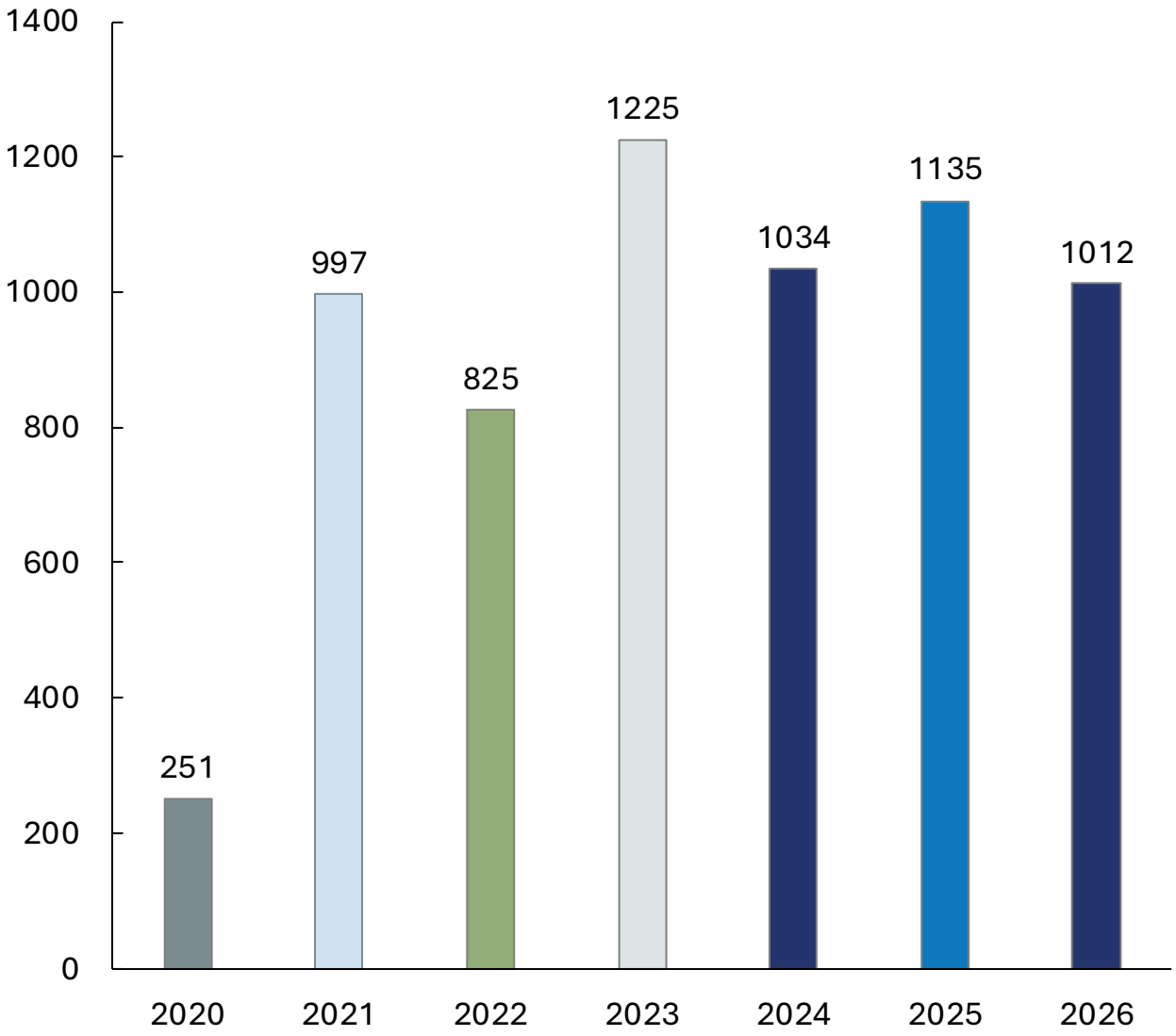
NRTRC Telehealth Survey
Utah residents

Number of Completed Surveys

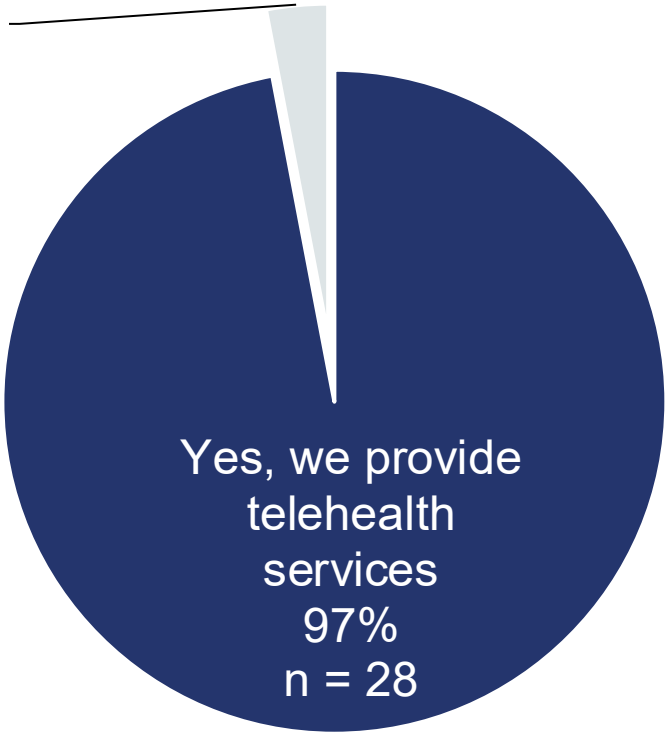


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Do you provide any services via telehealth?

No, we are in the process of implementing telehealth services
3%

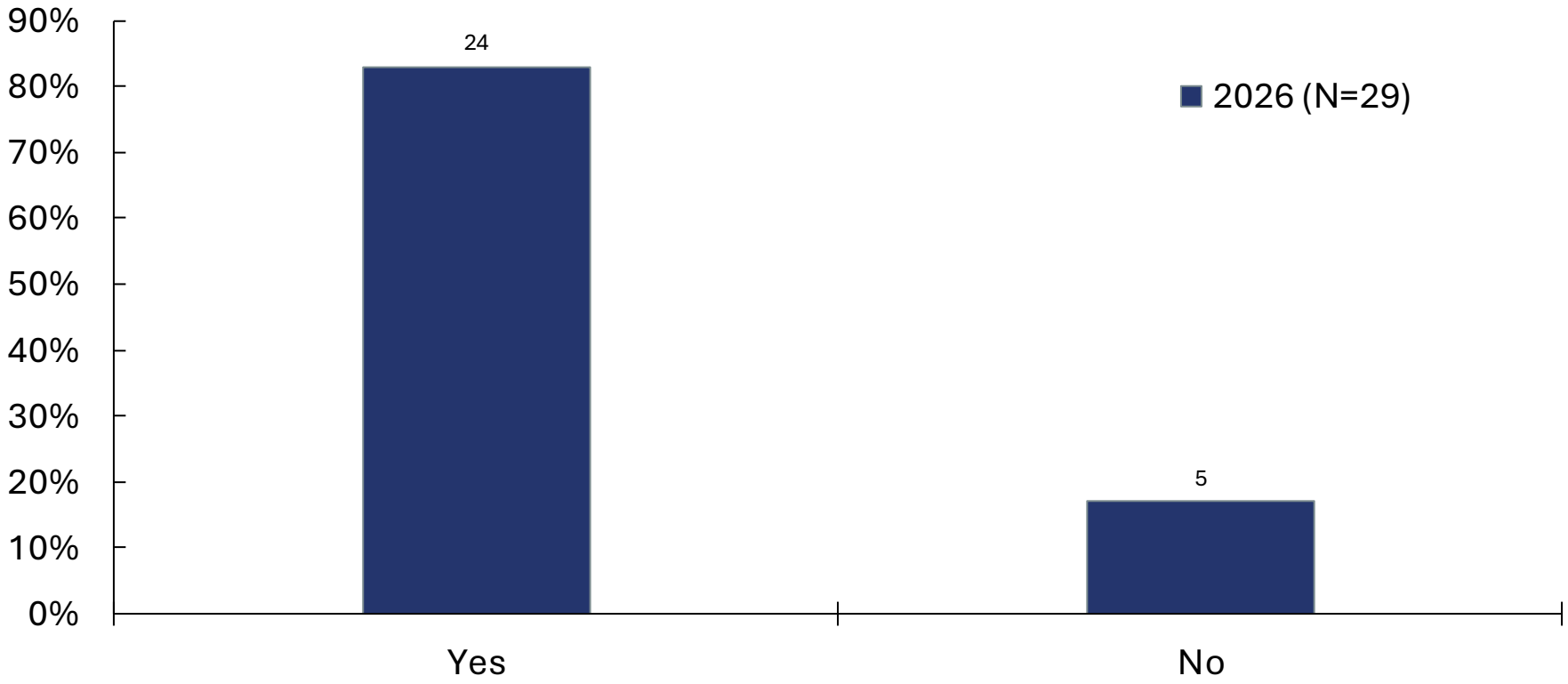
No, we do NOT provide services via telehealth
0%



N = 29

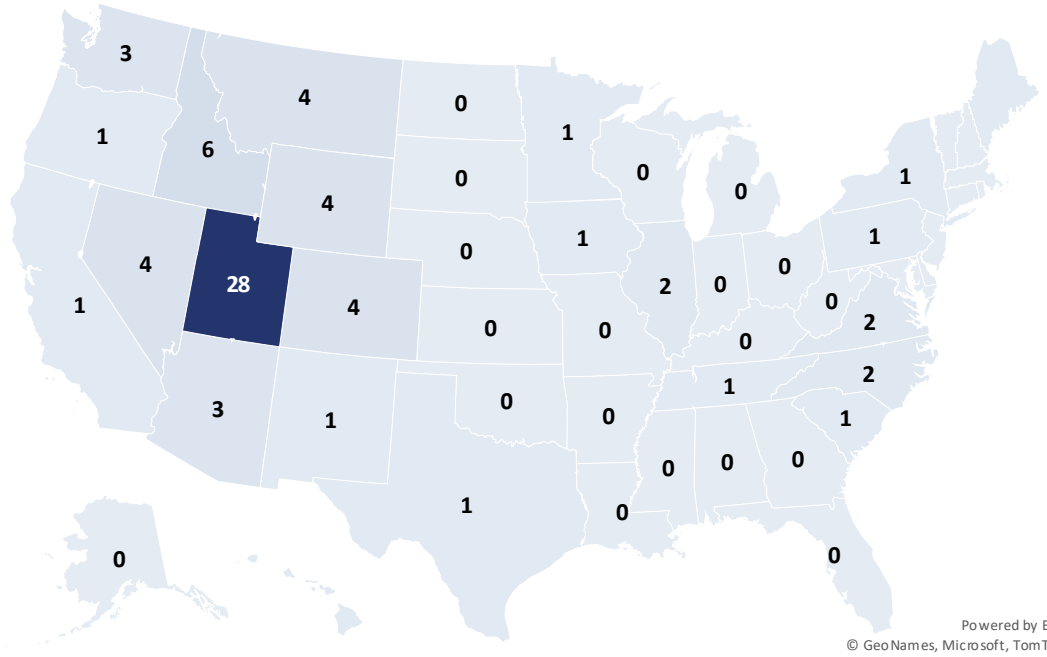
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Do you or your organization provide behavioral health, mental health, addiction, or SUD services?



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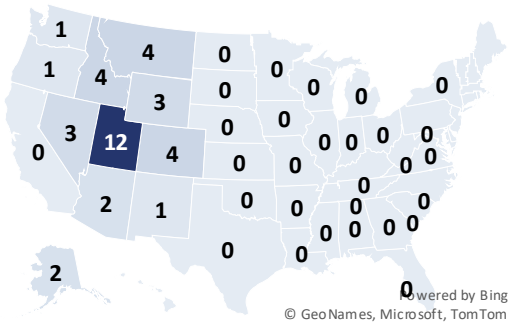
States where respondents provide telehealth 2026



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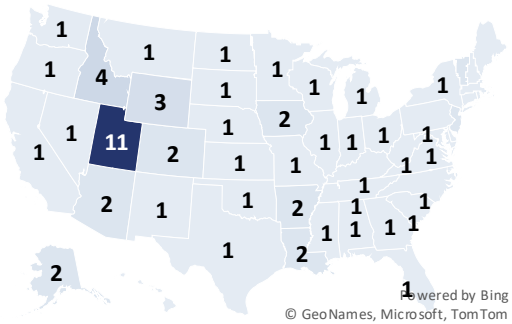
Smaller states (hard to read on the map)	
Vermont	0
New Hampshire	0
Massachusetts	0
Connecticut	0
Rhode Island	0
Delaware	0
Maryland	0

2025



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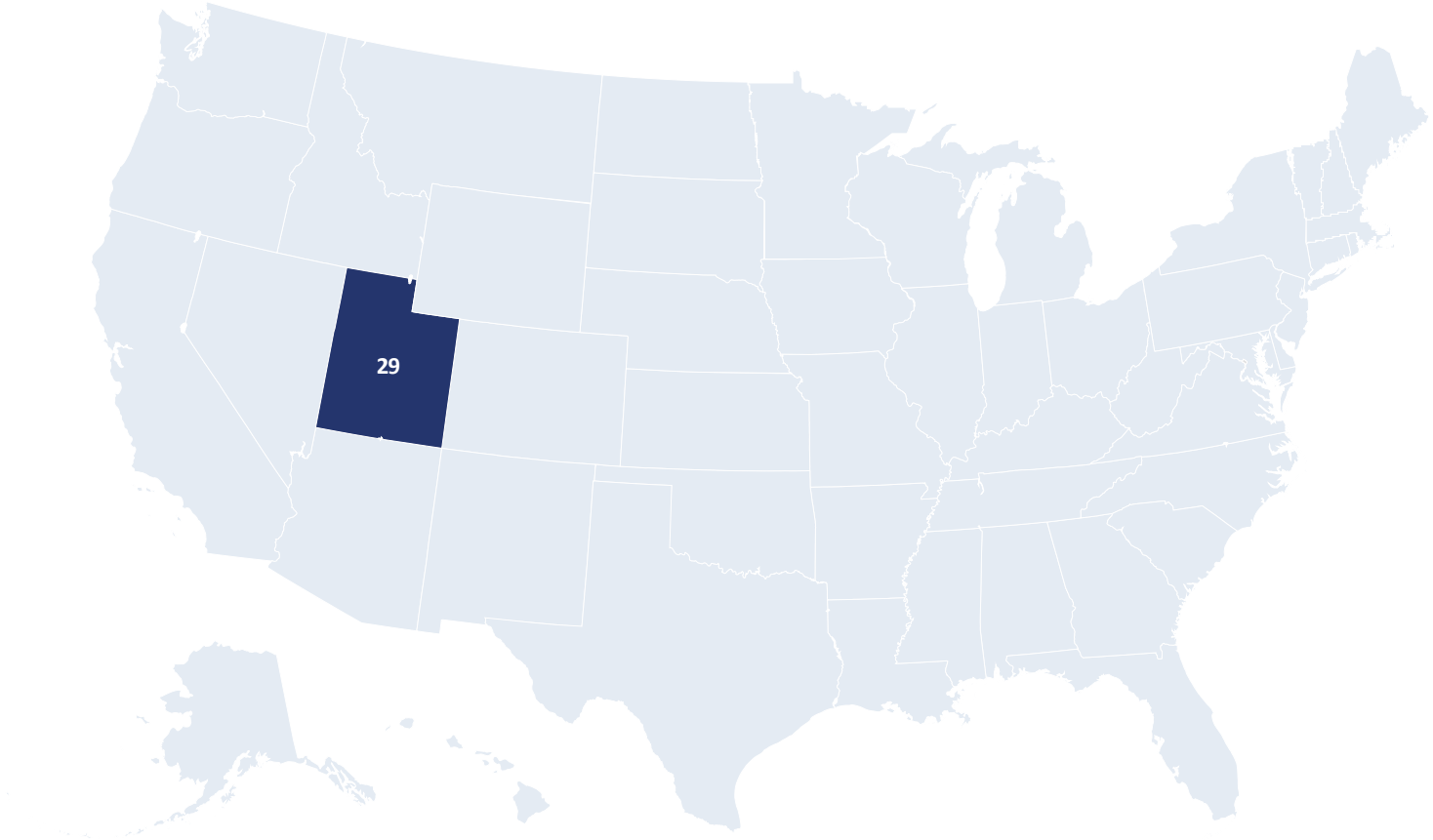
2024



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Number of respondents by state of residence
2026



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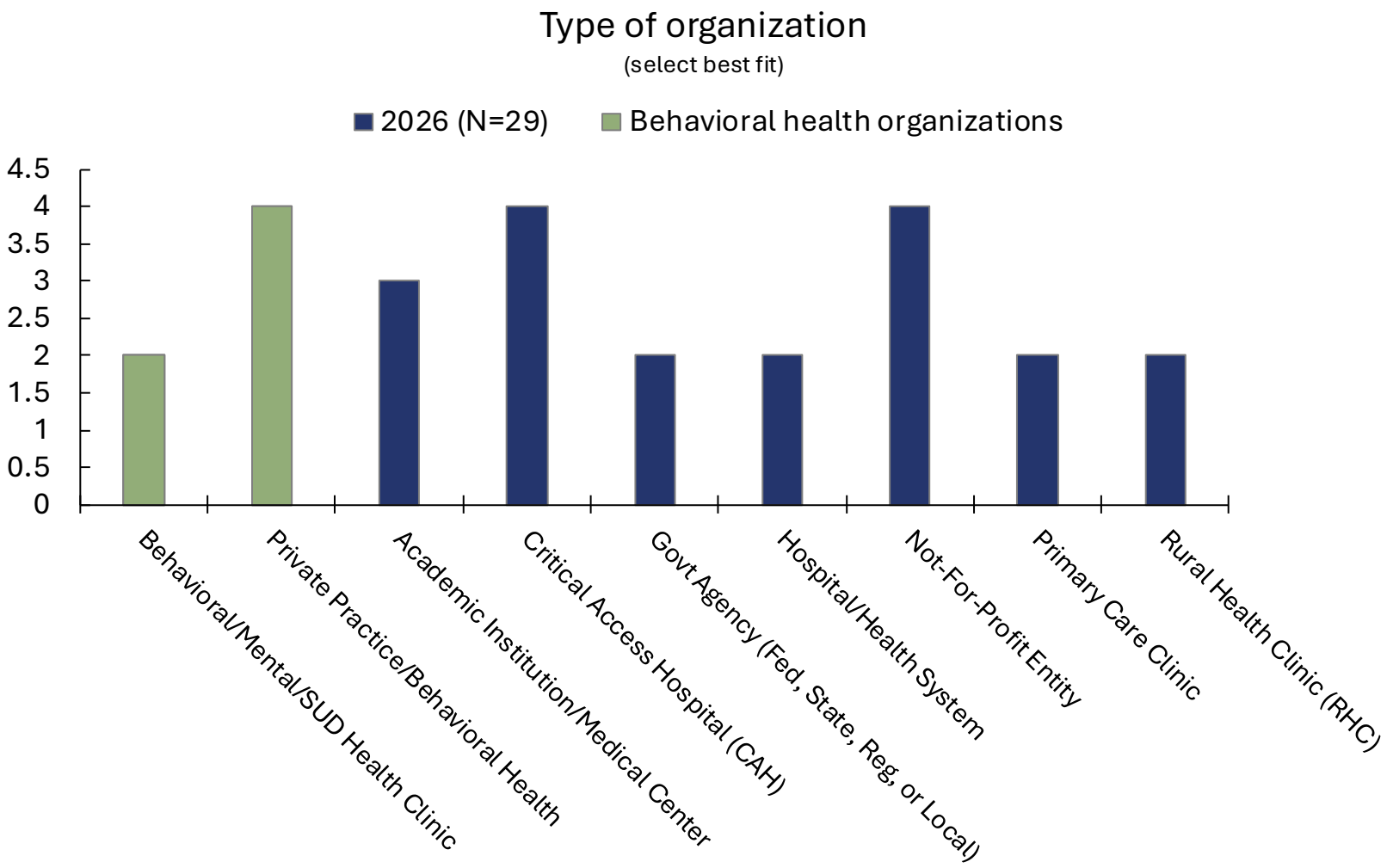
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Telehealth in Utah: where the providers are located

	2024	2025	2026
Respondents who reside in Utah (Q45)	**12**	**12**	**29**
Respondents who deliver telehealth in Utah (Q1)	**60**	**87**	**115**
reside in Utah	11	12	28
reside in another state (outside providers)	49	75	87
residence not reported	0	0	0
Number of other states the outside providers reside in	**24**	**29**	**31**
Utah residents who also deliver telehealth in other states	**5**	**5**	**13**

Q1: states where the respondent or their organization delivers telehealth (select all that apply). Q45: the state in which the respondent resides (single answer; left blank by 300 respondents in 2026). Outside providers in 2026 reside in: Florida 15, Texas 13, Washington 6, Georgia 5, Arizona 4, Ohio 4, Oregon 4, Alabama 3, Tennessee 3, Idaho 2, Mississippi 2, Pennsylvania 2; others.

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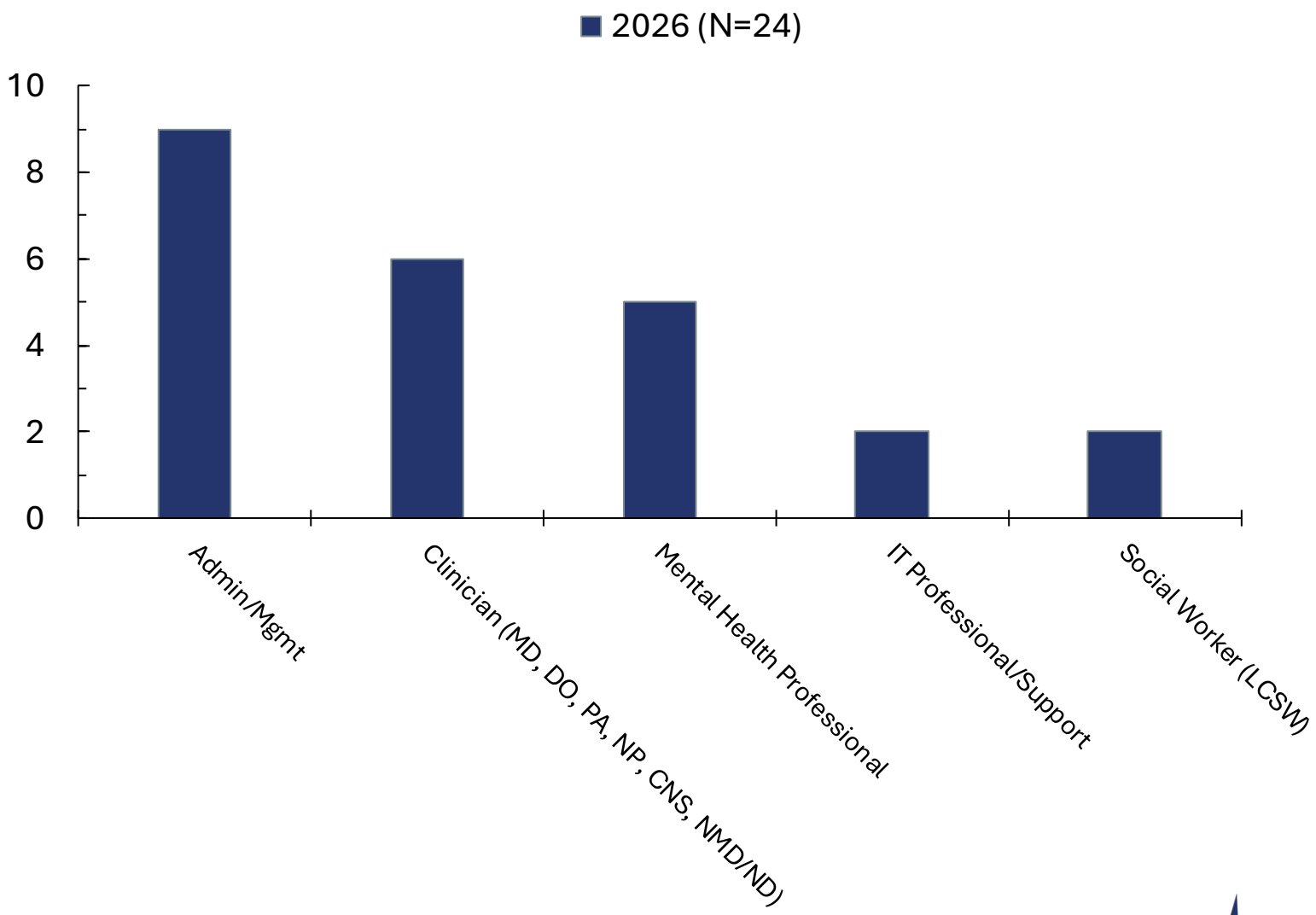


Additional Types of Organizations	
Community Health Clinic (CHC)	1
Direct to Consumer Behavioral Health	1
Private Practice/Non-behavioral Health	1
Virtual Clinic/Hospital	1

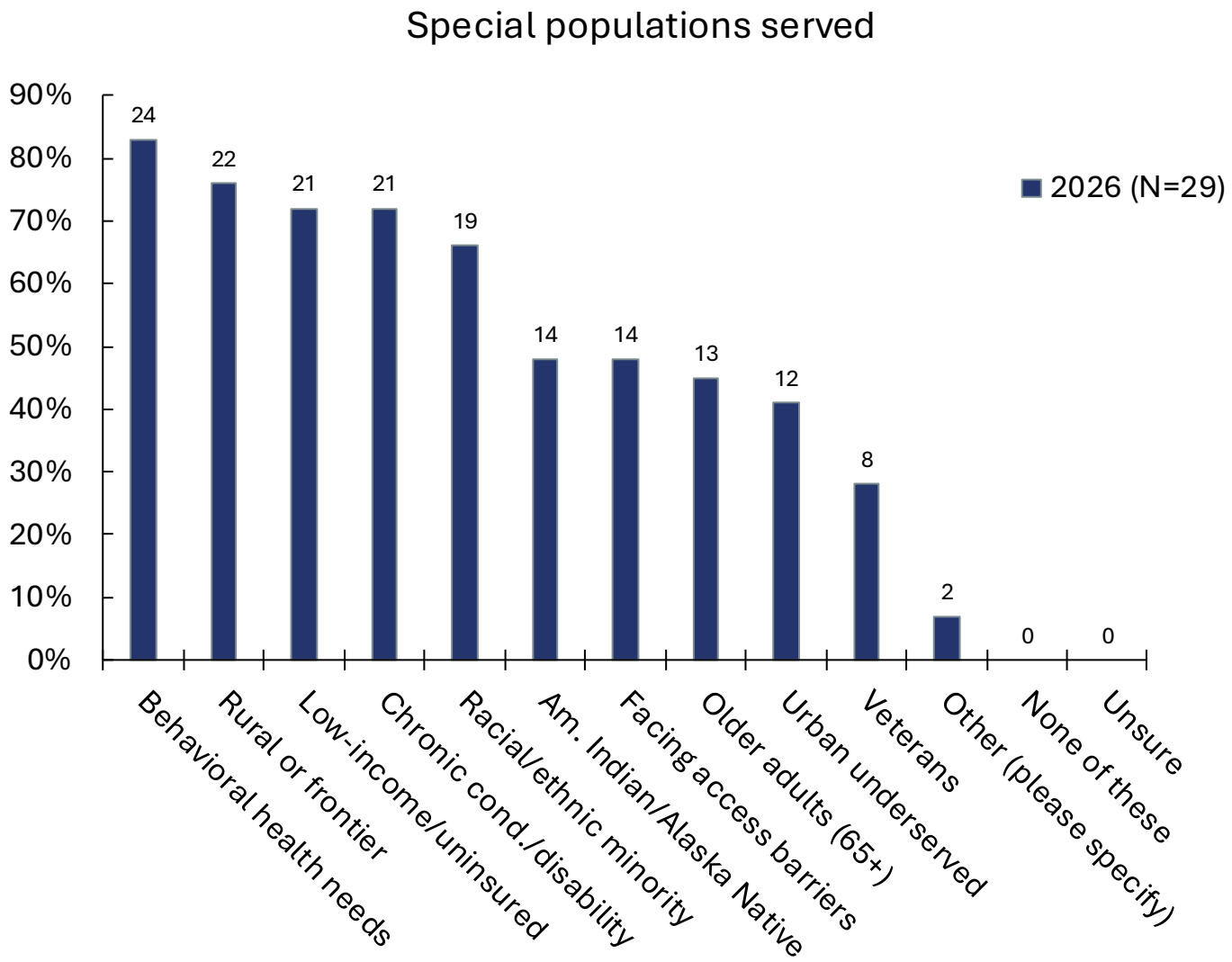
Respondents were asked to select the best fit.

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Position or role type

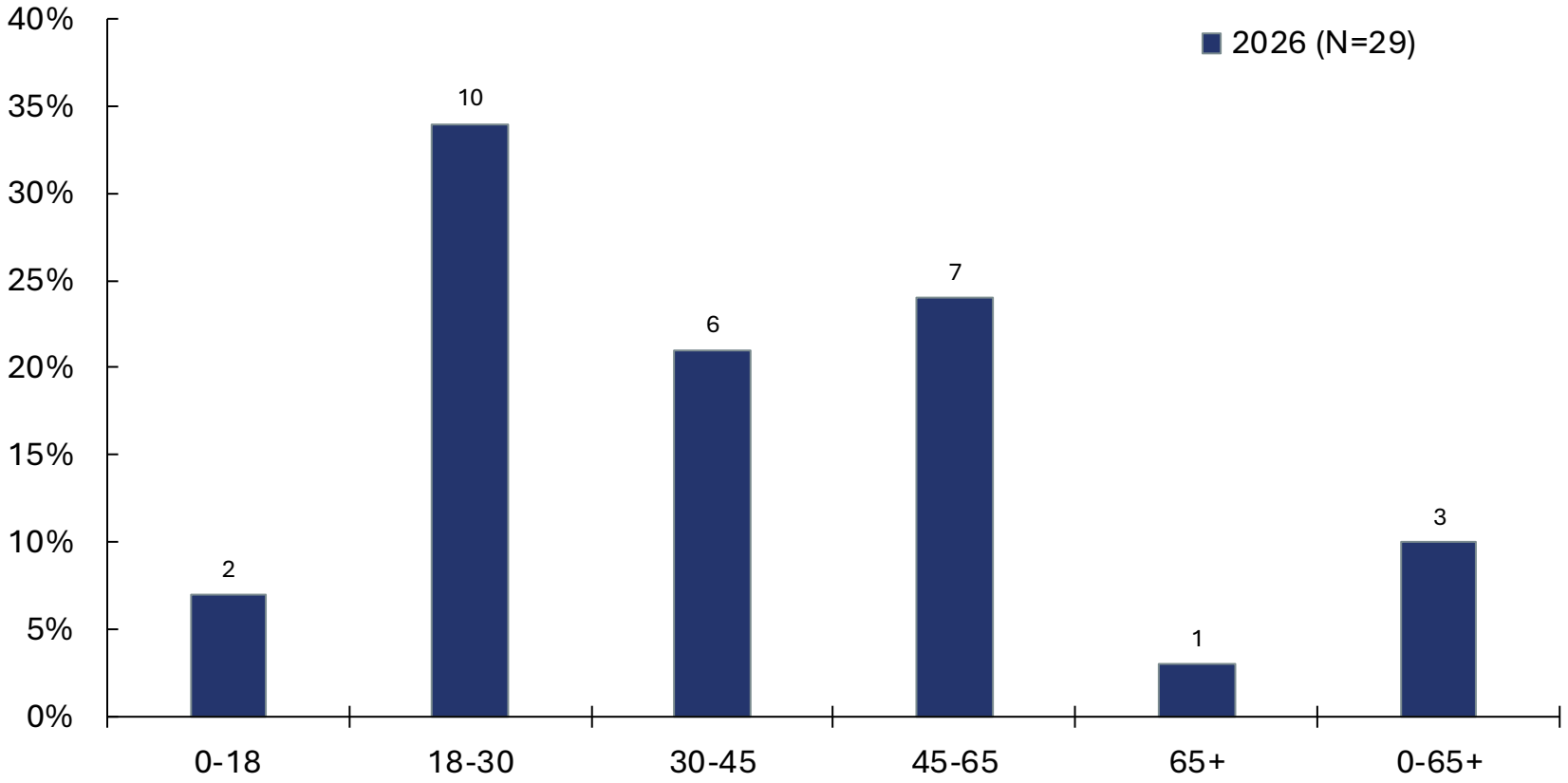


Respondents were asked to select the best fit.



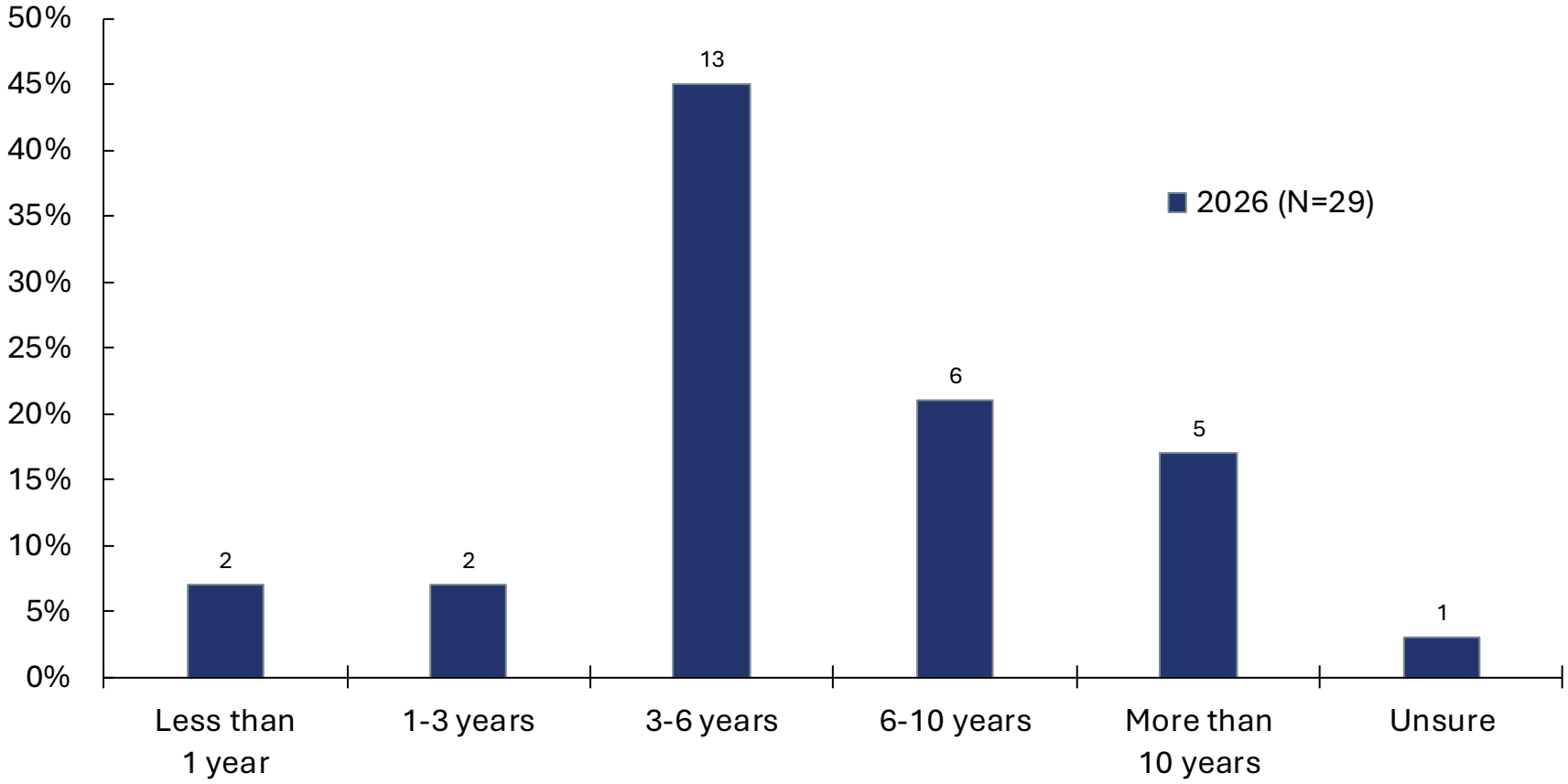
Respondents were asked to select all that apply.

Predominant age served



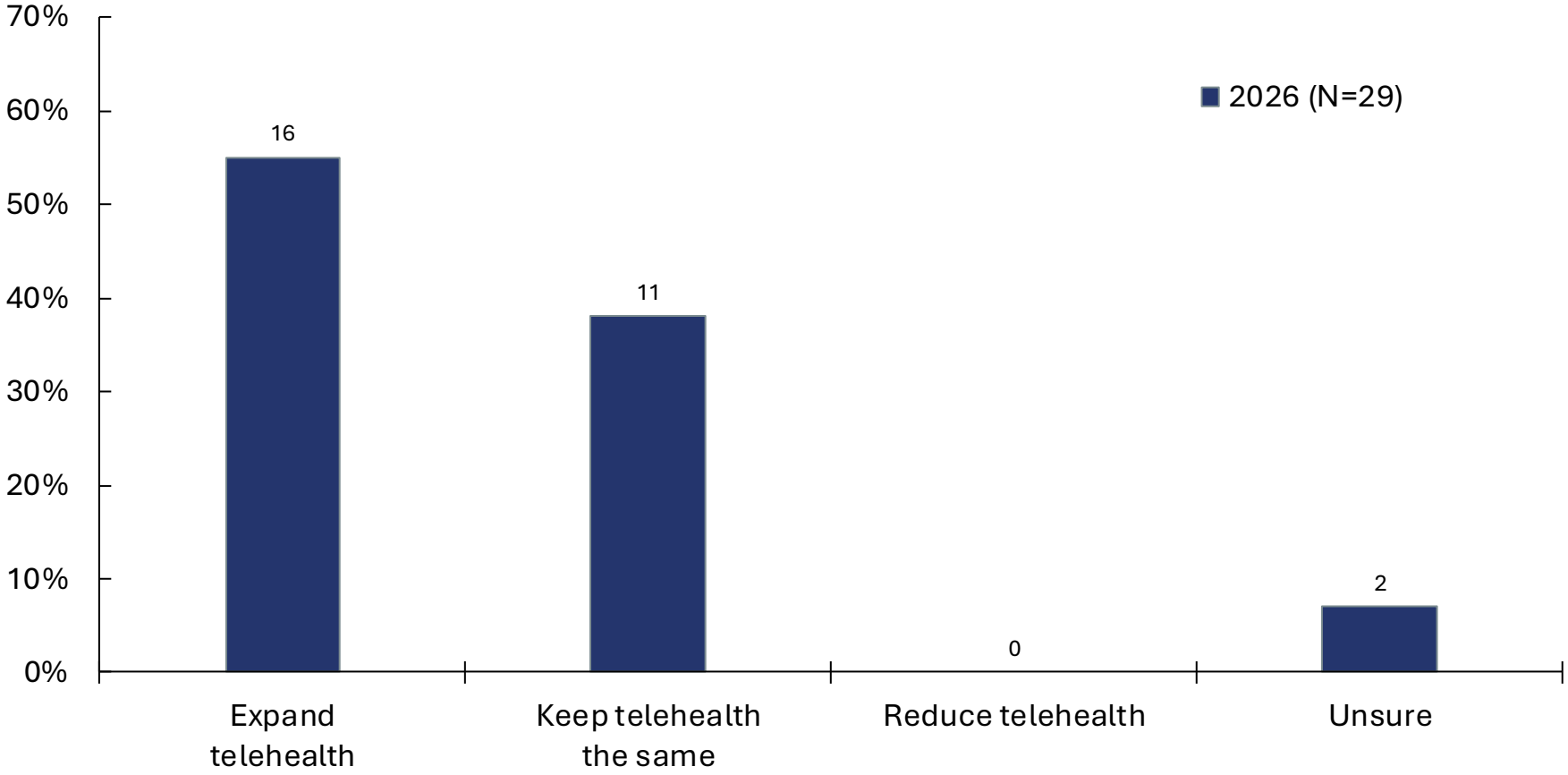
Respondents were asked to select the best fit.

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



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



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What health care services do you deliver by telehealth?

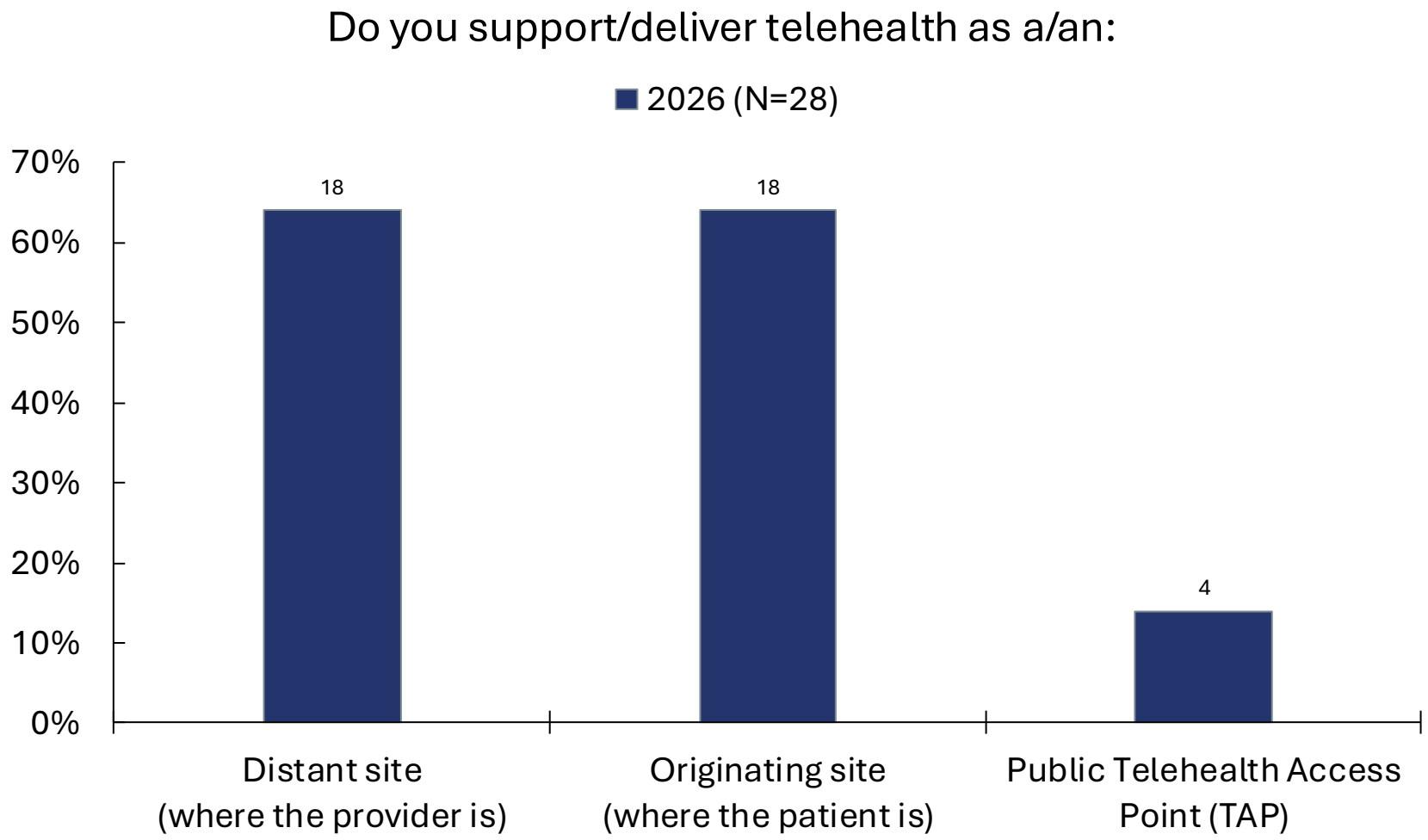
	2026
Mental/behavioral health	68%
Chronic disease management	36%
Addiction medicine	32%
Diabetes	29%
Stroke	29%
Burn	25%
Family medicine	25%
ICU (intensive care unit)	25%
Cardiology	21%
Emergency medicine	21%
Infectious disease	21%
Pain management	21%
Substance/opioid use disorders	21%
Nutrition/obesity	18%
Physical/occupational therapy	18%
Primary care	18%
Psychiatry	18%
Weight control	18%
Hospitalist	14%
Medication-assisted treatment	14%
Neonatology	14%
Nephrology	14%
Neurology	14%
Nursing	14%
Oncology	14%
Patient monitoring (remote)	14%
Psychology	14%
Trauma	14%
Urgent care	14%
Wellness/preventive services	14%
Women's health	14%

	2026
Allergy and/or immunology	11%
Autism	11%
Genetics/genetic counseling	11%
Internal medicine	11%
Pediatrics	11%
Preventive care	11%
Pulmonology	11%
School-based services	11%
Sleep medicine	11%
Speech-language pathology	11%
Dentistry	7%
Family planning	7%
Geriatrics	7%
Gynecology	7%
Home health	7%
Hospice	7%
Integrative medicine	7%
Long-term care	7%
Maternal care	7%
Medical nutrition therapy	7%
Menopause care	7%
Obstetrics	7%
Pharmacy	7%
Radiology	7%
Rheumatology	7%
Bariatric medicine	4%
Dementia	4%
Dermatology	4%
Endocrinology	4%
Epilepsy	4%
Gastroenterology	4%

	2026
Hematology	4%
Hepatology	4%
Occupational medicine	4%
Ophthalmology	4%
Orthopedic surgery	4%
Otorhinolaryngology (ENT)	4%
Palliative care	4%
Pediatric pulmonology	4%
Surgery	4%
Toxicology	4%
Urology	4%
Wound care	4%
Audiology	0%
Laboratory medicine	0%
Microbiology	0%
Mobile health (mHealth)	0%
Naturopathic care	0%
Neuro-psychological testing	0%
Pathology	0%
Podiatry	0%
Rehabilitation	0%
SANE (sexual assault nurse exam)	0%
Sonography	0%
Veterinary	0%
Other (please specify)	0%

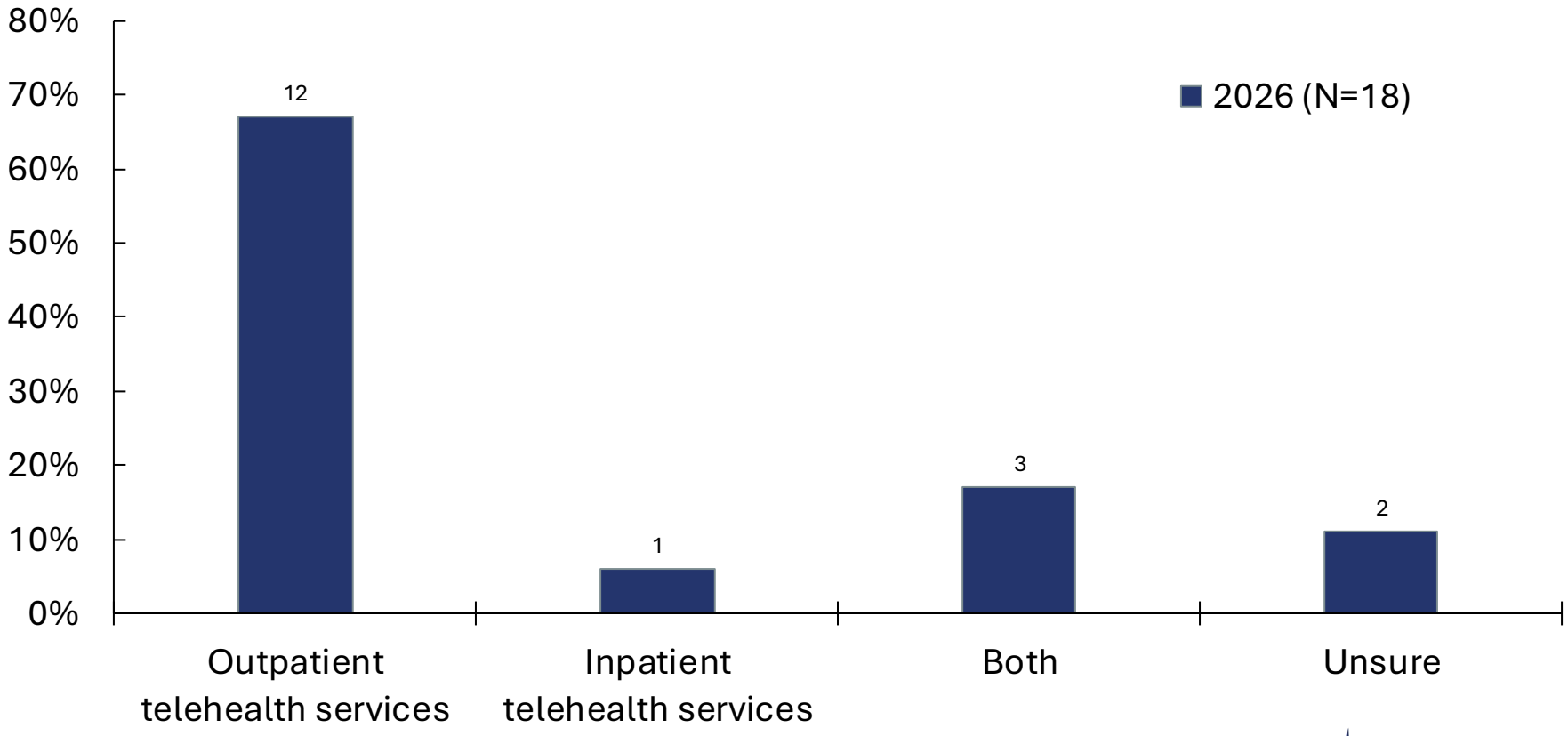
Includes services by your own providers and by outsourced/contracted providers.
Respondents were asked to select all that apply.

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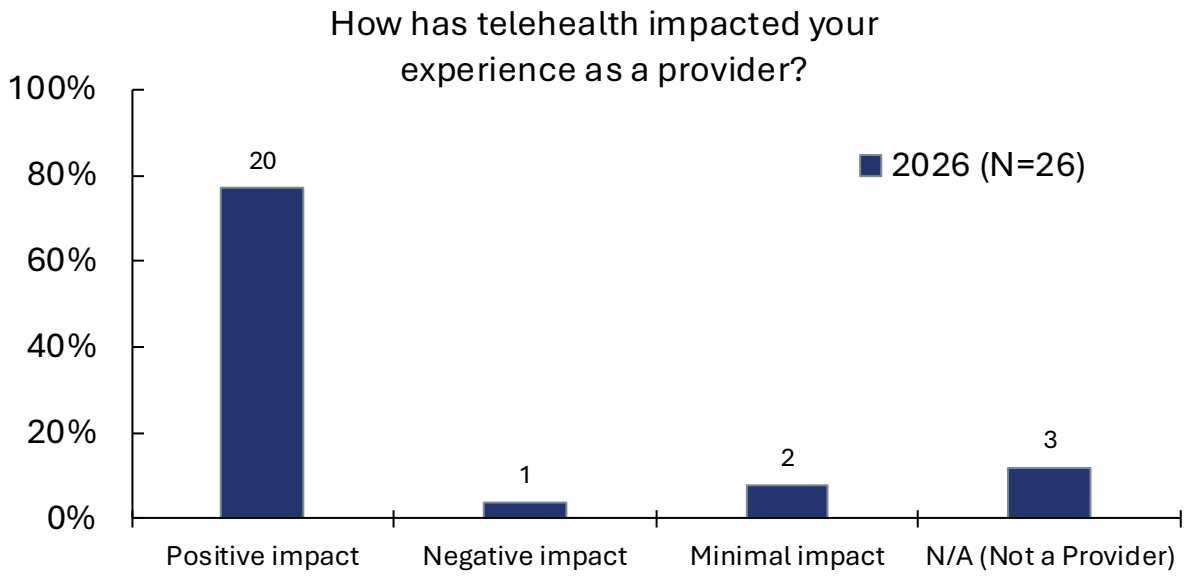


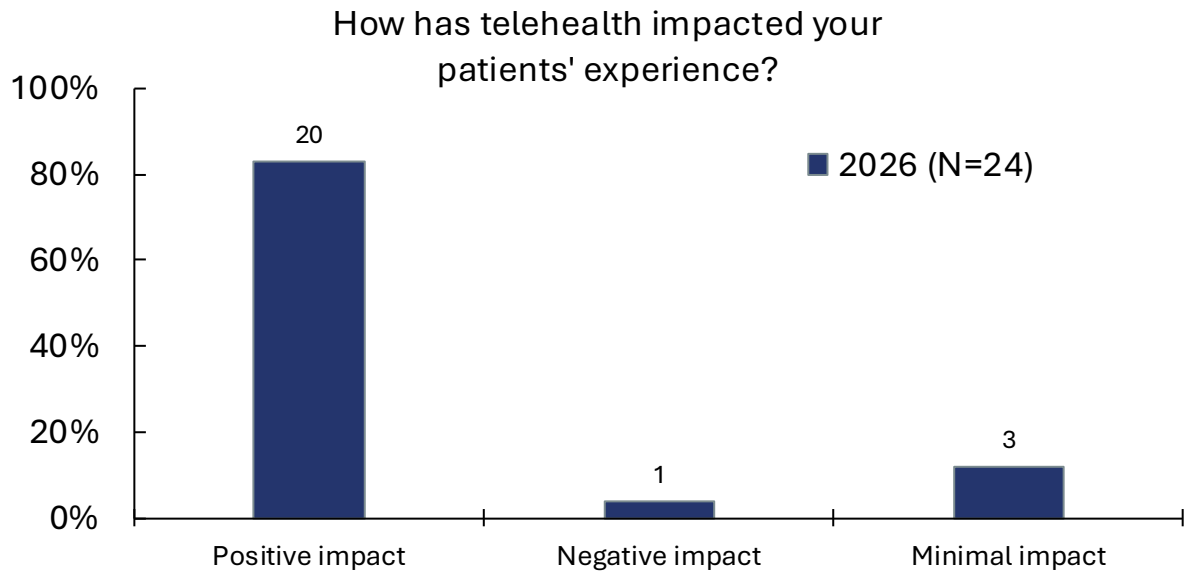
Respondents were asked to select all that apply.

As a distant site (where the provider is located), do you provide:



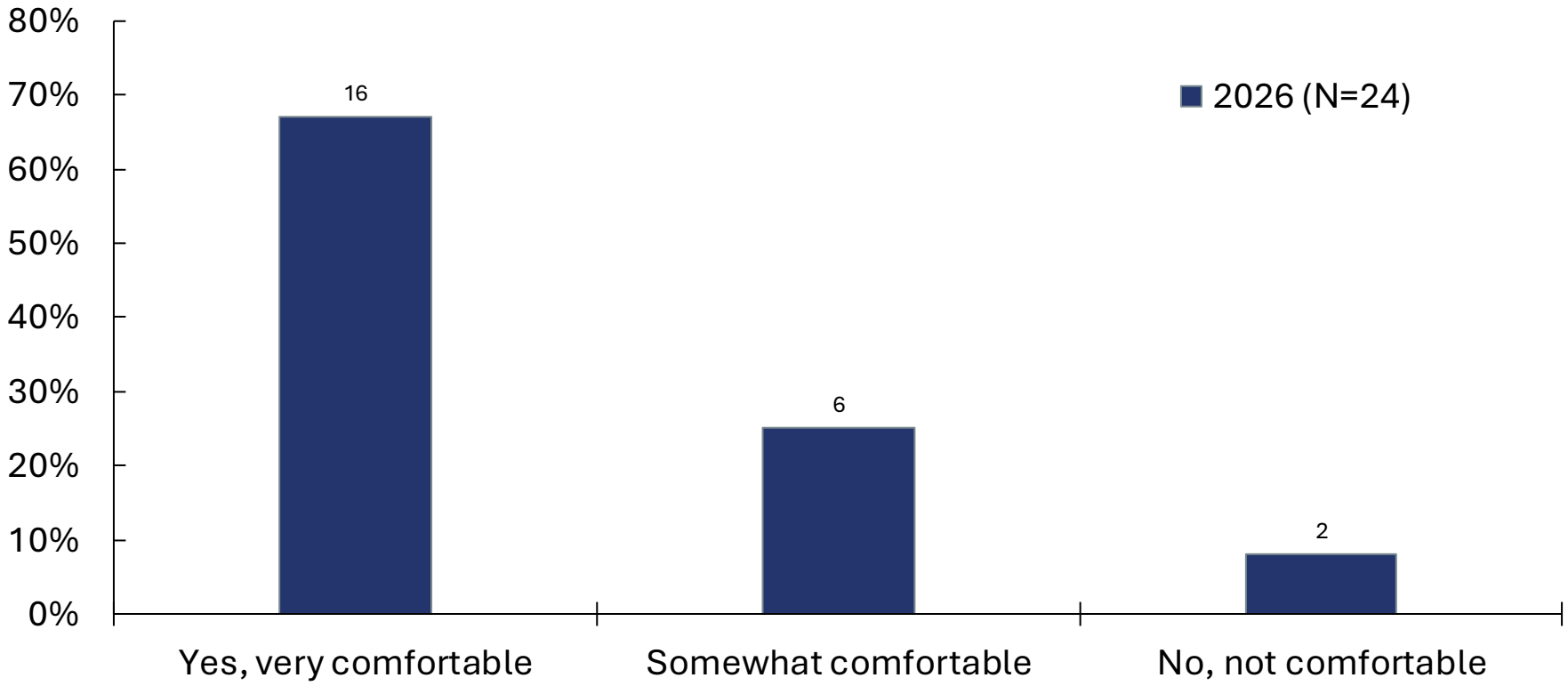
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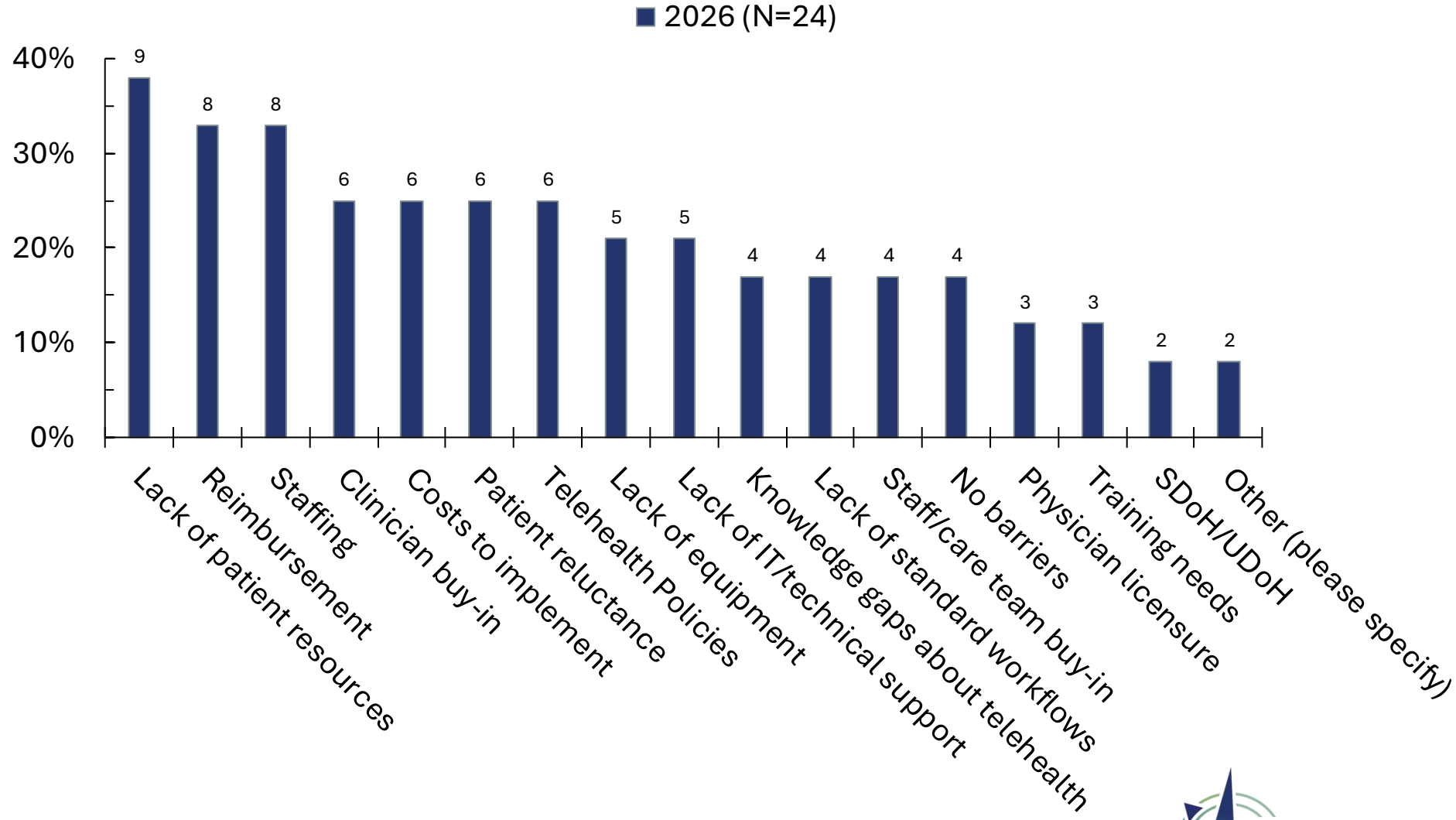
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Are you comfortable with the quality of care that you or your organization provides virtually?



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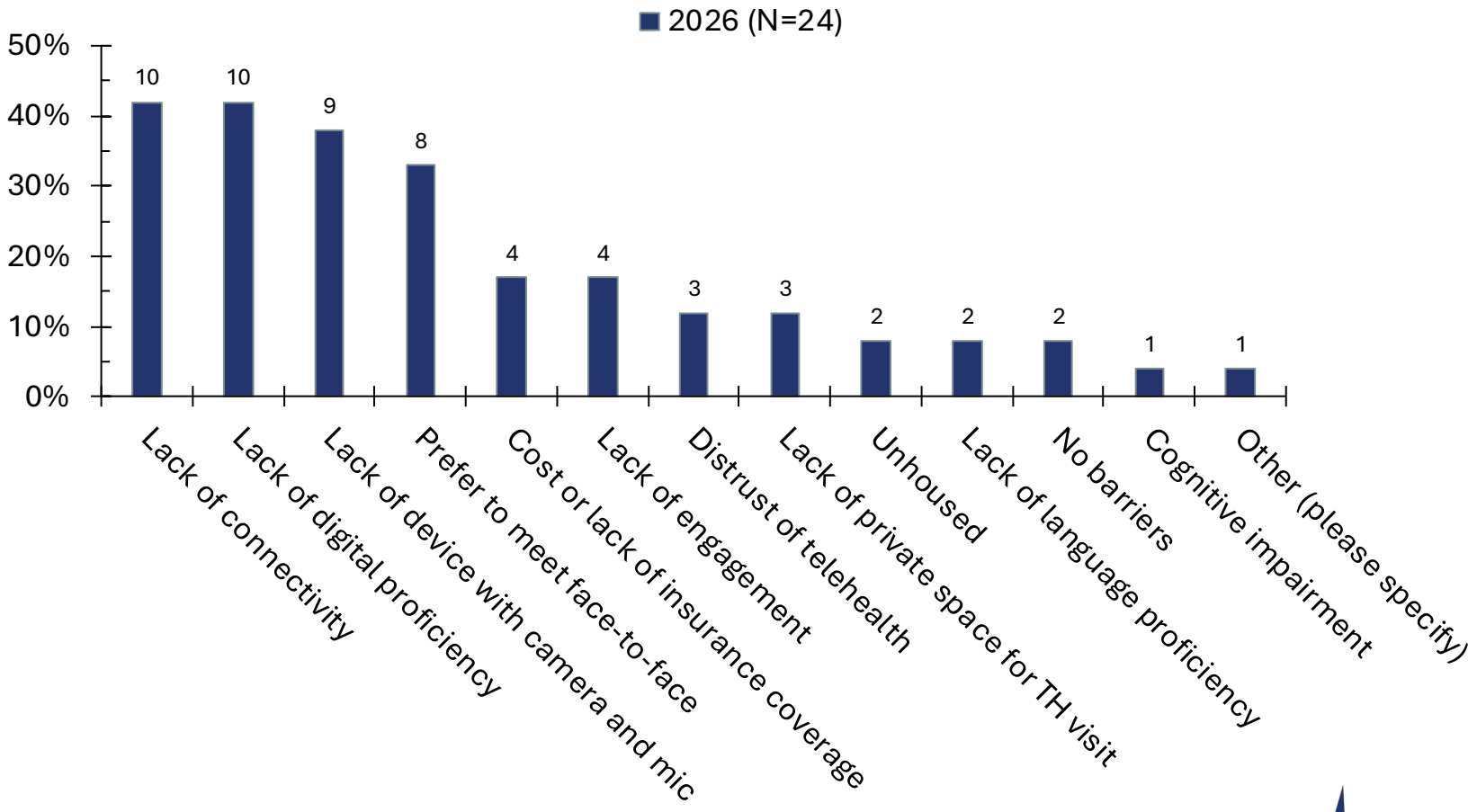
What are the most common barriers to fully implement telehealth for you or your organization?



Respondents were asked to select all that apply.

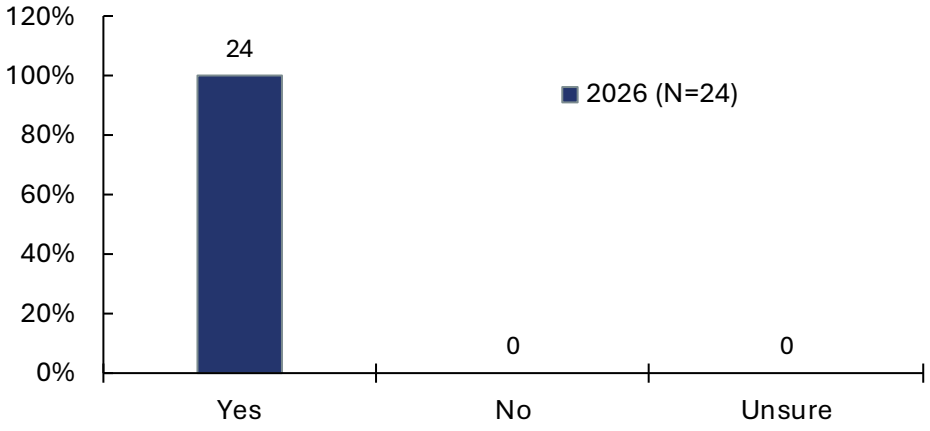
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What are the most common barriers your patients face with telehealth?

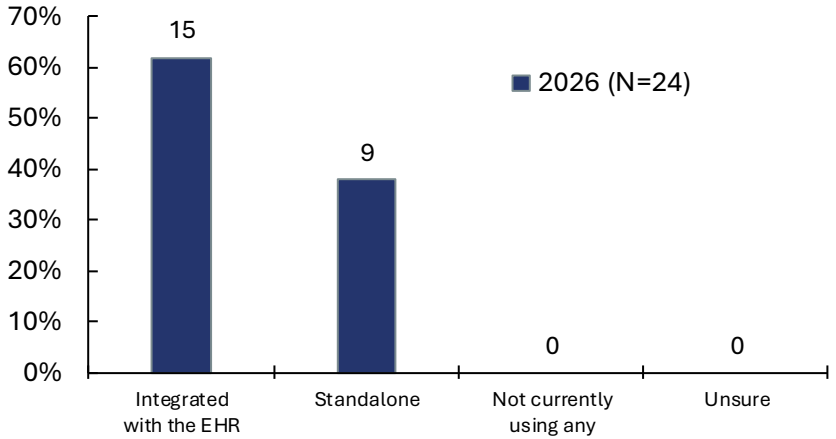


Respondents were asked to select all that apply.

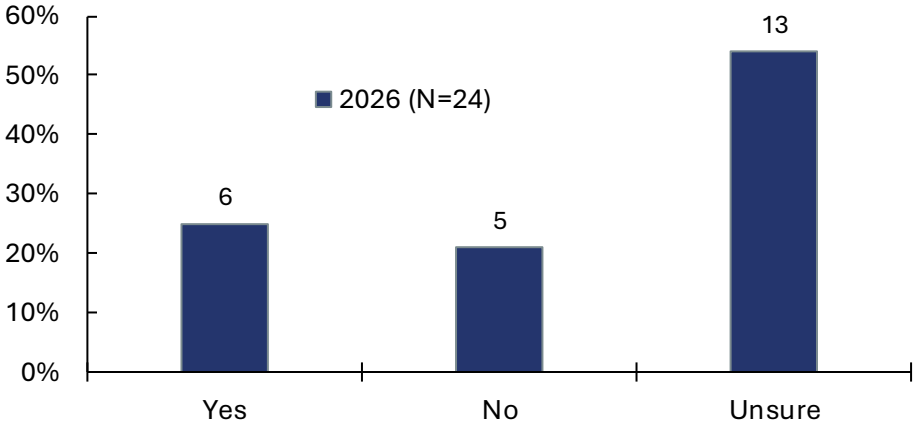
Do you or your organization use an electronic health record (EHR)?



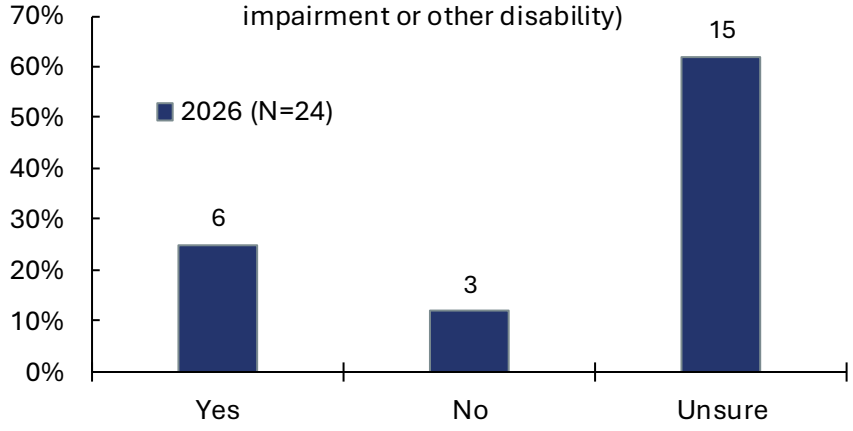
The telehealth platform that we use is:



Does your telehealth platform offer language translation and/or interpretation services?

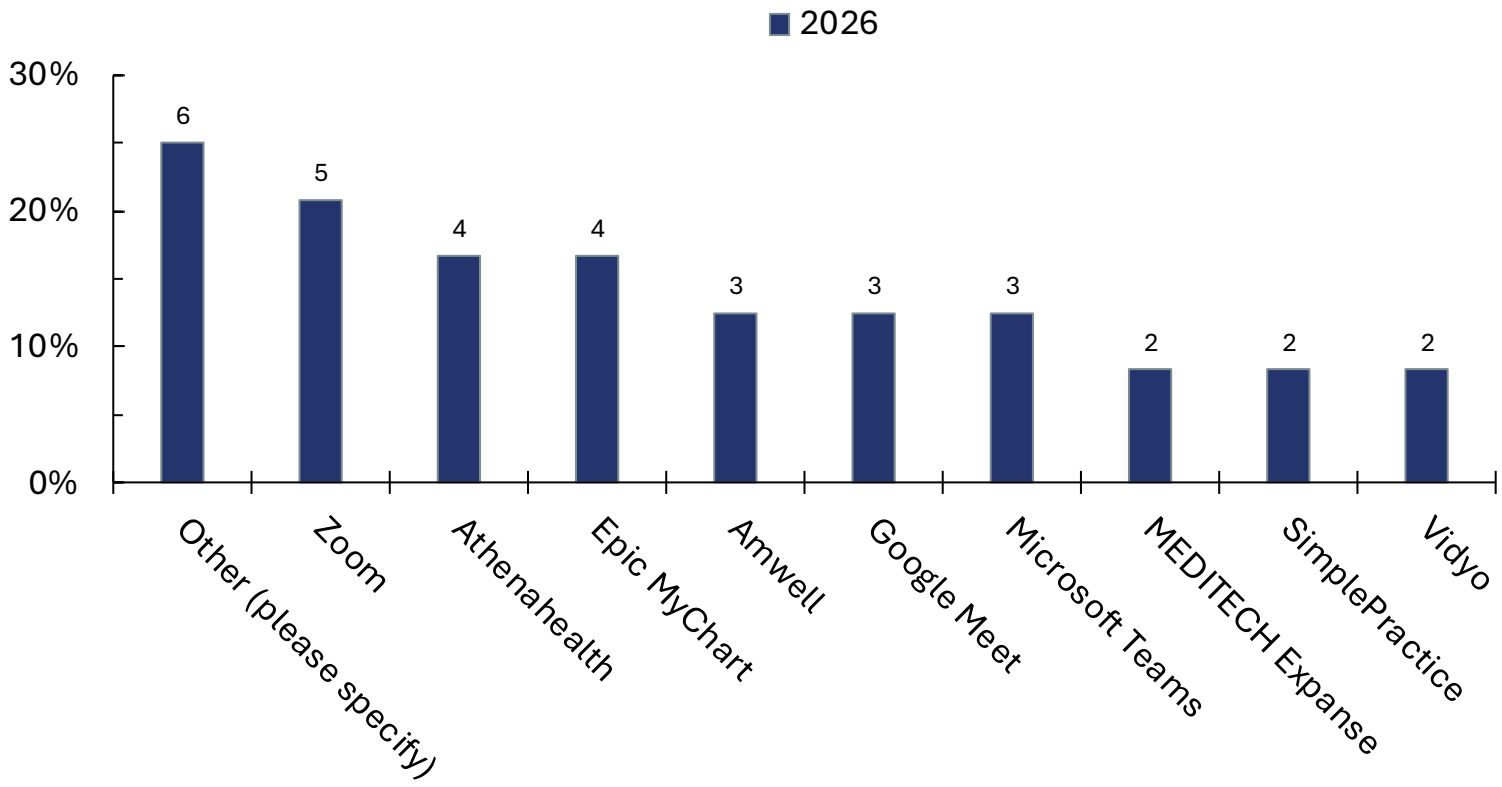


Does your telehealth platform offer assistive technology services? (i.e., for those with hearing impairment or other disability)



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

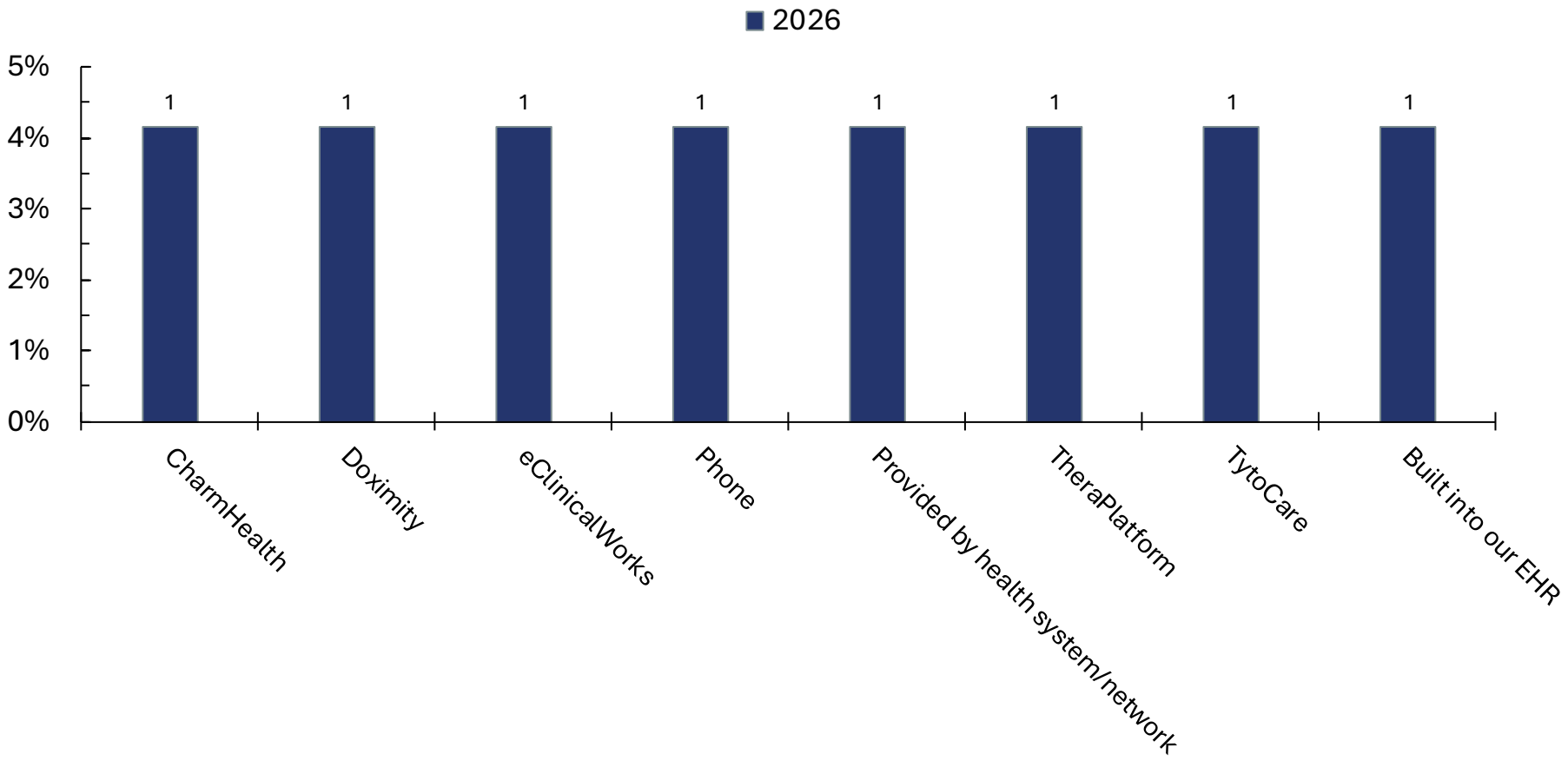


Platforms selected by 6% or more of respondents; all other platforms are on the next slide.

Respondents were asked to select all that apply.

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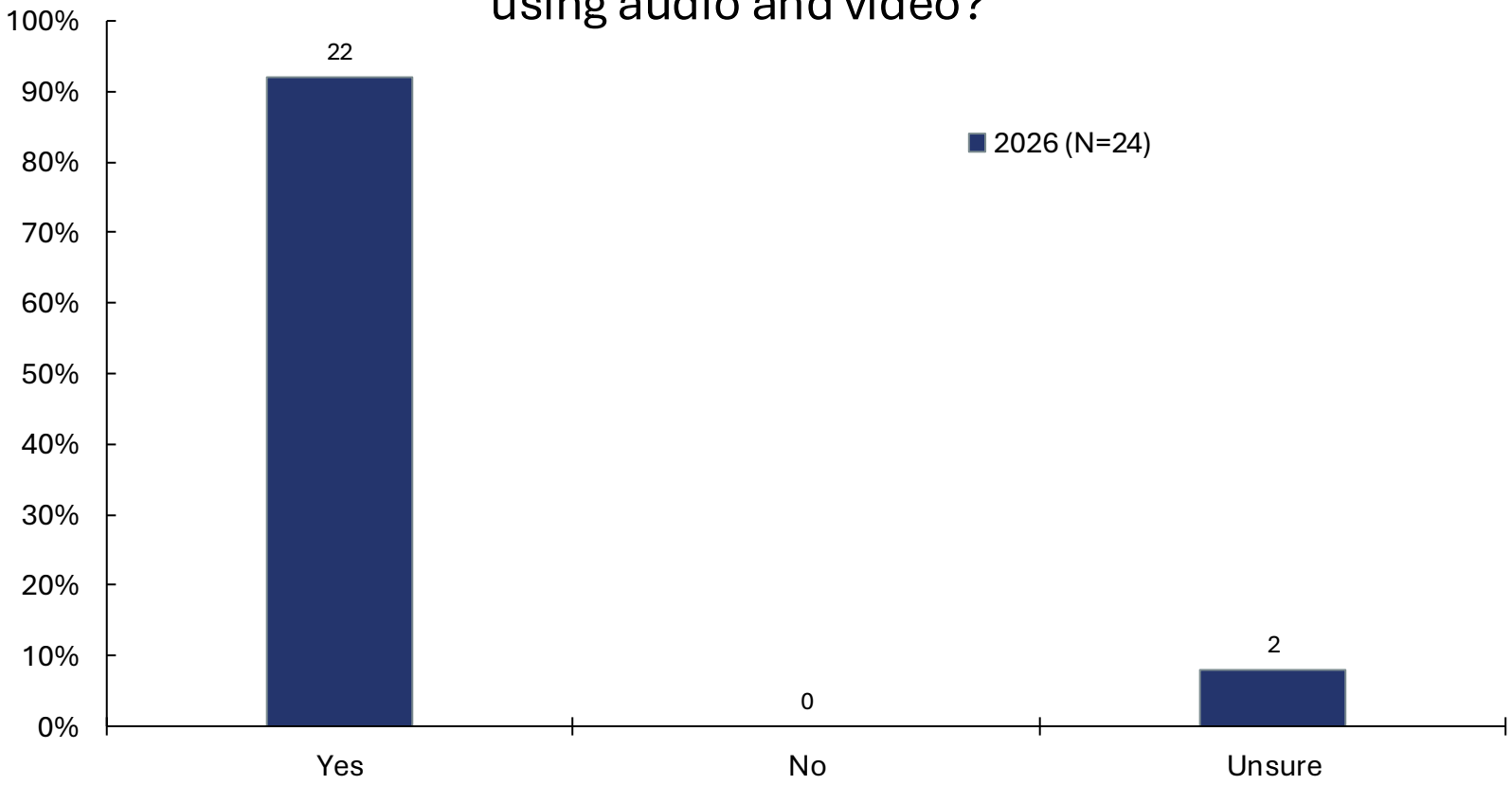
What telehealth platform(s) or vendors do you currently use to deliver telehealth services?



Platforms selected by less than 6% of respondents; all other platforms are on the previous slide.

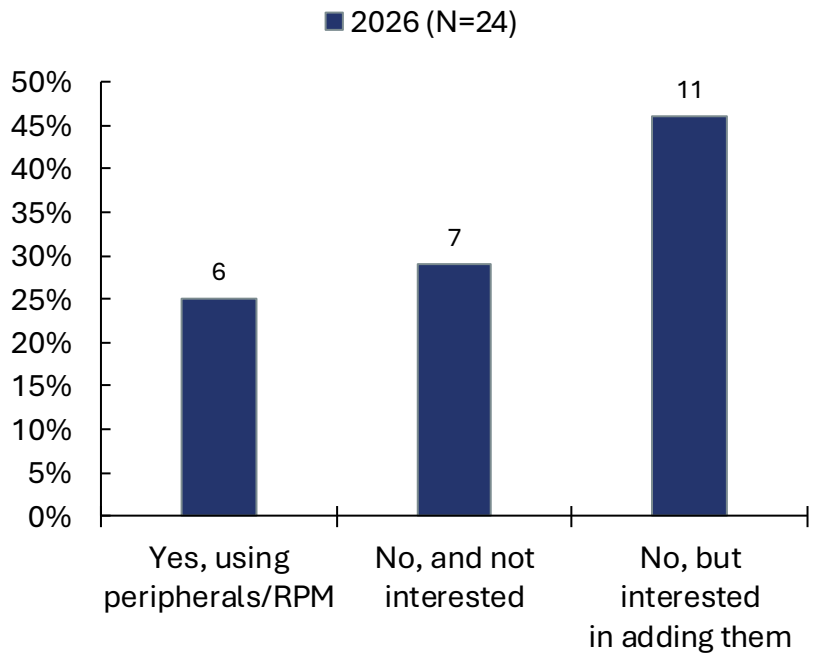
Respondents were asked to select all that apply.

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

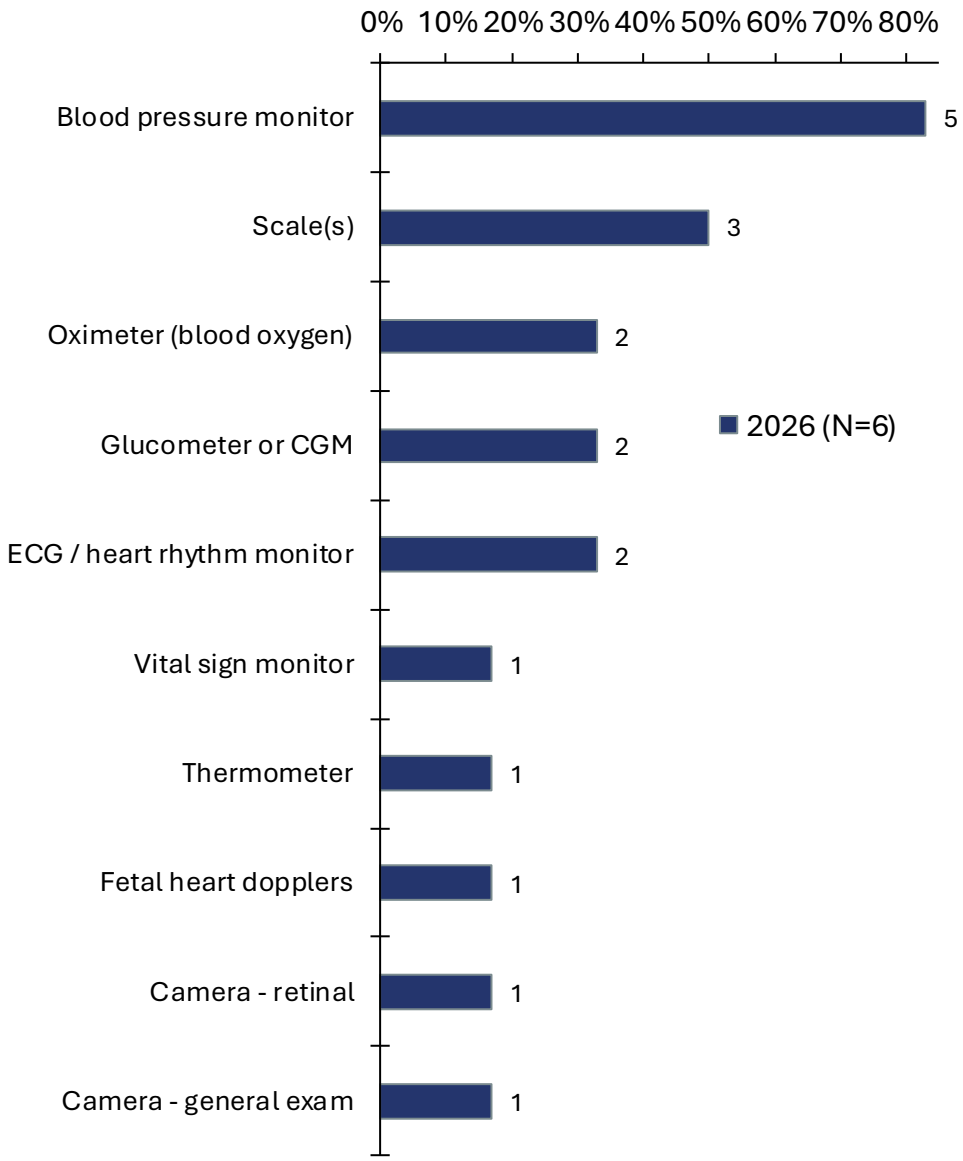


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Is your organization using any telehealth peripherals and/or RPM tools?

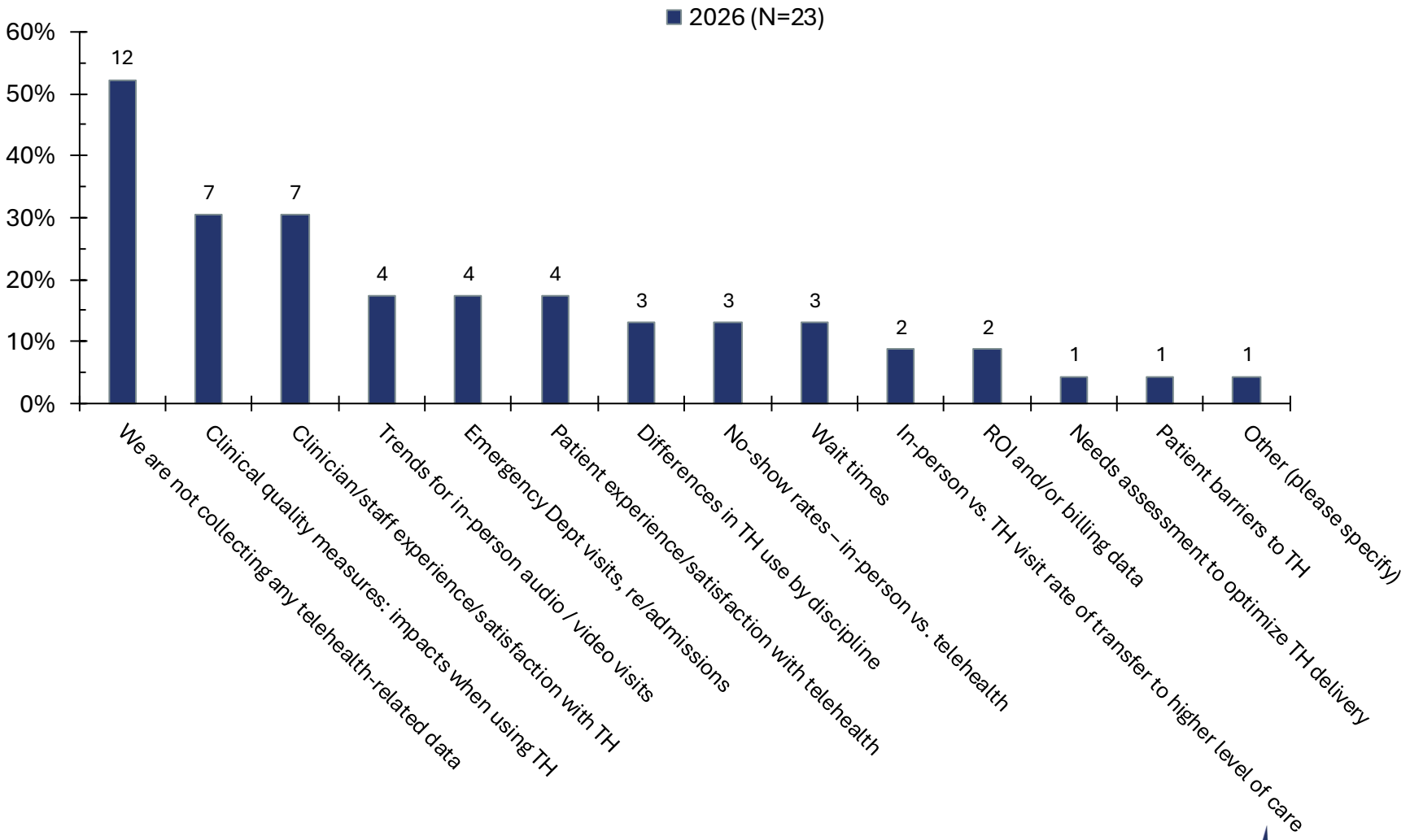


Which telehealth peripherals and/or RPM tools are you using?



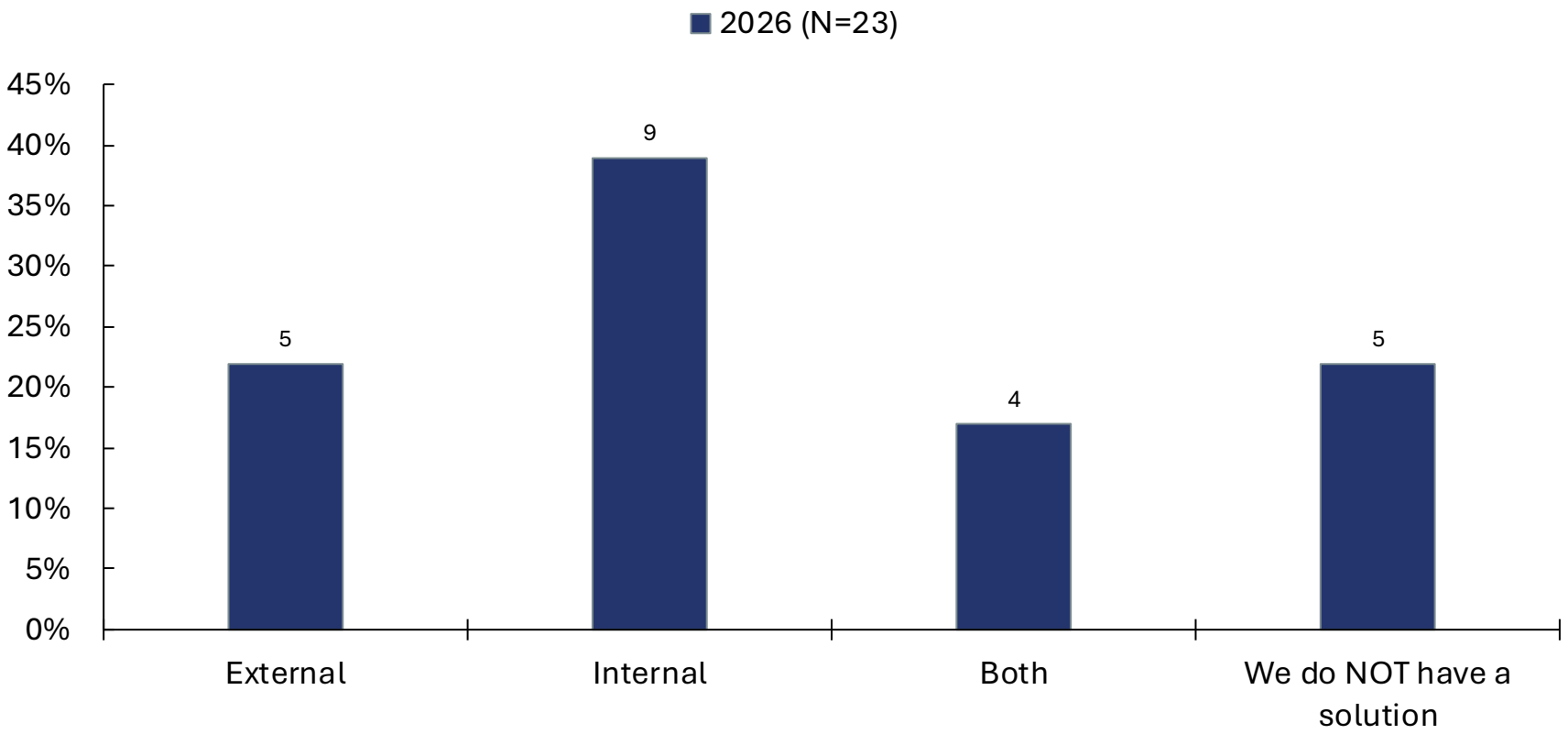
Respondents were asked to select all that apply.

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?



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

Area of need	%	Number
We have NO telehealth training needs at this time	43%	10
Billing and reimbursement	35%	8
Patient engagement (e.g., knowledge and use of telehealth, digital proficiency)	26%	6
Quality assurance and improvement	22%	5
Telehealth policies and procedures	22%	5
Chronic disease management	17%	4
HIPAA Privacy and Security	17%	4
Individualized technical assistance and/or in-service for my organization	17%	4
Marketing (e.g., messaging for website, Facebook)	17%	4
Technology	17%	4
Workflows (e.g., clinical, scheduling, patient flow, handoffs)	17%	4
Digital literacy and navigation	13%	3
Patient access issues/barriers (e.g., broadband, device)	13%	3
Staff/leadership engagement	13%	3
Support or training for telehealth implementation, adoption, sustainability and management	13%	3
Telehealth program assessment and recommendations	13%	3
Telehealth training session offered at various professional or specialty conferences	13%	3
Broadband access	9%	2
Certification and or continuing education credit for participation in any of the above	9%	2
One-day telehealth implementation training (e.g., focus on telehealth service operations)	9%	2
Online telehealth training for clinicians and/or support staff	9%	2
Rules and regulations	9%	2
Virtual care team guidance and best practices	9%	2
Annual conference/speaker or subject matter assistance	4%	1
Job description and/or recruitment material/verbiage (e.g., telehealth director or coordinator)	4%	1
Monthly virtual didactic presentations (including Q&A) on specific telehealth issues	4%	1
Nutrition and the promotion of healthy lifestyles	4%	1

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Appendix: data tables for the charts

The slides that follow give the numbers shown in each chart and map as tables, in the same order as the charts. Each table is labeled with the number of the slide its chart is on.

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Data for slide 2: Number of Completed Surveys

Response	Number of respondents
2020	251
2021	997
2022	825
2023	1225
2024	1034
2025	1135
2026	1012

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Data for slide 3: Do you provide any services via telehealth?

Response	Percent	Number of respondents
Yes, we provide telehealth services	97%	28
No, we are in the process of implementing telehealth services	3%	1
No, we do NOT provide services via telehealth	0%	0

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Data for slide 4: Do you or your organization provide behavioral health, mental health, addiction, or SUD services?

2026 respondents, N = 29.

Response	Percent	Number of respondents
Yes	83%	24
No	17%	5

Data for slide 5: States where respondents provide telehealth

Number of respondents in each state, by survey year. States with 0 in every year are not listed.

State	2026	2025	2024
Alabama	0	0	1
Alaska	0	2	2
Arizona	3	2	2
Arkansas	0	0	2
California	1	0	1
Colorado	4	4	2
Connecticut	0	0	1
Delaware	0	0	1
Florida	0	0	1
Georgia	0	0	1
Hawaii	1	0	1
Idaho	6	4	4
Illinois	2	0	1
Indiana	0	0	1
Iowa	1	0	2
Kansas	0	0	1
Kentucky	0	0	1

State	2026	2025	2024
Louisiana	0	0	2
Maine	1	0	1
Maryland	0	0	1
Massachusetts	0	0	1
Michigan	0	0	1
Minnesota	1	0	1
Mississippi	0	0	1
Missouri	0	0	1
Montana	4	4	1
Nebraska	0	0	1
Nevada	4	3	1
New Hampshire	0	0	1
New Jersey	0	0	2
New Mexico	1	1	1
New York	1	0	1
North Carolina	2	0	1
North Dakota	0	0	1

State	2026	2025	2024
Ohio	0	0	1
Oklahoma	0	0	1
Oregon	1	1	1
Pennsylvania	1	0	1
Rhode Island	0	0	1
South Carolina	1	0	1
South Dakota	0	0	1
Tennessee	1	0	1
Texas	1	0	1
Utah	28	12	11
Vermont	0	0	2
Virginia	2	0	1
Washington	3	1	1
West Virginia	0	0	1
Wisconsin	0	0	1
Wyoming	4	3	3
Other (location outside of the United States)	0	1	2

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Data for slide 6: Number of respondents by state of residence

Number of respondents in each state. States not listed: 0.

State	2026
Utah	29

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Data for slide 8: Type of organization (select best fit)

2026 respondents, N = 29. Respondents were asked to select the best fit.

Response	Number of respondents	Behavioral health organizations
Behavioral/Mental/SUD Health Clinic	2	Yes
Private Practice/Behavioral Health	4	Yes
Academic Institution/Medical Center	3	No
Critical Access Hospital (CAH)	4	No
Govt Agency (Fed, State, Reg, or Local)	2	No
Hospital/Health System	2	No
Not-For-Profit Entity	4	No
Primary Care Clinic	2	No
Rural Health Clinic (RHC)	2	No

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Data for slide 9: Position or role type

2026 respondents, N = 24. Respondents were asked to select the best fit.

Response	Number of respondents
Admin/Mgmt	9
Clinician (MD, DO, PA, NP, CNS, NMD/ND)	6
Mental Health Professional	5
IT Professional/Support	2
Social Worker (LCSW)	2

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Data for slide 10: Special populations served

2026 respondents, N = 29. Respondents were asked to select all that apply.

Response	Percent	Number of respondents
Behavioral health needs	83%	24
Rural or frontier	76%	22
Low-income/uninsured	72%	21
Chronic cond./disability	72%	21
Racial/ethnic minority	66%	19
Am. Indian/Alaska Native	48%	14
Facing access barriers	48%	14
Older adults (65+)	45%	13
Urban underserved	41%	12
Veterans	28%	8
Other (please specify)	7%	2
None of these	0%	0
Unsure	0%	0

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Data for slide 11: Predominant age served

2026 respondents, N = 29. Respondents were asked to select the best fit.

Response	Percent	Number of respondents
0-18	7%	2
18-30	34%	10
30-45	21%	6
45-65	24%	7
65+	3%	1
0-65+	10%	3

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Data for slide 12: How long has your organization been offering telehealth services or programs?

2026 respondents, N = 29.

Response	Percent	Number of respondents
Less than 1 year	7%	2
1-3 years	7%	2
3-6 years	45%	13
6-10 years	21%	6
More than 10 years	17%	5
Unsure	3%	1

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Data for slide 13: In the next 1-2 years I expect my organization to:

2026 respondents, N = 29.

Response	Percent	Number of respondents
Expand telehealth	55%	16
Keep telehealth the same	38%	11
Reduce telehealth	0%	0
Unsure	7%	2

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Data for slide 15: Do you support/deliver telehealth as a/an:

2026 respondents, N = 28. Respondents were asked to select all that apply.

Response	Percent	Number of respondents
Distant site (where the provider is)	64%	18
Originating site (where the patient is)	64%	18
Public Telehealth Access Point (TAP)	14%	4

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Data for slide 16: As a distant site (where the provider is located), do you provide:

2026 respondents, N = 18.

Response	Percent	Number of respondents
Outpatient telehealth services	67%	12
Inpatient telehealth services	6%	1
Both	17%	3
Unsure	11%	2

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Data for slide 17: Charts on slide 17

How has telehealth impacted your experience as a provider? (2026, N = 26)

Response	Percent	Number of respondents
Positive impact	77%	20
Negative impact	4%	1
Minimal impact	8%	2
N/A (Not a Provider)	12%	3

How has telehealth impacted your patients' experience? (2026, N = 24)

Response	Percent	Number of respondents
Positive impact	83%	20
Negative impact	4%	1
Minimal impact	12%	3

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Data for slide 18: Are you comfortable with the quality of care that you or your organization provides virtually?

2026 respondents, N = 24.

Response	Percent	Number of respondents
Yes, very comfortable	67%	16
Somewhat comfortable	25%	6
No, not comfortable	8%	2

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Data for slide 19: What are the most common barriers to fully implement telehealth for you or your organization?

2026 respondents, N = 24. Respondents were asked to select all that apply.

Response	Percent	Number of respondents
Lack of patient resources	38%	9
Reimbursement	33%	8
Staffing	33%	8
Clinician buy-in	25%	6
Costs to implement	25%	6
Patient reluctance	25%	6
Telehealth Policies	25%	6
Lack of equipment	21%	5
Lack of IT/technical support	21%	5
Knowledge gaps about telehealth	17%	4
Lack of standard workflows	17%	4
Staff/care team buy-in	17%	4
No barriers	17%	4
Physician licensure	12%	3
Training needs	12%	3
SDoH/UDoH	8%	2
Other (please specify)	8%	2

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Data for slide 20: What are the most common barriers your patients face with telehealth?

2026 respondents, N = 24. Respondents were asked to select all that apply.

Response	Percent	Number of respondents
Lack of connectivity	42%	10
Lack of digital proficiency	42%	10
Lack of device with camera and mic	38%	9
Prefer to meet face-to-face	33%	8
Cost or lack of insurance coverage	17%	4
Lack of engagement	17%	4
Distrust of telehealth	12%	3
Lack of private space for TH visit	12%	3
Unhoused	8%	2
Lack of language proficiency	8%	2
No barriers	8%	2
Cognitive impairment	4%	1
Other (please specify)	4%	1

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Data for slide 21: Charts on slide 21

Do you or your organization use an electronic health record (EHR)? (2026, N = 24)

Response	Percent	Number of respondents
Yes	100%	24
No	0%	0
Unsure	0%	0

The telehealth platform that we use is: (2026, N = 24)

Response	Percent	Number of respondents
Integrated with the EHR	62%	15
Standalone	38%	9
Not currently using any	0%	0
Unsure	0%	0

Does your telehealth platform offer language translation and/or interpretation services? (2026, N = 24)

Response	Percent	Number of respondents
Yes	25%	6
No	21%	5
Unsure	54%	13

Does your telehealth platform offer assistive technology services? (i.e., for those with hearing impairment or other disability) (2026, N = 24)

Response	Percent	Number of respondents
Yes	25%	6
No	12%	3
Unsure	62%	15

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Data for slide 22: What telehealth platform(s) or vendors do you currently use to deliver telehealth services?

Respondents were asked to select all that apply.

Response	Percent	Number of respondents
Other (please specify)	25%	6
Zoom	21%	5
Athenahealth	17%	4
Epic MyChart	17%	4
Amwell	12%	3
Google Meet	12%	3
Microsoft Teams	12%	3
MEDITECH Expanse	8%	2
SimplePractice	8%	2
Vidyo	8%	2

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Data for slide 23: What telehealth platform(s) or vendors do you currently use to deliver telehealth services?

Respondents were asked to select all that apply.

Response	Percent	Number of respondents
CharmHealth	4%	1
Doximity	4%	1
eClinicalWorks	4%	1
Phone	4%	1
Provided by health system/network	4%	1
TheraPlatform	4%	1
TytoCare	4%	1
Built into our EHR	4%	1

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Data for slide 24: Is your or your organization's broadband/connectivity adequate for delivering telehealth services using audio and video?

2026 respondents, N = 24.

Response	Percent	Number of respondents
Yes	92%	22
No	0%	0
Unsure	8%	2

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Data for slide 25: Charts on slide 25

Which telehealth peripherals and/or RPM tools are you using? (2026, N = 6)

Response	Percent	Number of respondents
Camera - general exam	17%	1
Camera - retinal	17%	1
Fetal heart dopplers	17%	1
Thermometer	17%	1
Vital sign monitor	17%	1
ECG / heart rhythm monitor	33%	2
Glucometer or CGM	33%	2
Oximeter (blood oxygen)	33%	2
Scale(s)	50%	3
Blood pressure monitor	83%	5

Is your organization using any telehealth peripherals and/or RPM tools? (2026, N = 24)

Response	Percent	Number of respondents
Yes, using peripherals/RPM	25%	6
No, and not interested	29%	7
No, but interested in adding them	46%	11

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Data for slide 26: What telehealth-related data are you collecting?

2026 respondents, N = 23. Respondents were asked to select all that apply.

Response	Percent	Number of respondents
We are not collecting any telehealth-related data	52%	12
Clinical quality measures: impacts when using TH	30%	7
Clinician/staff experience/satisfaction with TH	30%	7
Trends for in-person audio / video visits	17%	4
Emergency Dept visits, re/admissions	17%	4
Patient experience/satisfaction with telehealth	17%	4
Differences in TH use by discipline	13%	3
No-show rates – in-person vs. telehealth	13%	3
Wait times	13%	3
In-person vs. TH visit rate of transfer to higher level of care	9%	2
ROI and/or billing data	9%	2
Needs assessment to optimize TH delivery	4%	1
Patient barriers to TH	4%	1
Other (please specify)	4%	1

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Data for slide 27: How does your organization receive telehealth-related training and support?

2026 respondents, N = 23.

Response	Percent	Number of respondents
External	22%	5
Internal	39%	9
Both	17%	4
We do NOT have a solution	22%	5

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