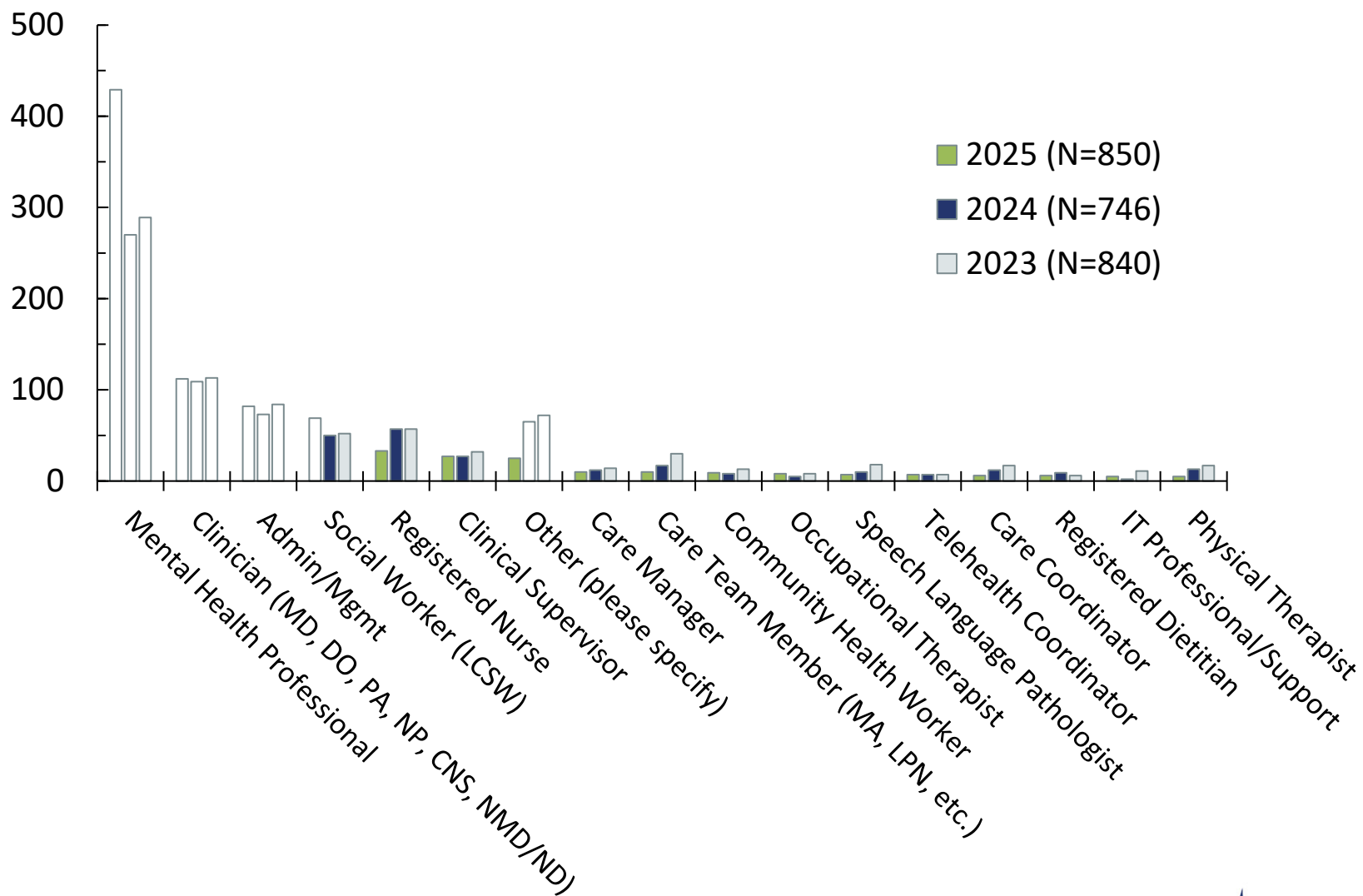


Additional Types of Organizations

School-based Clinic	8
Tribal/Indian Health System	5
Public Telehealth Access Point (TAP)	4
Vendor/Tech Services/Software	4
Accountable Care Organization	3
Critical Access Hospital (CAH)	3
Dental Office	3
Payer	3
Skilled Nursing/Long-Term Care Mgmt/Assisted-Care Facility/Hospice	2
Direct to Consumer Primary/Urgent Care	2



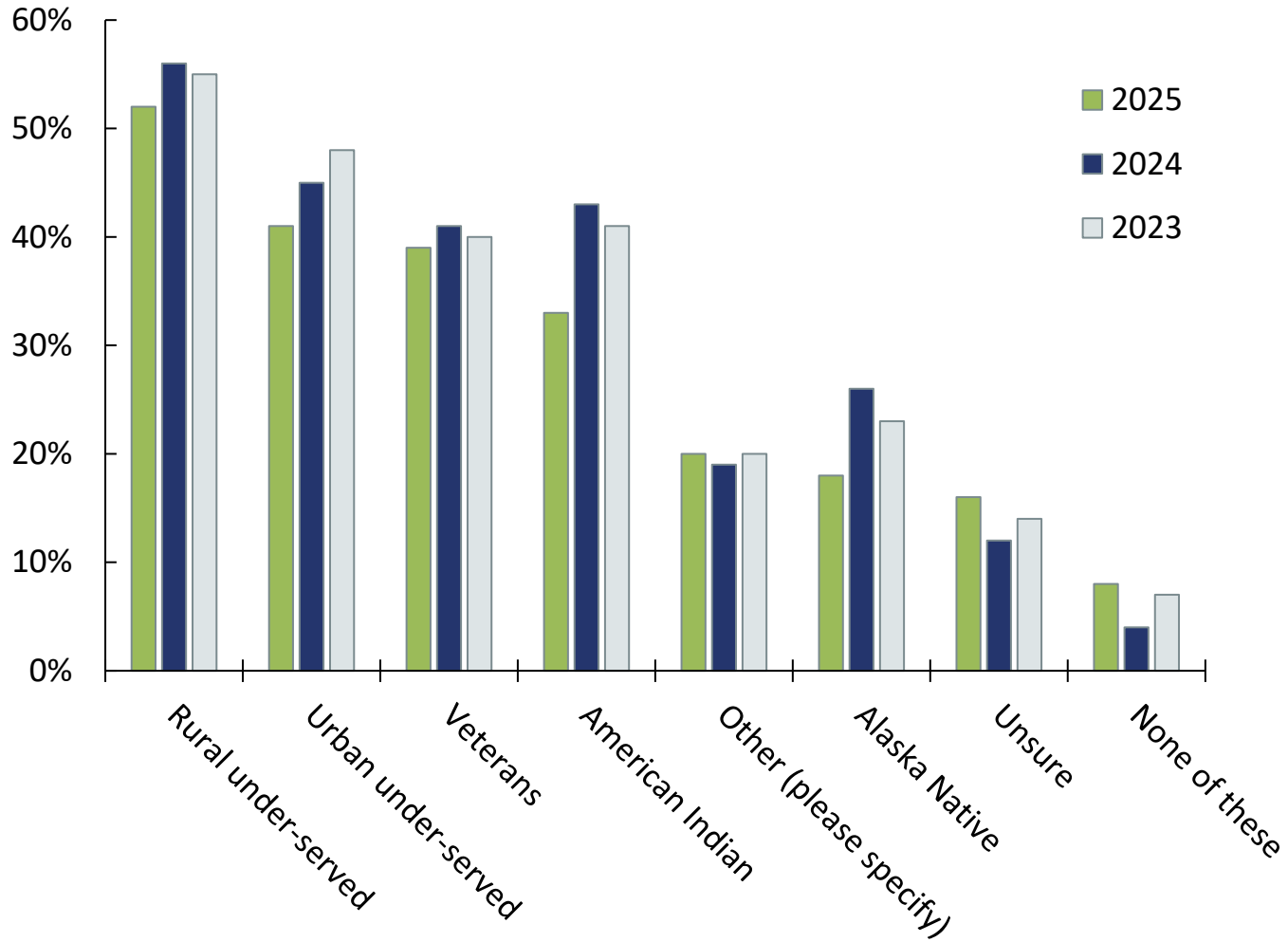
Position or role type



Respondents were asked to select the best fit.



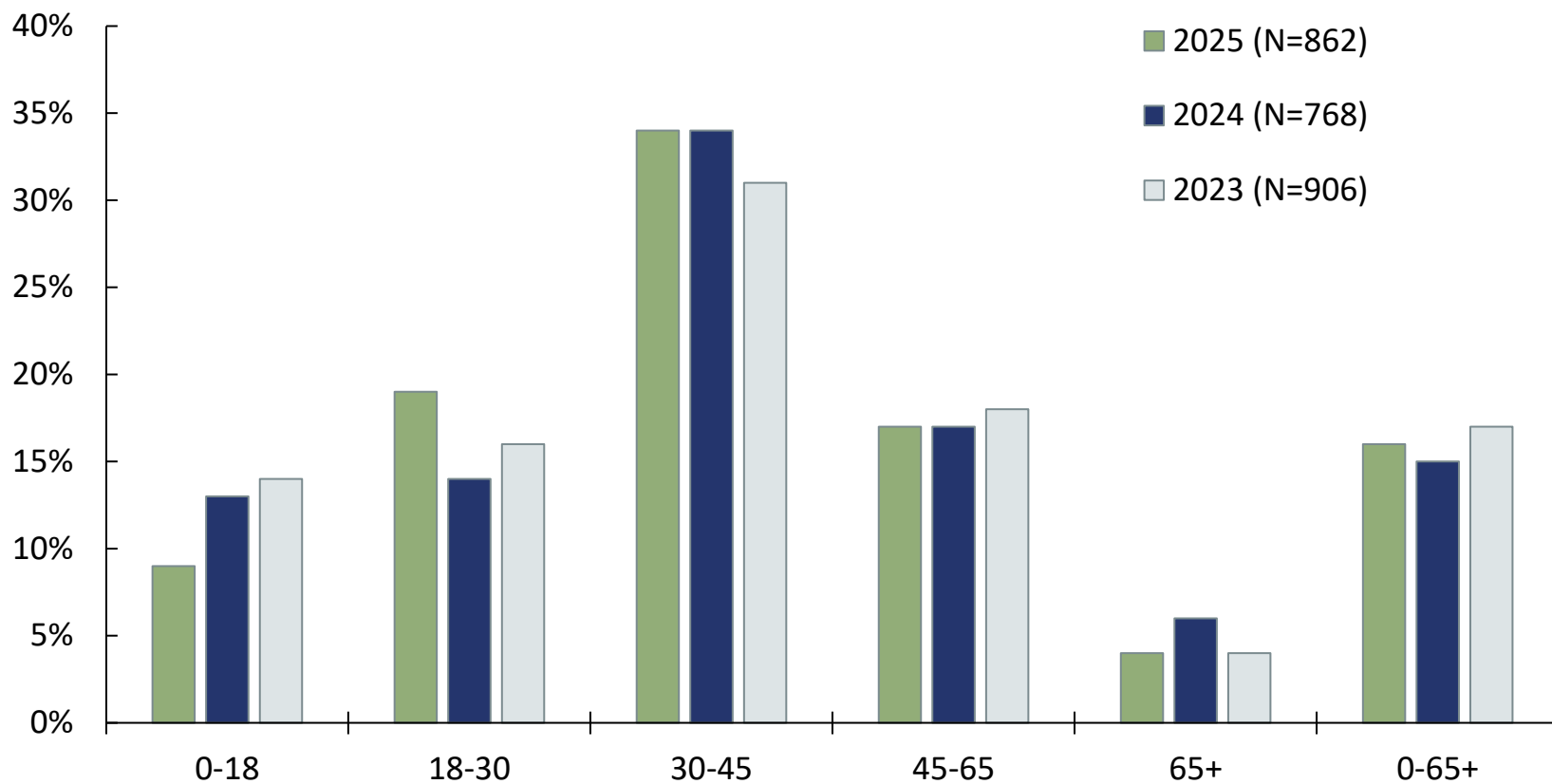
Special populations served



Respondents were asked to select all that apply.



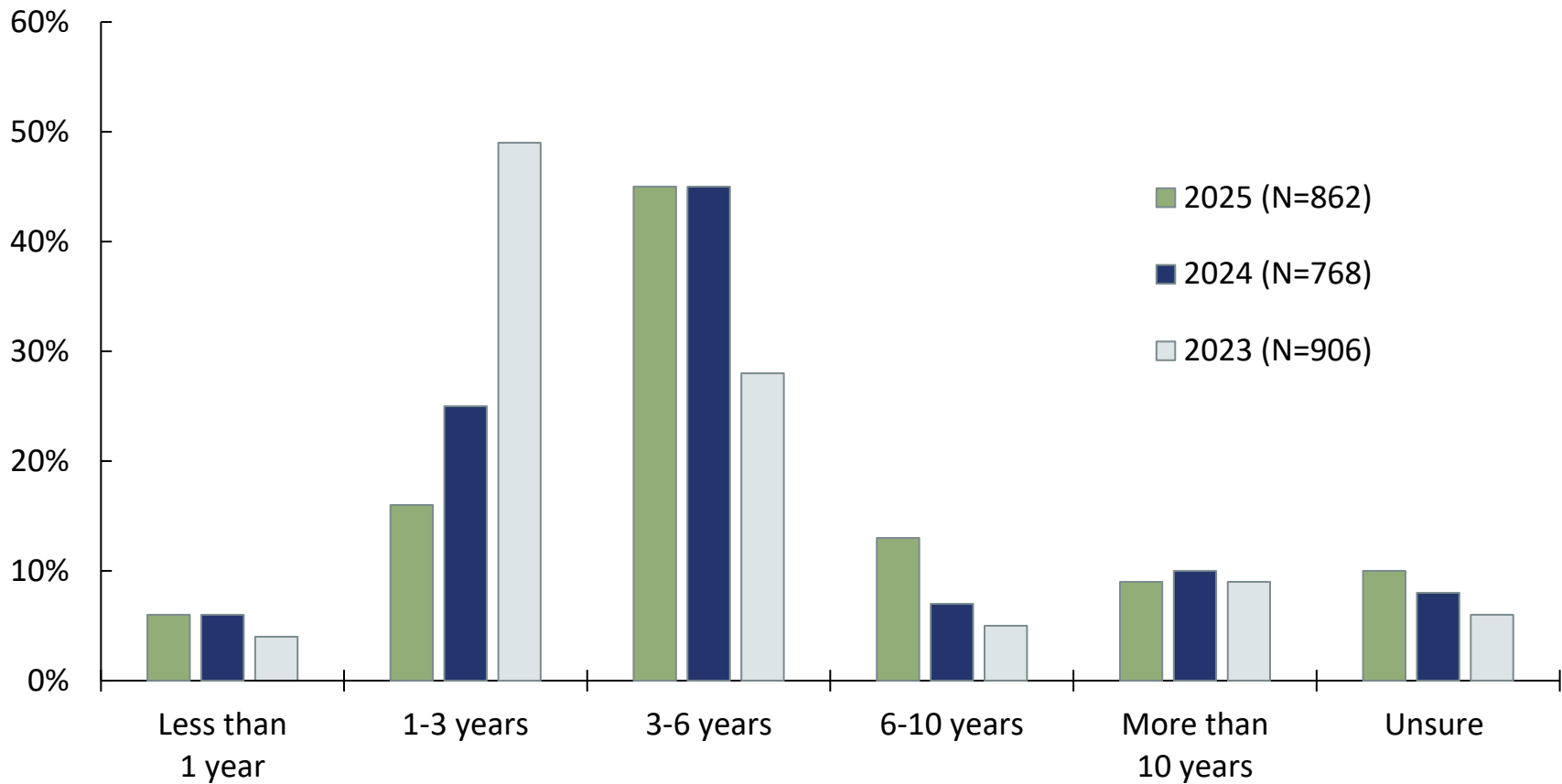
Predominant age served



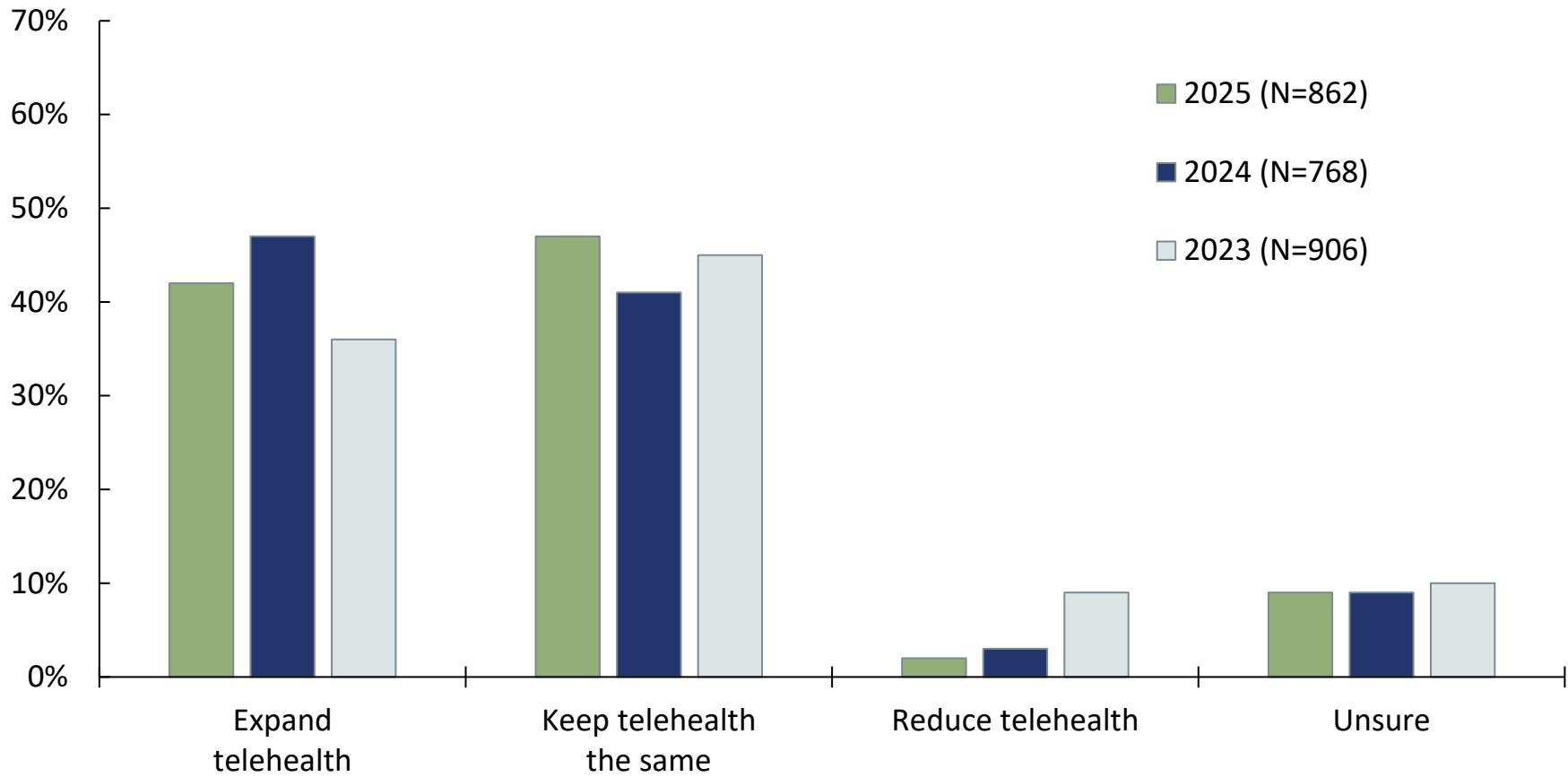
Respondents were asked to select the best fit.



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



In the next 1-2 years I expect my organization to:



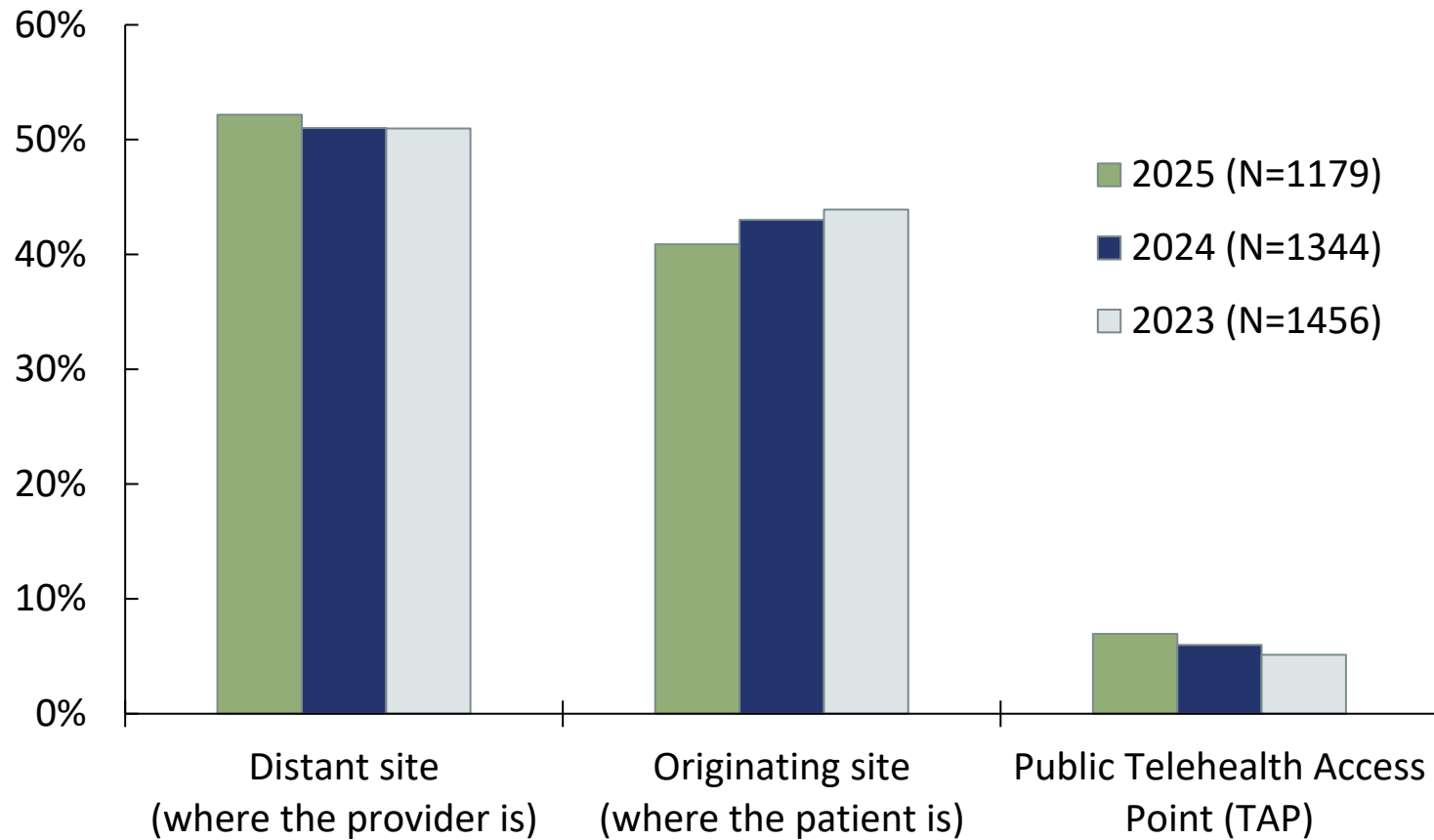
What health care services do you deliver by telehealth?

	2025	2024	2023		2025	2024	2023		2025	2024	2023
Mental/behavioral health	72%	59%	58%	Dermatology	3%	6%	5%	Wound care	2%	3%	3%
Psychology	21%	20%	21%	Infectious disease	3%	5%	5%	Hospitalist	2%	1%	2%
Addiction medicine	16%	17%	17%	Physical/occupational therapy	3%	6%	5%	ICU (intensive care unit)	2%	2%	2%
Psychiatry	16%	17%	14%	Stroke	3%	3%	3%	Long-term care	2%	3%	3%
Trauma	14%	14%	12%	Urgent care	3%	5%	6%	Obstetrics	2%	4%	3%
Substance/opioid use disorders	14%	14%	12%	Maternal care	3%	6%	5%	Orthopedic surgery	2%	3%	2%
Chronic disease management	11%	14%	14%	Family planning	3%	7%	7%	Radiology	2%	2%	1%
Wellness/preventive services	11%	12%	13%	Speech-language pathology	3%	4%	5%	Ophthalmology	2%	2%	2%
Autism	10%	12%	11%	Gastroenterology	3%	5%	4%	Hospice	2%	2%	3%
Family medicine	9%	15%	14%	Medical nutrition therapy	3%	5%	4%	Occupational medicine	2%	2%	2%
Diabetes	7%	11%	11%	Nephrology	3%	4%	2%	Otorhinolaryngology (ENT)	2%	2%	1%
Primary care	7%	10%	12%	Rheumatology	3%	4%	2%	Surgery	2%	3%	1%
Preventive care	6%	8%	9%	Sleep medicine	3%	4%	3%	Dentistry	1%	2%	2%
Nutrition/obesity	6%	8%	8%	Allergy and/or immunology	3%	6%	5%	Audiology	1%	2%	1%
Other (please specify)	5%	8%	10%	Oncology	3%	4%	4%	Epilepsy	1%	2%	2%
Medication-assisted treatment	5%	9%	8%	Pharmacy	3%	3%	3%	Hepatology	1%	2%	1%
Pain management	5%	9%	7%	Home health	3%	5%	4%	Neonatology	1%	2%	2%
Internal medicine	5%	7%	7%	Menopause care	3%	4%	4%	Burn	1%	1%	#N/A
Nursing	4%	9%	8%	Emergency medicine	3%	3%	3%	Laboratory medicine	1%	2%	1%
Geriatrics	4%	7%	5%	Mobile health (mHealth)	3%	3%	3%	Pediatric pulmonology	1%	1%	1%
Neurology	4%	4%	4%	Bariatric medicine	2%	3%	2%	Podiatry	1%	1%	1%
Endocrinology	4%	5%	4%	Gynecology	2%	4%	3%	Sonography	1%	1%	0%
Weight control	4%	6%	4%	Palliative care	2%	4%	3%	Microbiology	1%	1%	0%
Pediatrics	4%	8%	9%	Genetics/genetic counseling	2%	4%	4%	Pathology	1%	1%	1%
Dementia	4%	6%	5%	Hematology	2%	4%	3%	Toxicology	1%	1%	1%
School-based services	4%	7%	5%	Naturopathic care	2%	2%	1%	SANE (sexual assault nurse exam)	0%	0%	1%
Cardiology	4%	6%	5%	Pulmonology	2%	4%	3%	Veterinary	0%	1%	0%
Integrative medicine	4%	5%	4%	Rehabilitation	2%	3%	3%				
				Urology	2%	3%	2%				

Includes services by your own providers and by outsourced/contracted providers.
Respondents were asked to select all that apply.

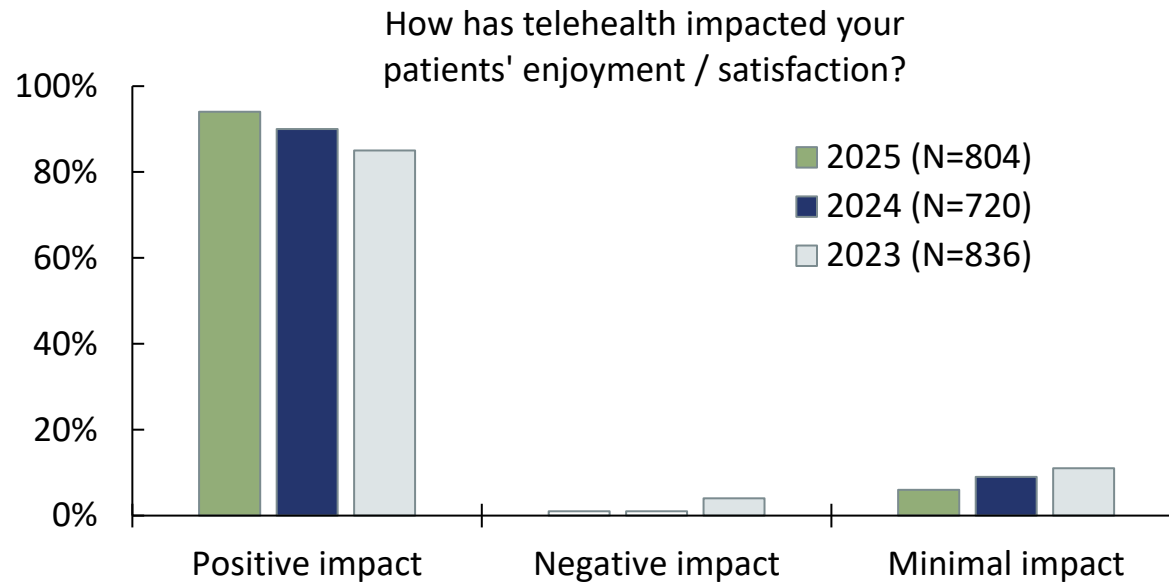
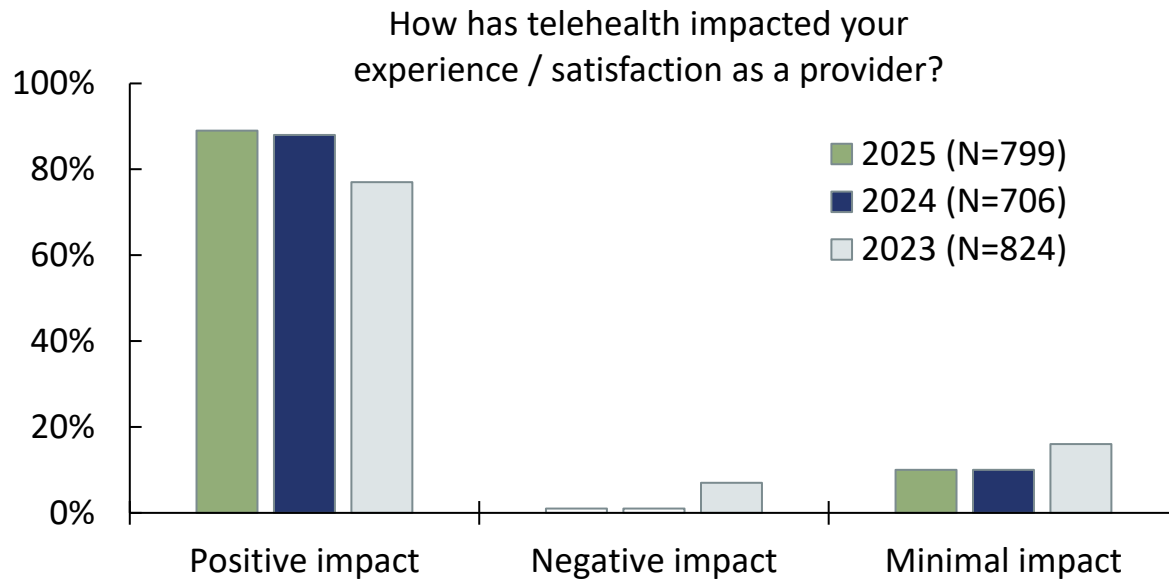


Do you support/deliver telehealth as a/an:

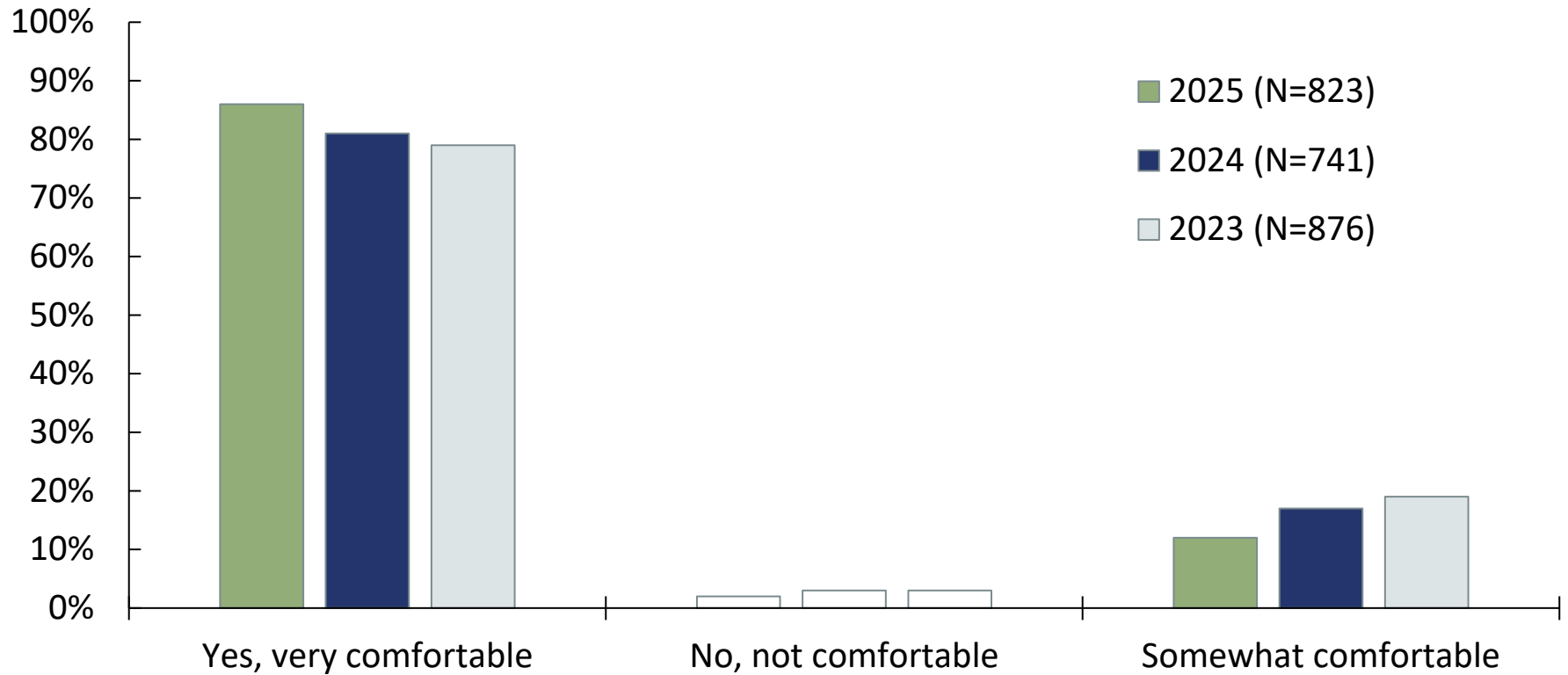


Respondents were asked to select all that apply.

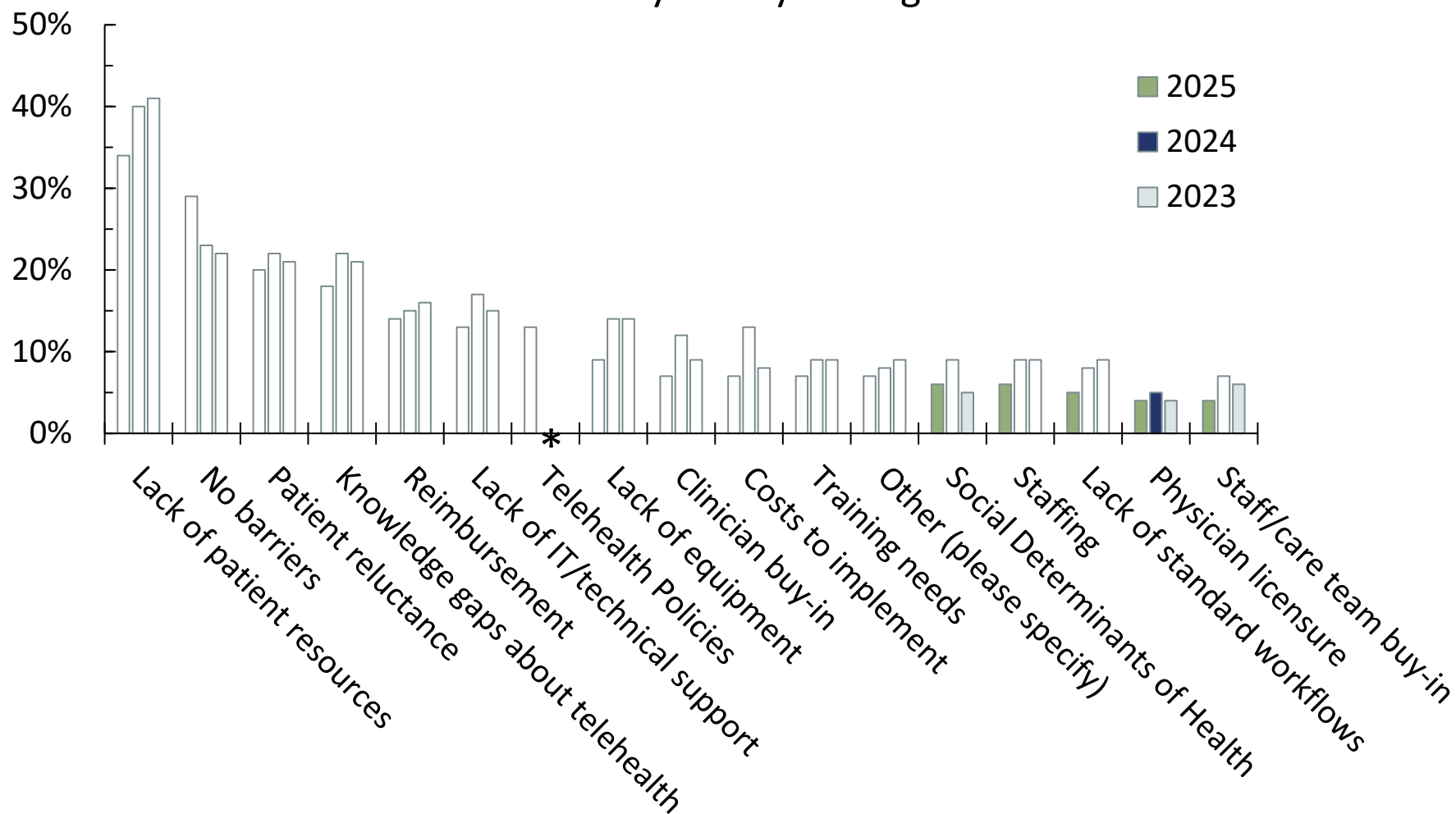




Are you comfortable with the quality of care that you or your organization provides virtually?



What are the most common barriers to fully implement telehealth for you or your organization?

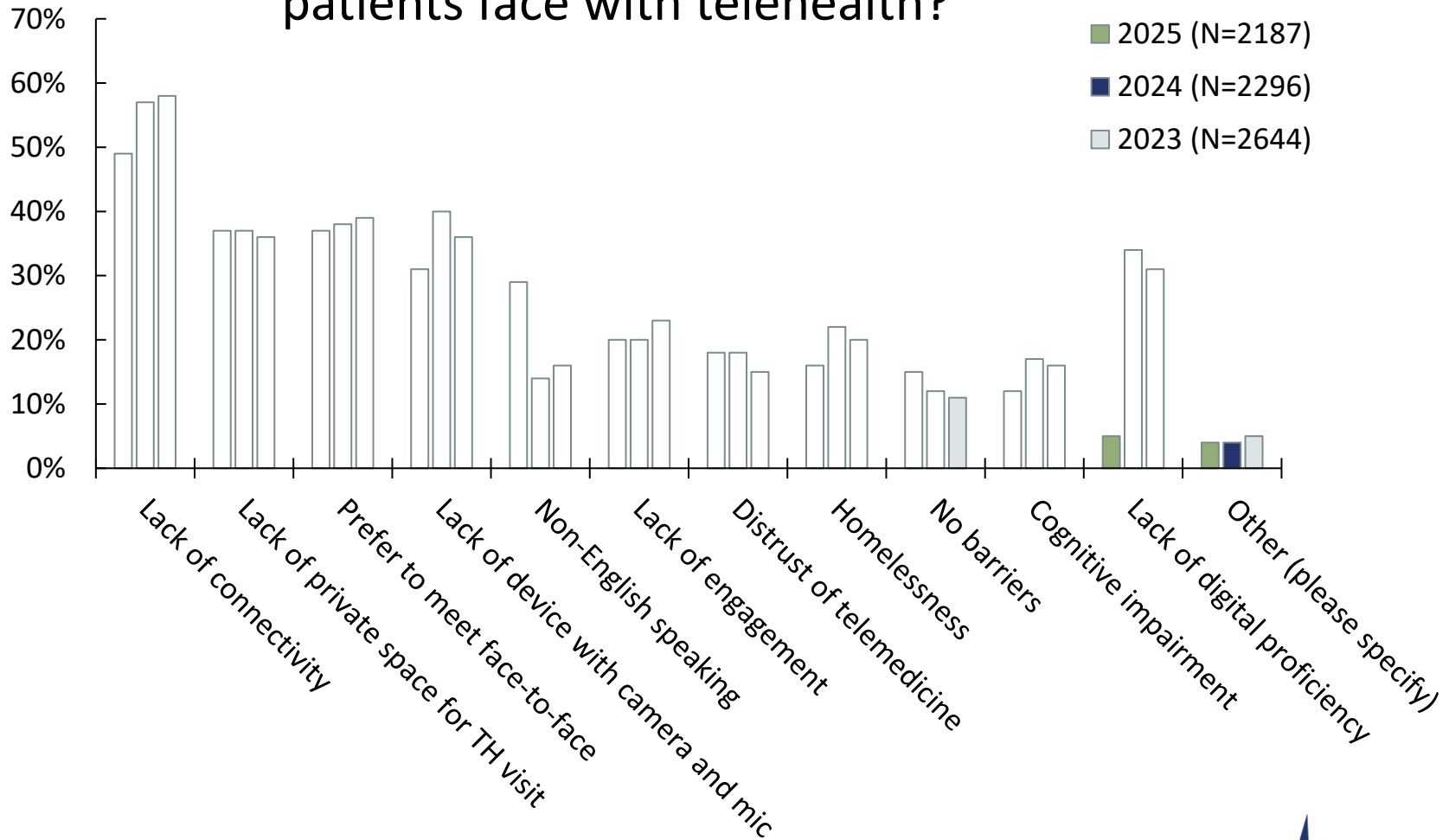


*Not an option before 2025.

Respondents were asked to select all that apply.

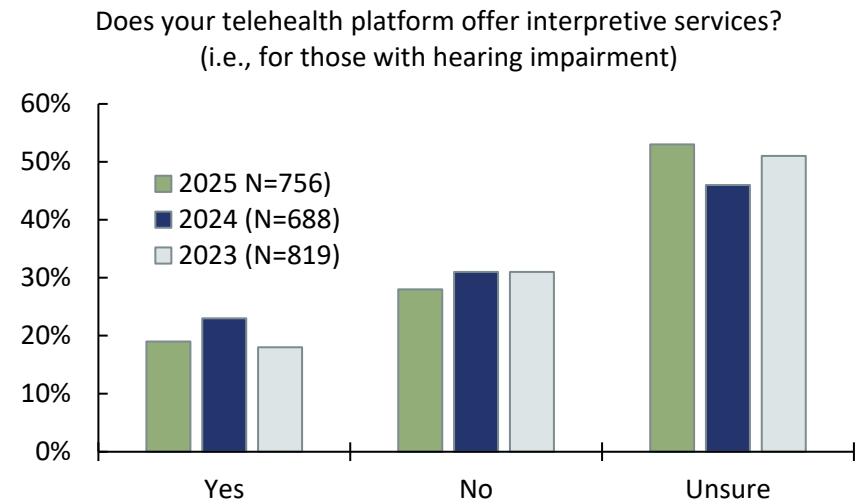
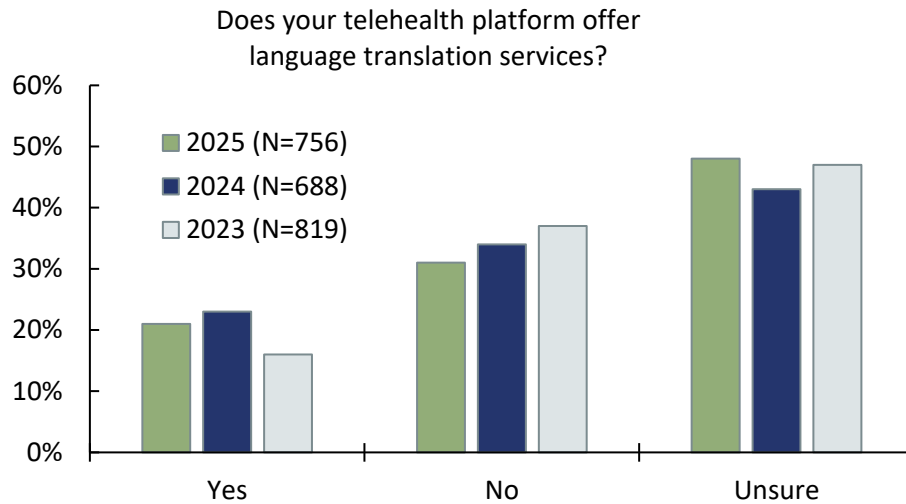
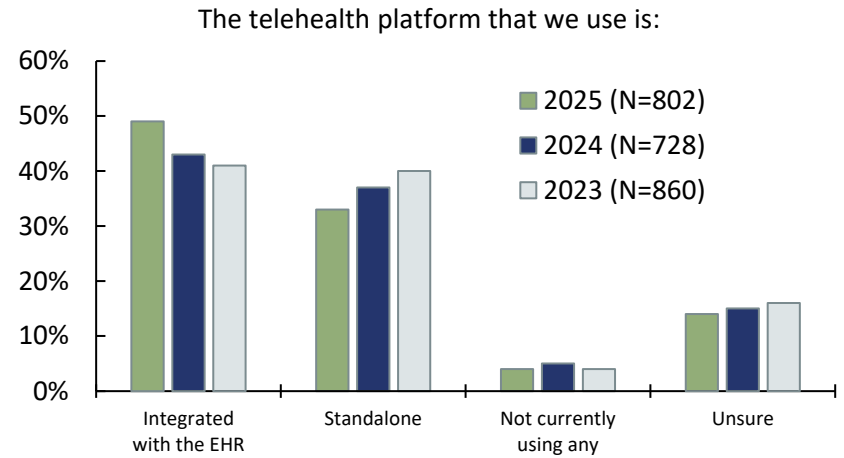
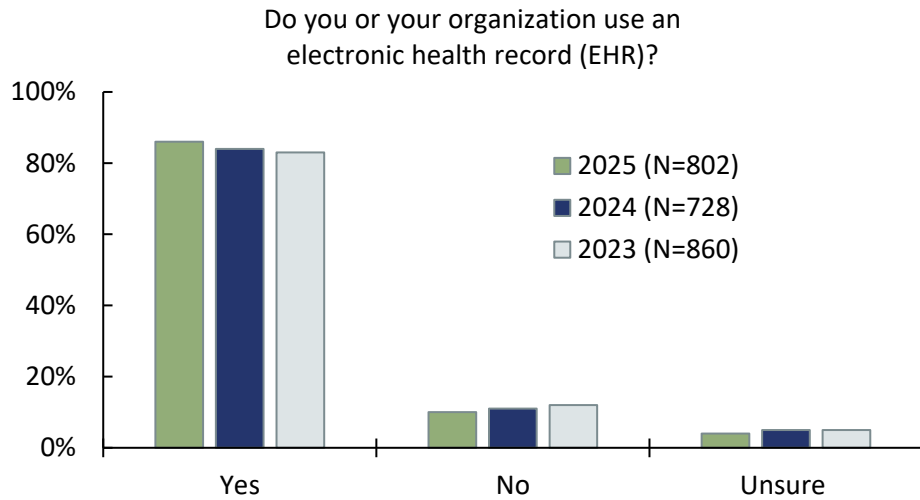


What are the most common barriers your patients face with telehealth?

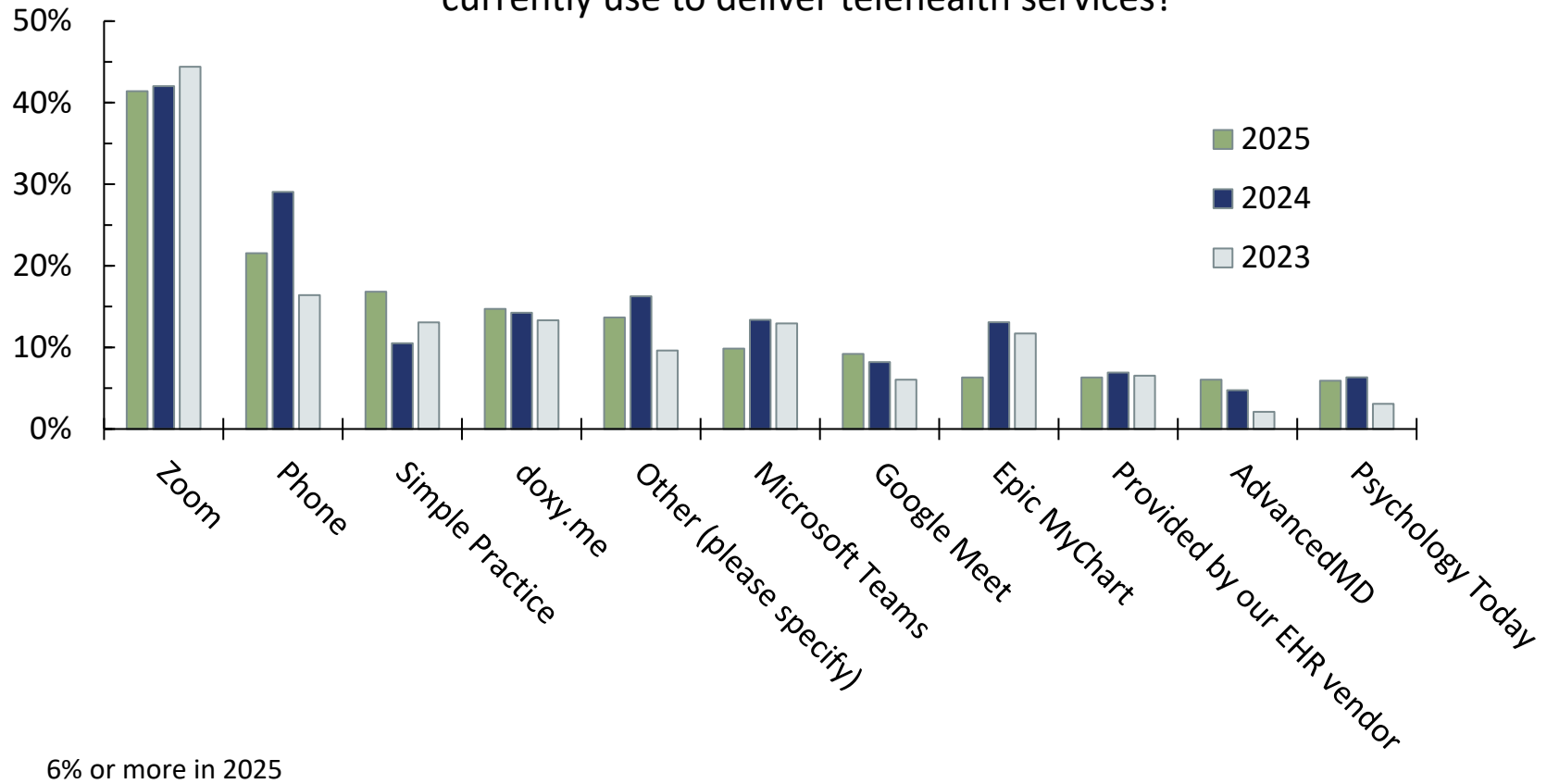


Respondents were asked to select all that apply.





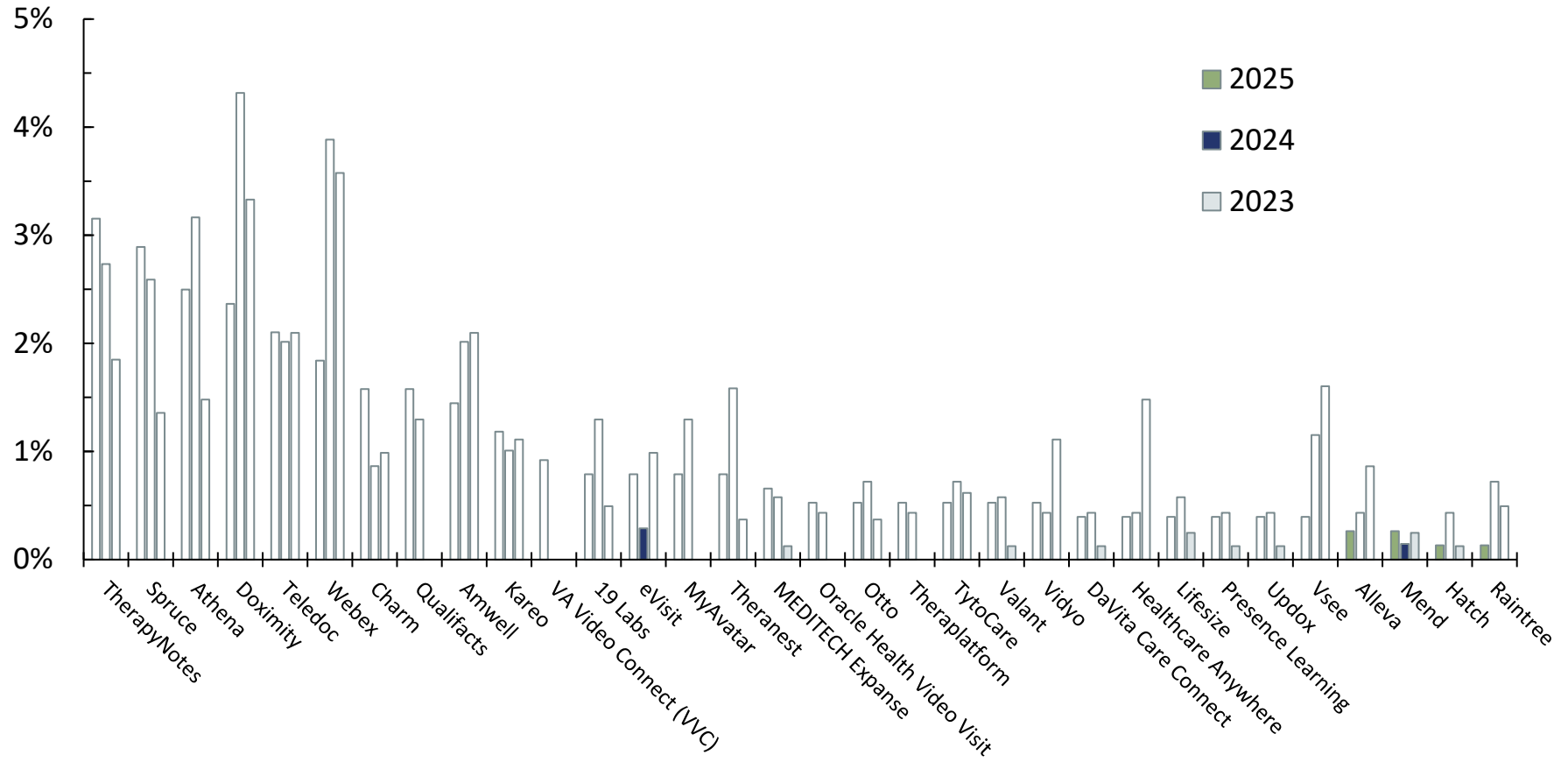
What telehealth platform(s) or vendors do you currently use to deliver telehealth services?



Respondents were asked to select all that apply.



What telehealth platform(s) or vendors do you currently use to deliver telehealth services?

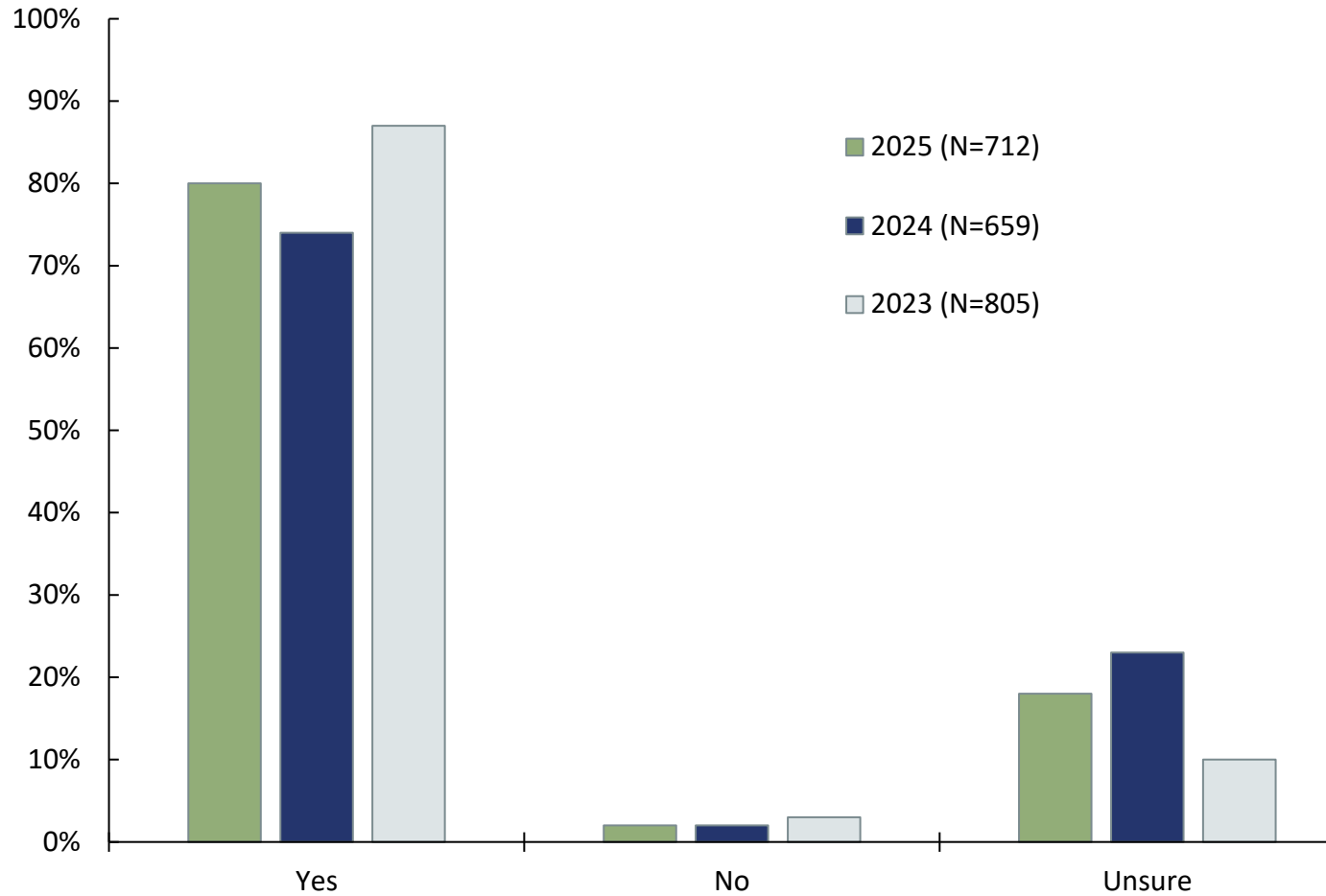


less than 6% in 2025

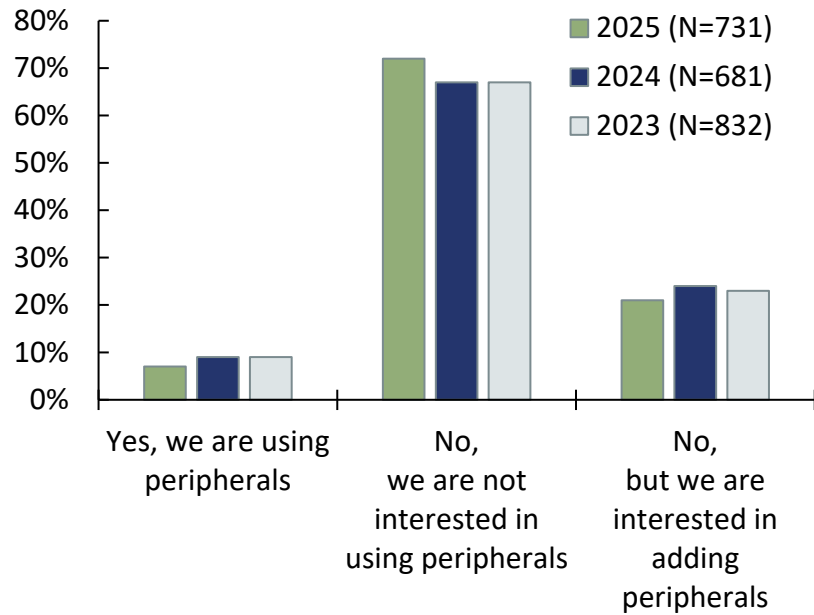


Respondents were asked to select all that apply.

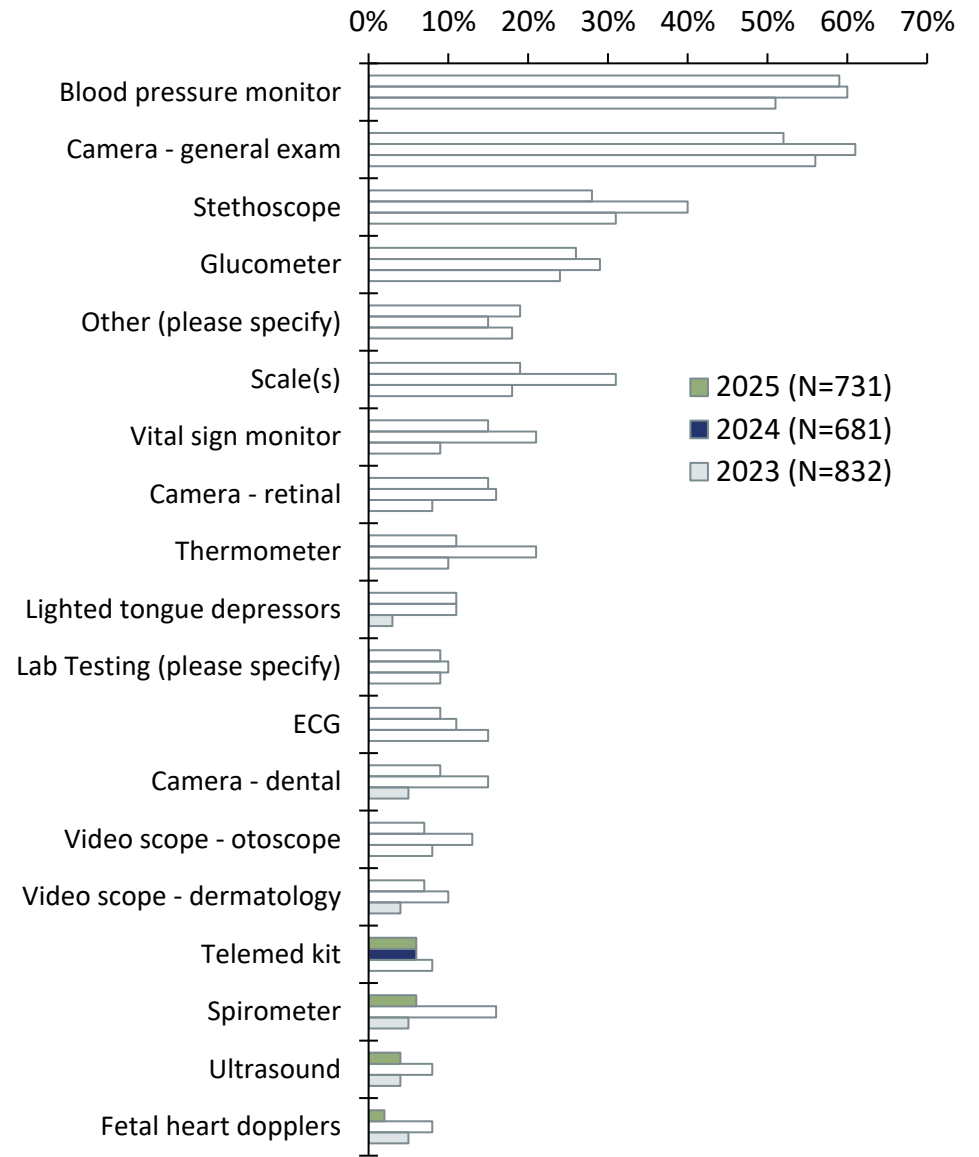
Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?



Is your organization using any telehealth peripherals?
(e.g., glucometer, stethoscope, etc.)



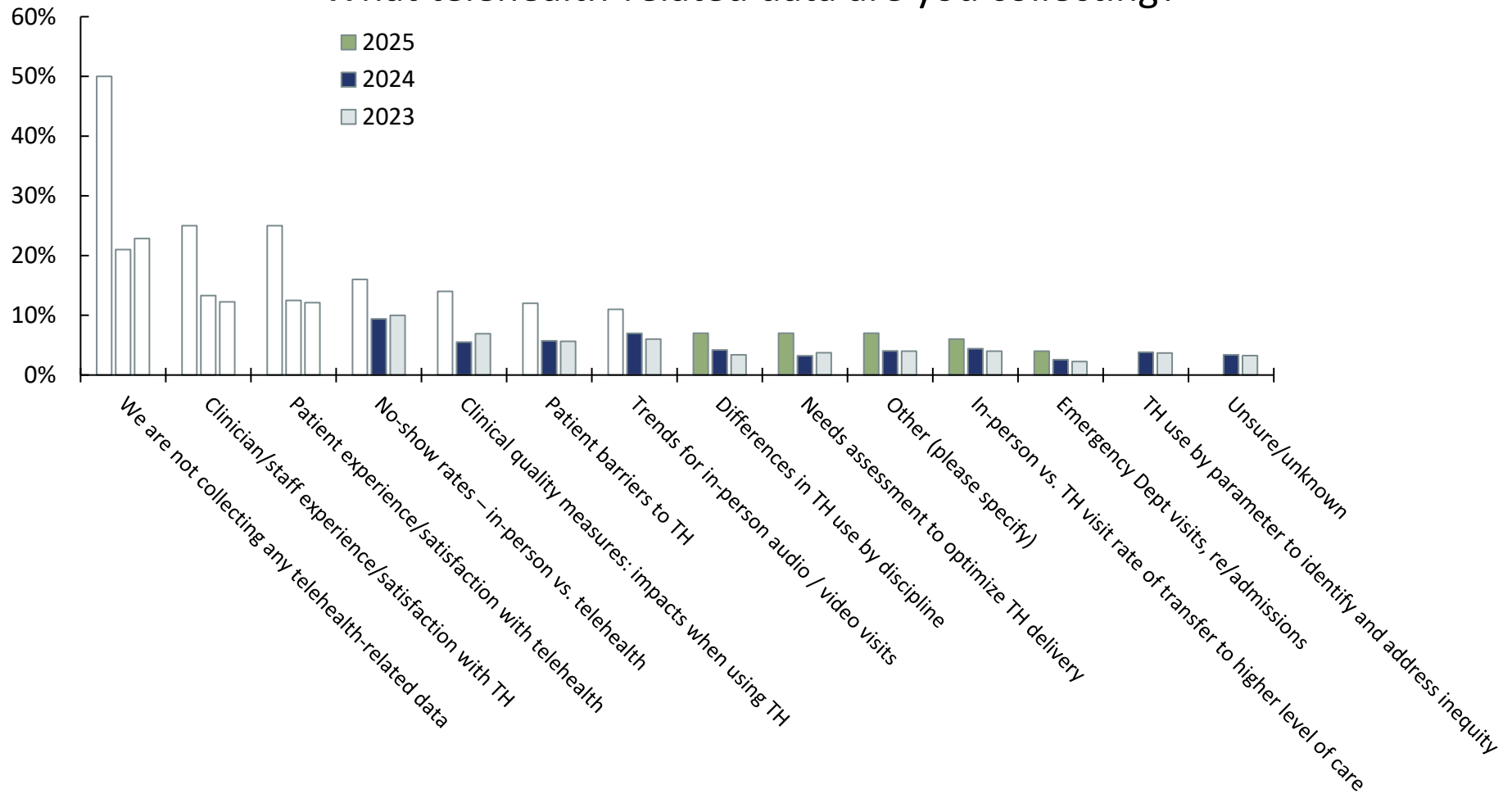
What, if any, telehealth peripherals are you using?



Respondents were asked to select all that apply.



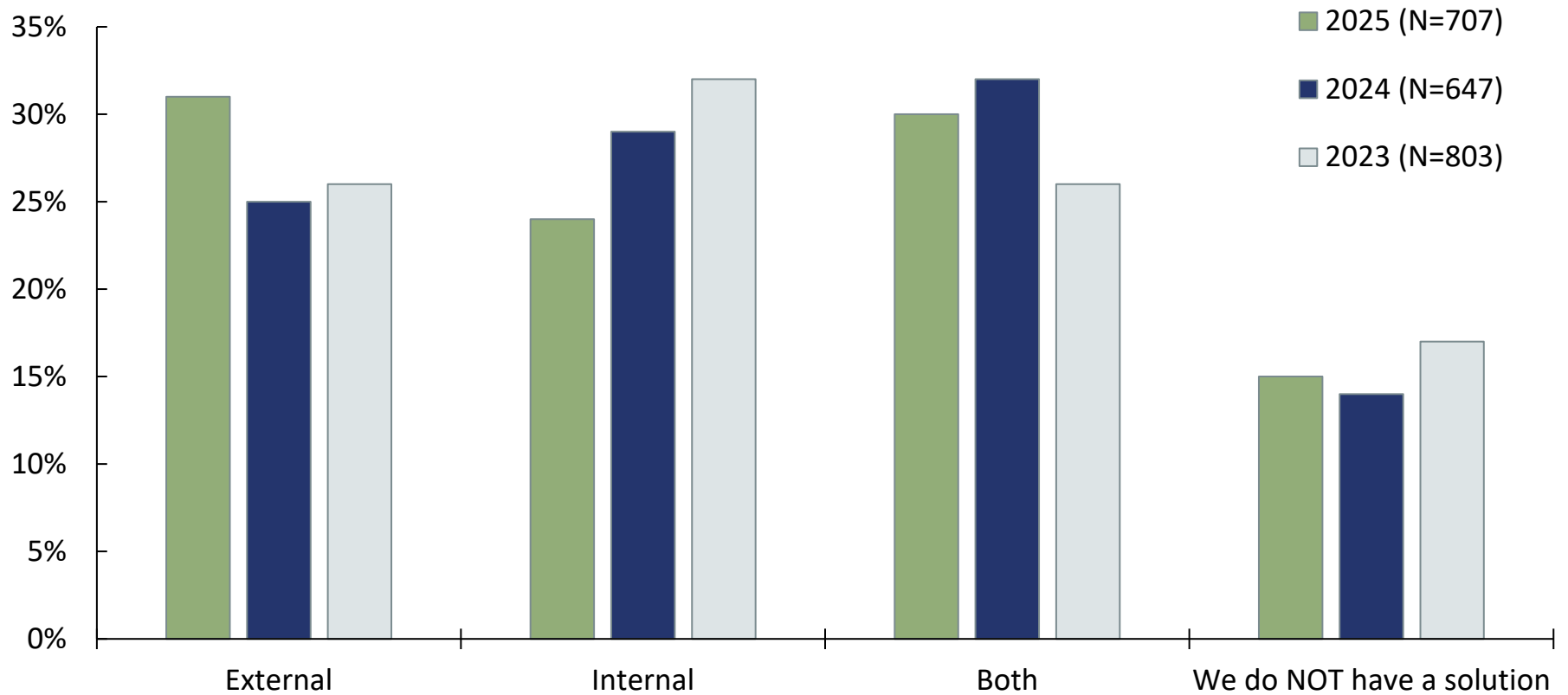
What telehealth-related data are you collecting?



Respondents were asked to select all that apply.



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



In which of the following areas do you or your organization require training, tools, resources, or support? (select all that apply)

HIPAA Privacy and Security	34%	231
We have NO telehealth training needs at this time	32%	222
Certification and or continuing education credit for participation in any of the above	31%	210
Telehealth policies and procedures	28%	195
Online telehealth training for clinicians and/or support staff	26%	180
Rules and regulations	21%	141
Billing and reimbursement	18%	124
Patient engagement (e.g., knowledge and use of telehealth, digital proficiency)	14%	96
Quality assurance and improvement	13%	89
Telehealth training session offered at various professional or specialty conferences	13%	89
Patient access issues/barriers (e.g., broadband, device)	12%	84
Support or training for telehealth implementation, adoption, sustainability and management	12%	79
Technology	12%	80
Virtual care team guidance and best practices	12%	80
Annual conference/speaker or subject matter assistance	11%	73
Digital literacy and navigation	11%	75
Individualized technical assistance and/or in-service for my organization	11%	74
Marketing (e.g., messaging for website, Facebook)	11%	74
Telehealth program assessment and recommendations	11%	77
Workflows (e.g., clinical, scheduling, patient flow, handoffs)	11%	78
Staff/leadership engagement	8%	57
One-day telehealth implementation training (e.g., focus on telehealth service operations)	7%	50
Broadband access	6%	43
Chronic disease management	6%	43
Job description and/or recruitment material/verbiage (e.g., telehealth director or coordinator)	5%	36
Monthly virtual didactic presentations (including Q&A) on specific telehealth issues	5%	36
Nutrition and the promotion of healthy lifestyles	5%	36

