NRTRC Telehealth Survey Oregon

2021

Geographic Distribution

States Where Respondents Deliver Services
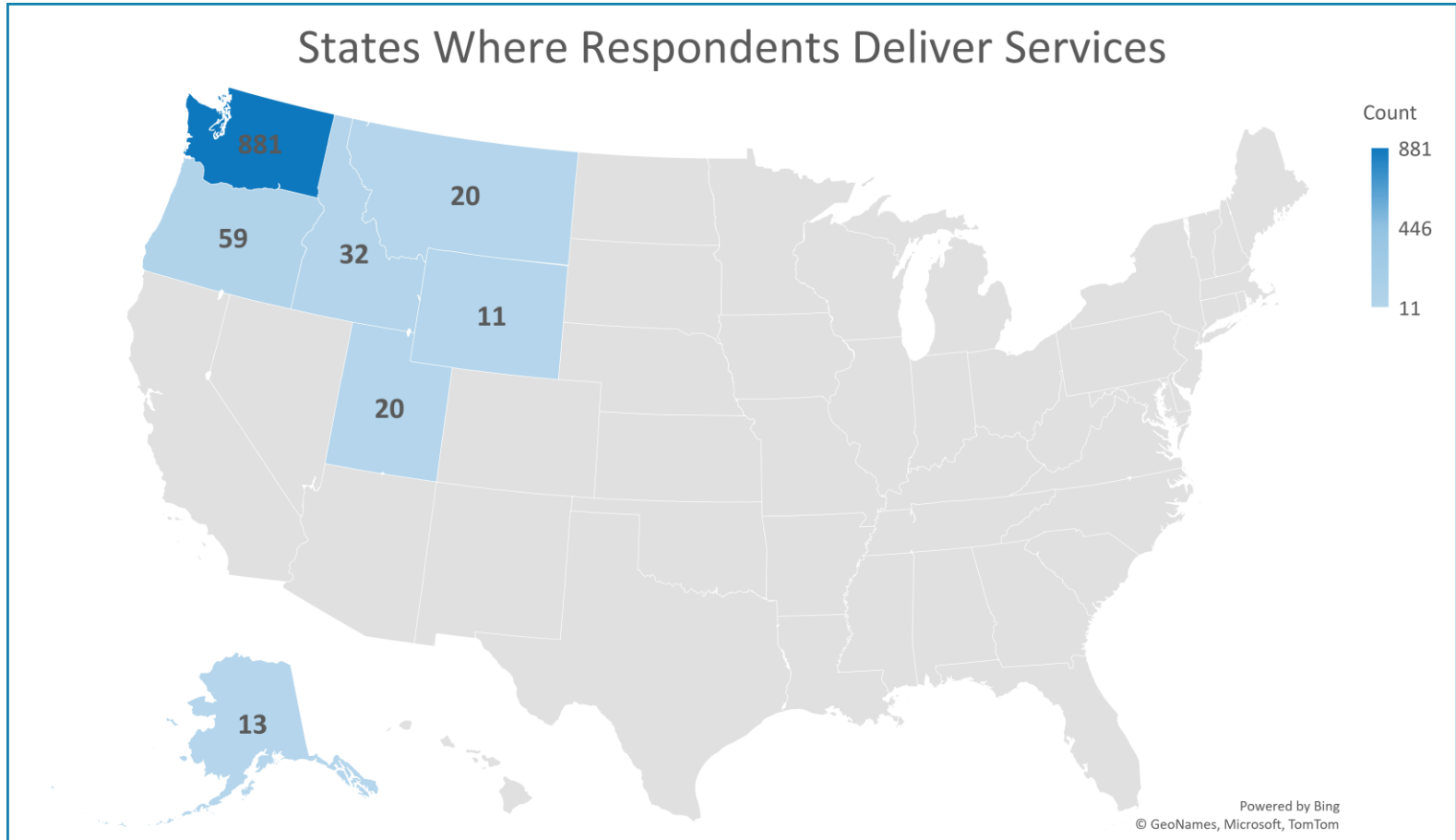
* Respondents may deliver services in multiple states

Survey Response – Oregon

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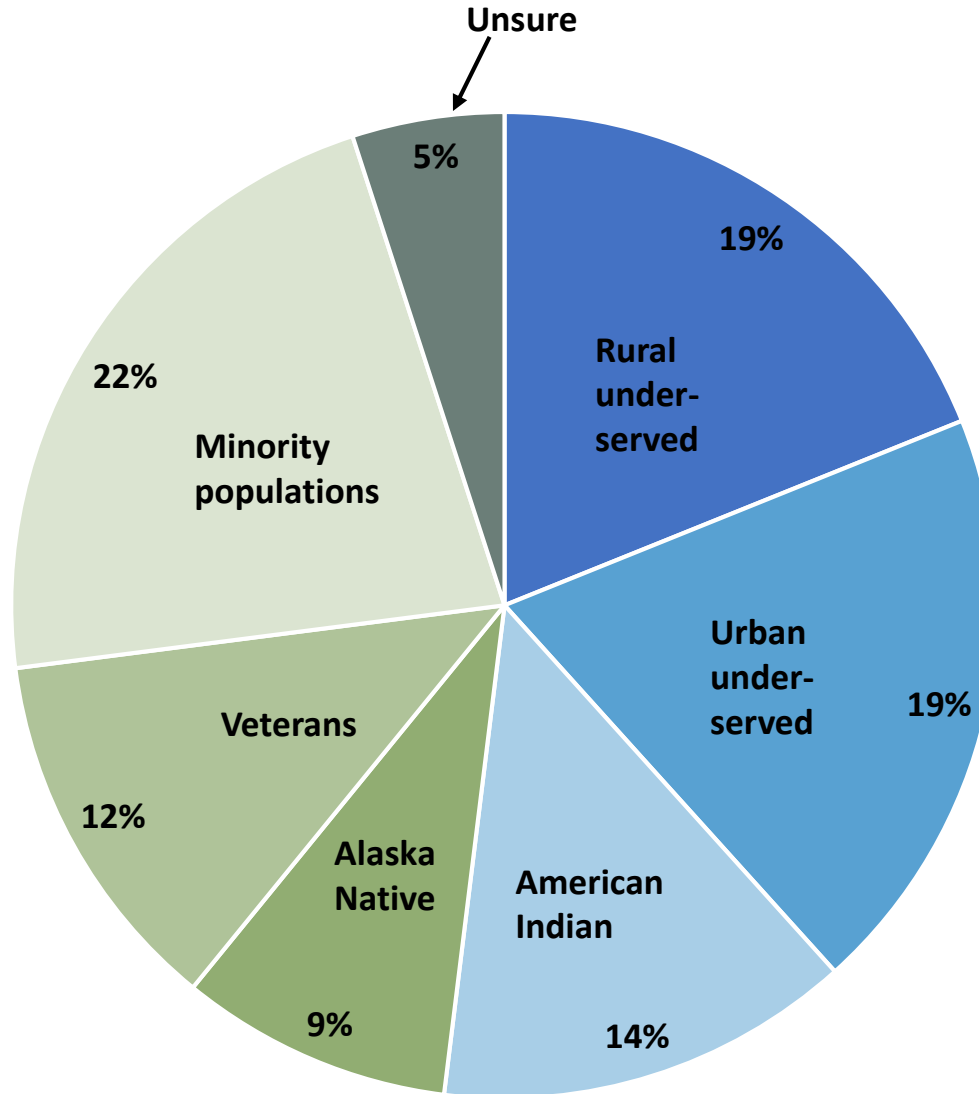| Number of respondents that include Oregon in their service area	
2020	2021
55	59

* Respondents may deliver services in other states

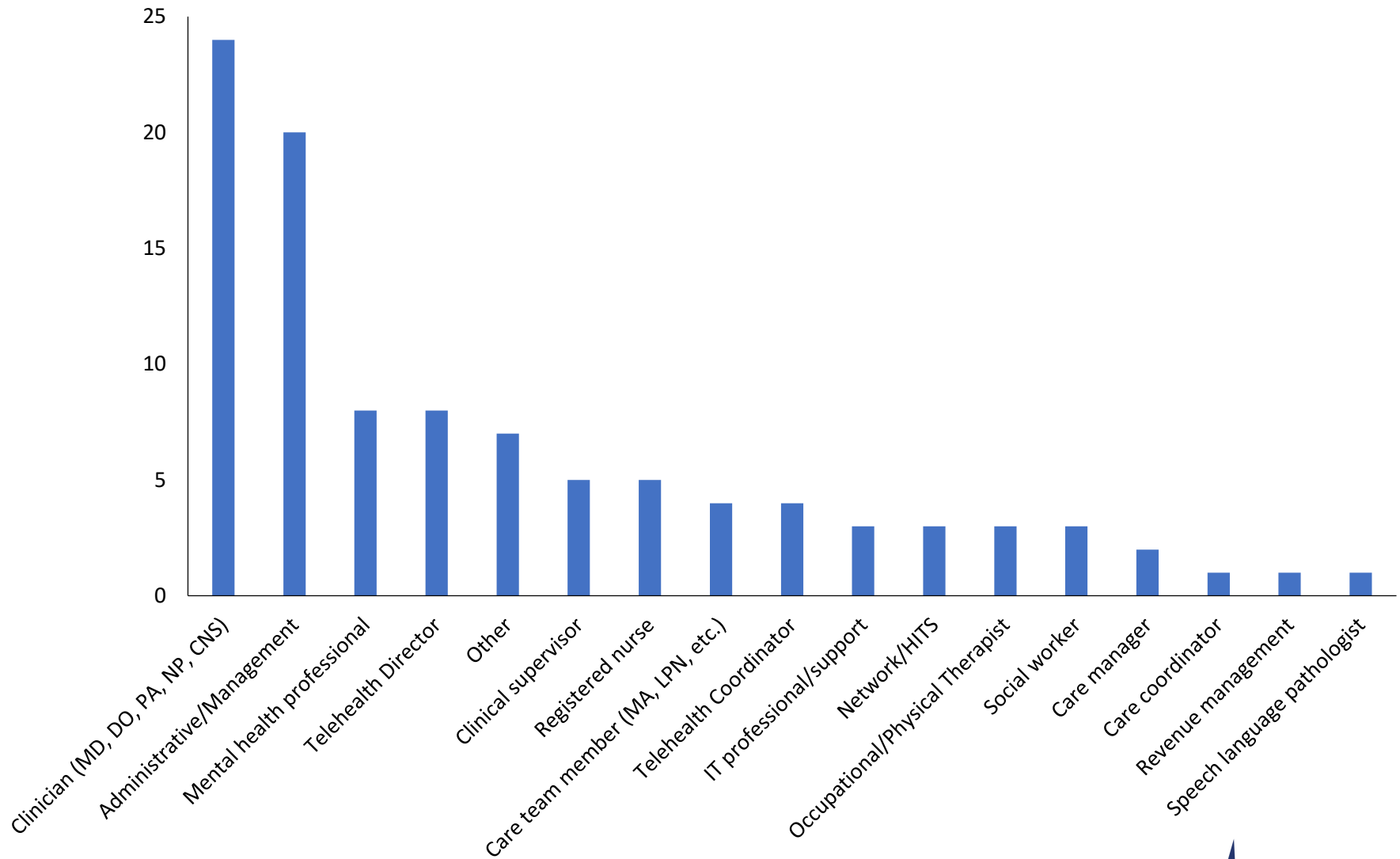# Which best describes your organization?
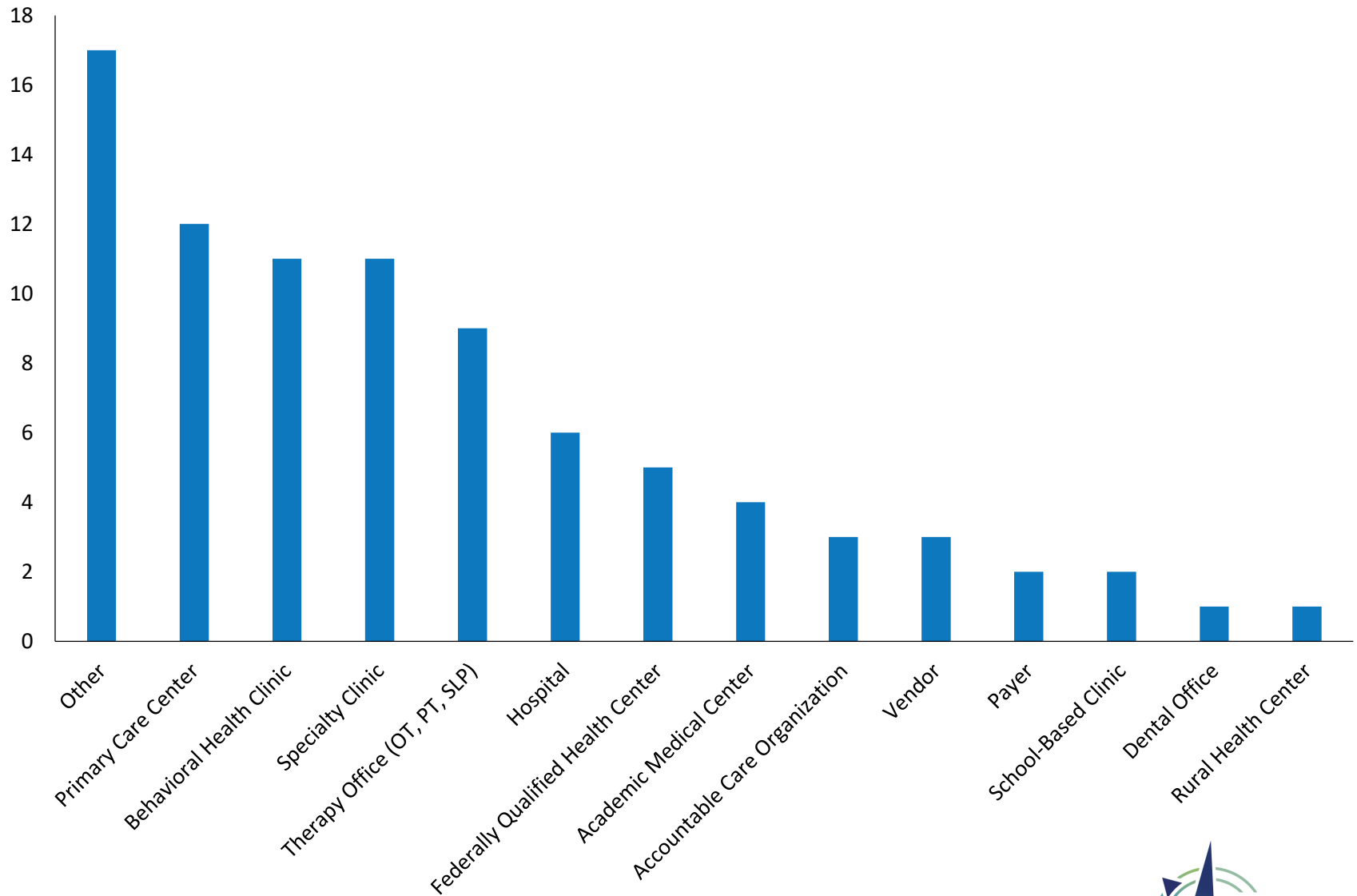
* Respondents can select all that apply
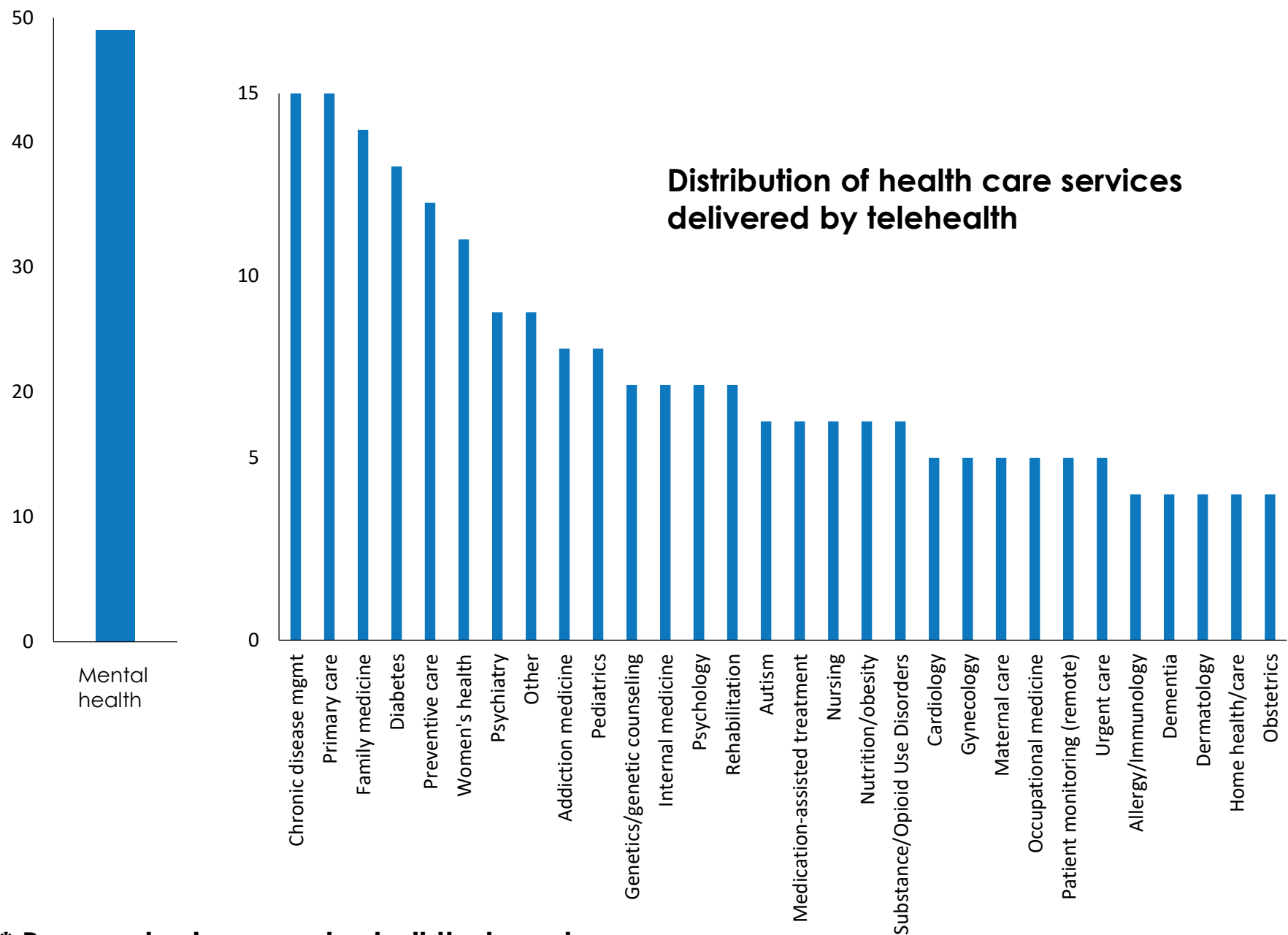
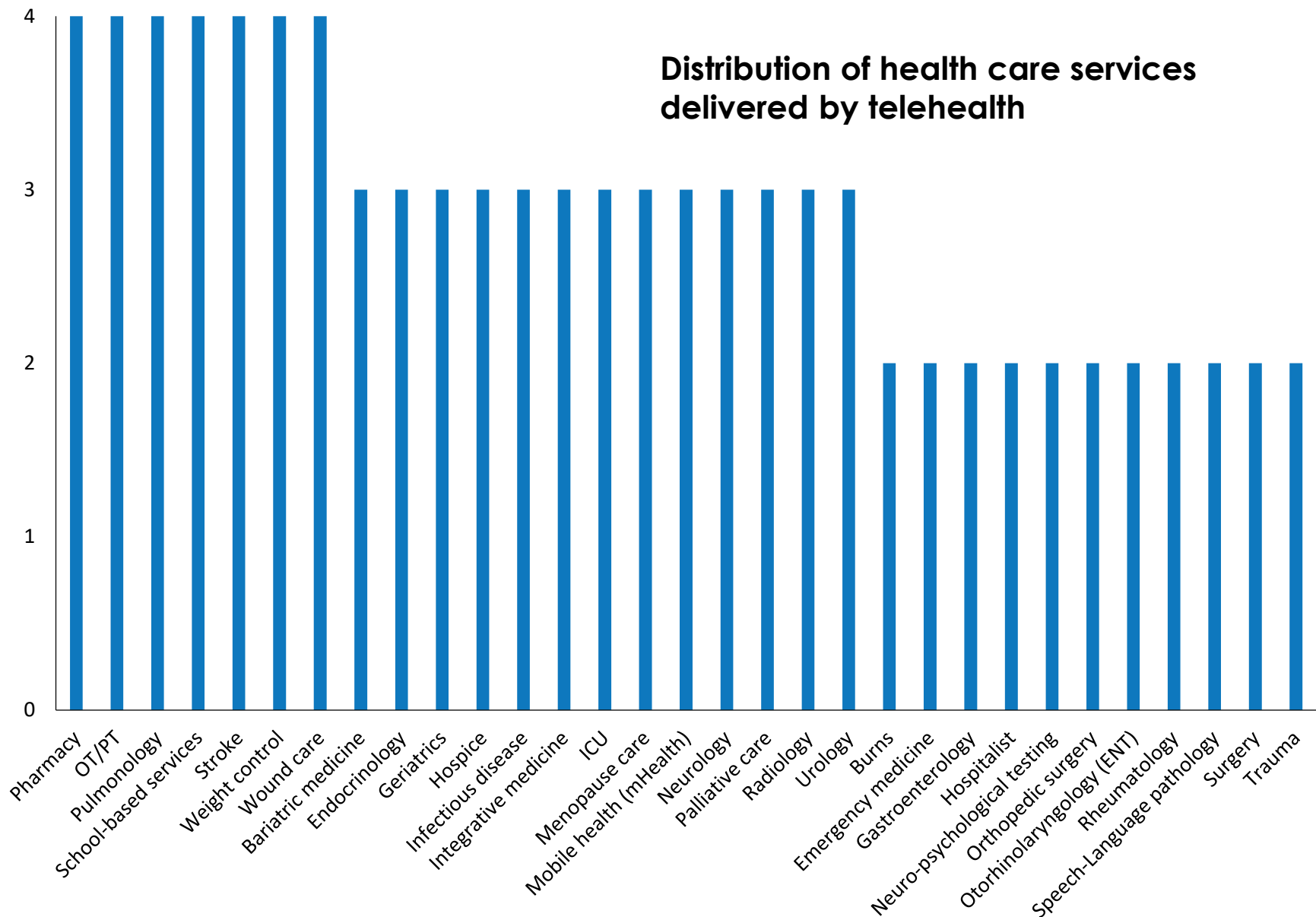# Types of special populations served

Position or role type?

* Respondents can select all that apply

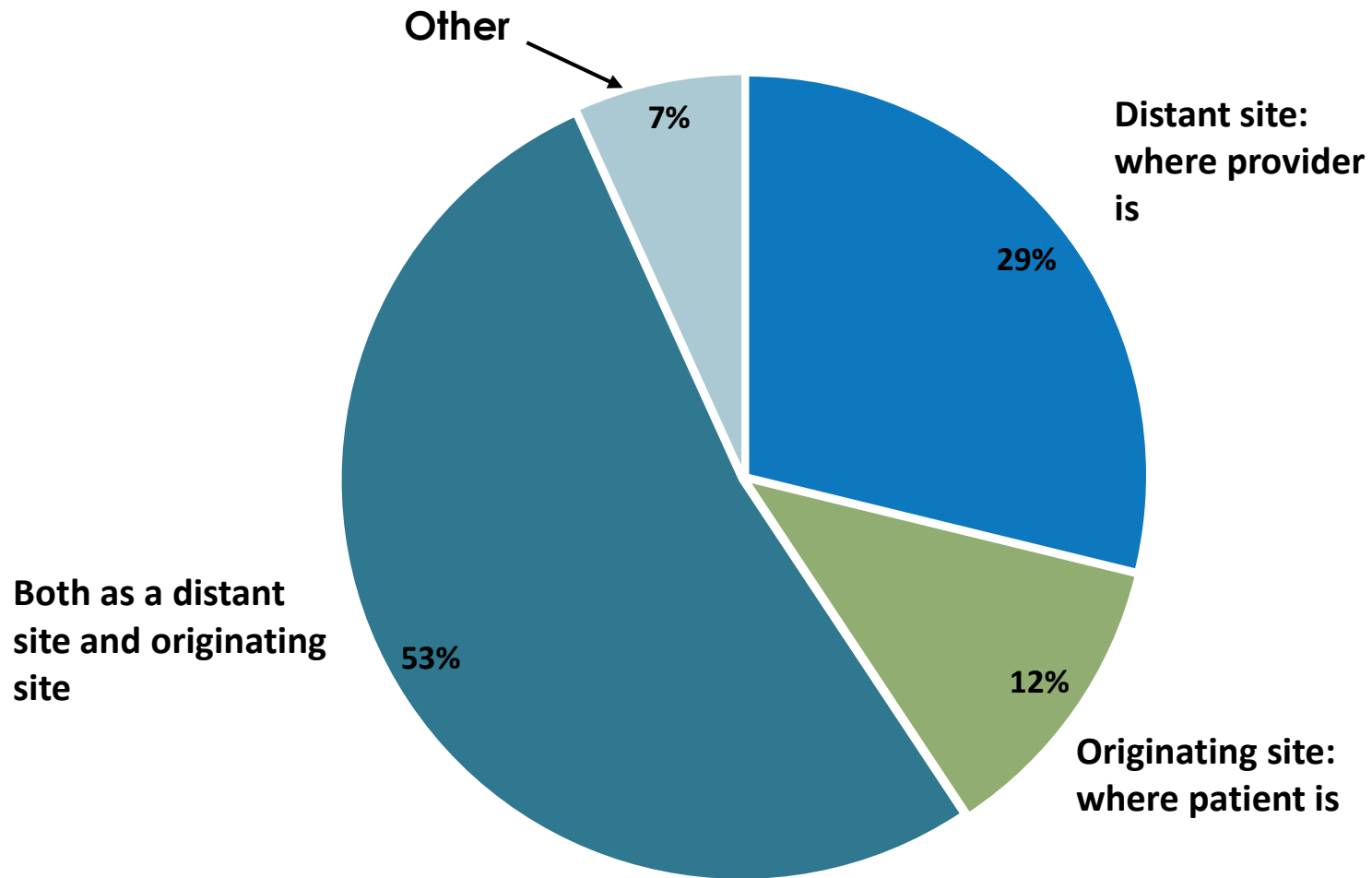# Health care services delivered by telehealth, 1 of 2

Distribution of health care services delivered by telehealth

Mental health — 49

Service	Value
Chronic disease mgmt	15
Primary care	15
Family medicine	14
Diabetes	13
Preventive care	12
Women's health	11
Psychiatry	9
Other	9
Addiction medicine	8
Pediatrics	8
Genetics/genetic counseling	7
Internal medicine	7
Psychology	7
Rehabilitation	7
Autism	6
Medication-assisted treatment	6
Nursing	6
Nutrition/obesity	6
Substance/Opioid Use Disorders	6
Cardiology	5
Gynecology	5
Maternal care	5
Occupational medicine	5
Patient monitoring (remote)	5
Urgent care	5
Allergy/Immunology	4
Dementia	4
Dermatology	4
Home health/care	4
Obstetrics	4

* Respondents can select all that apply

Health care services delivered by telehealth, 2 of 2

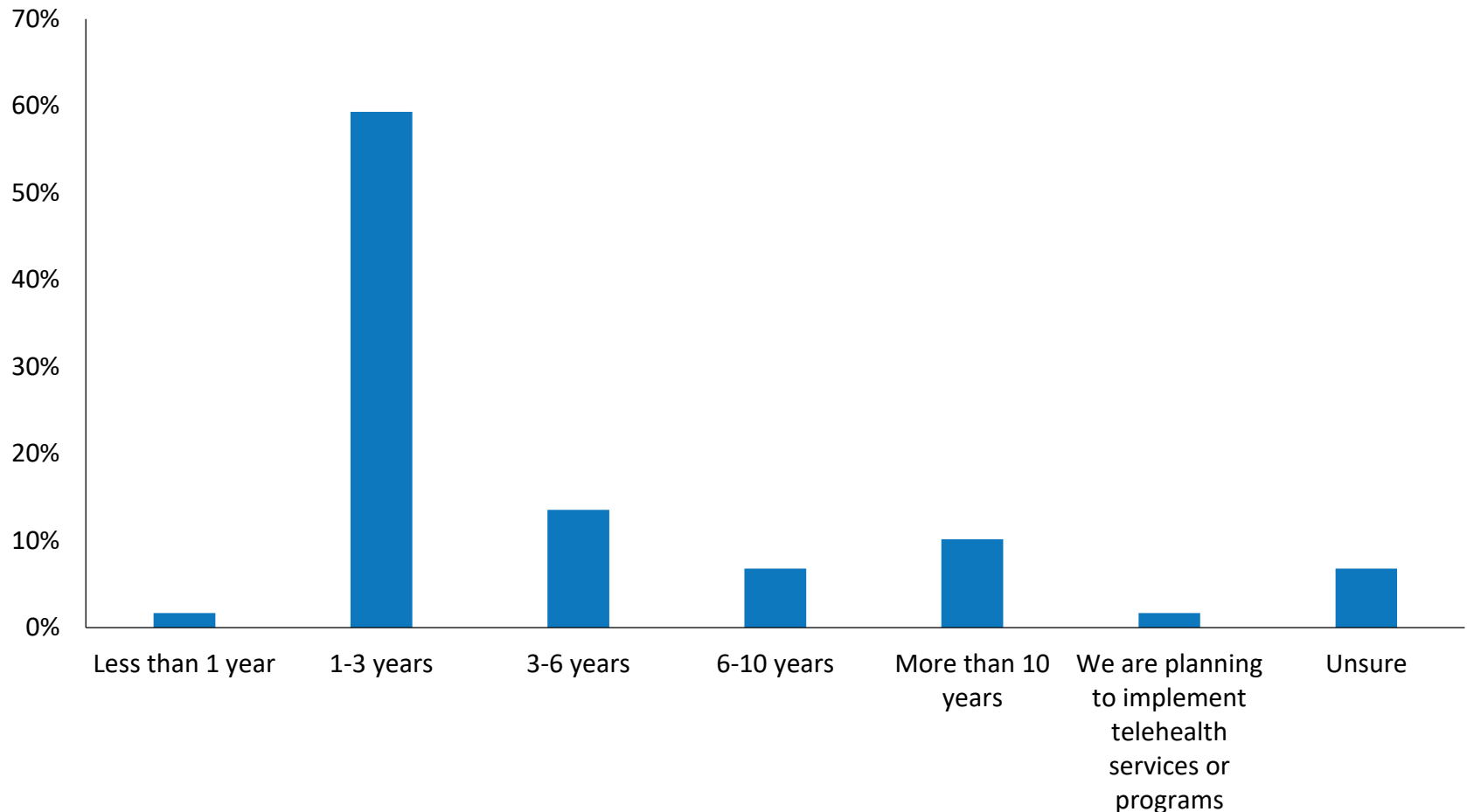**Distribution of health care services delivered by telehealth**

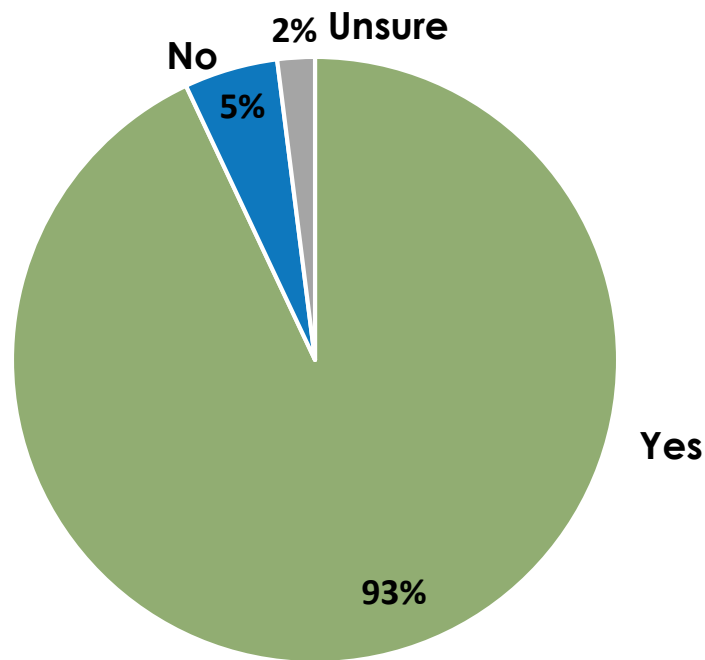*** Respondents can select all that apply**

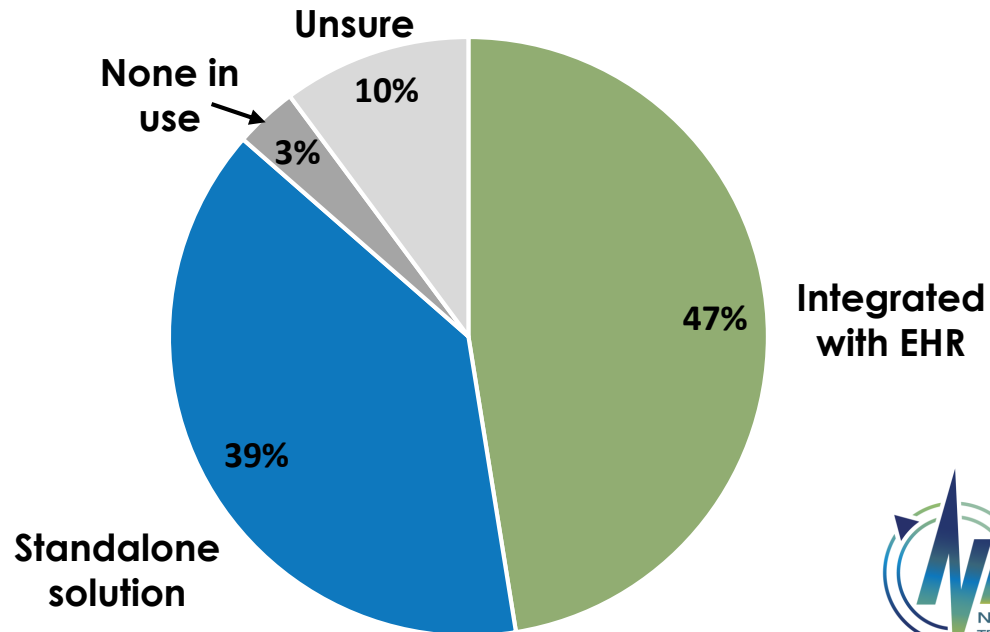# Health care services delivered by telehealth

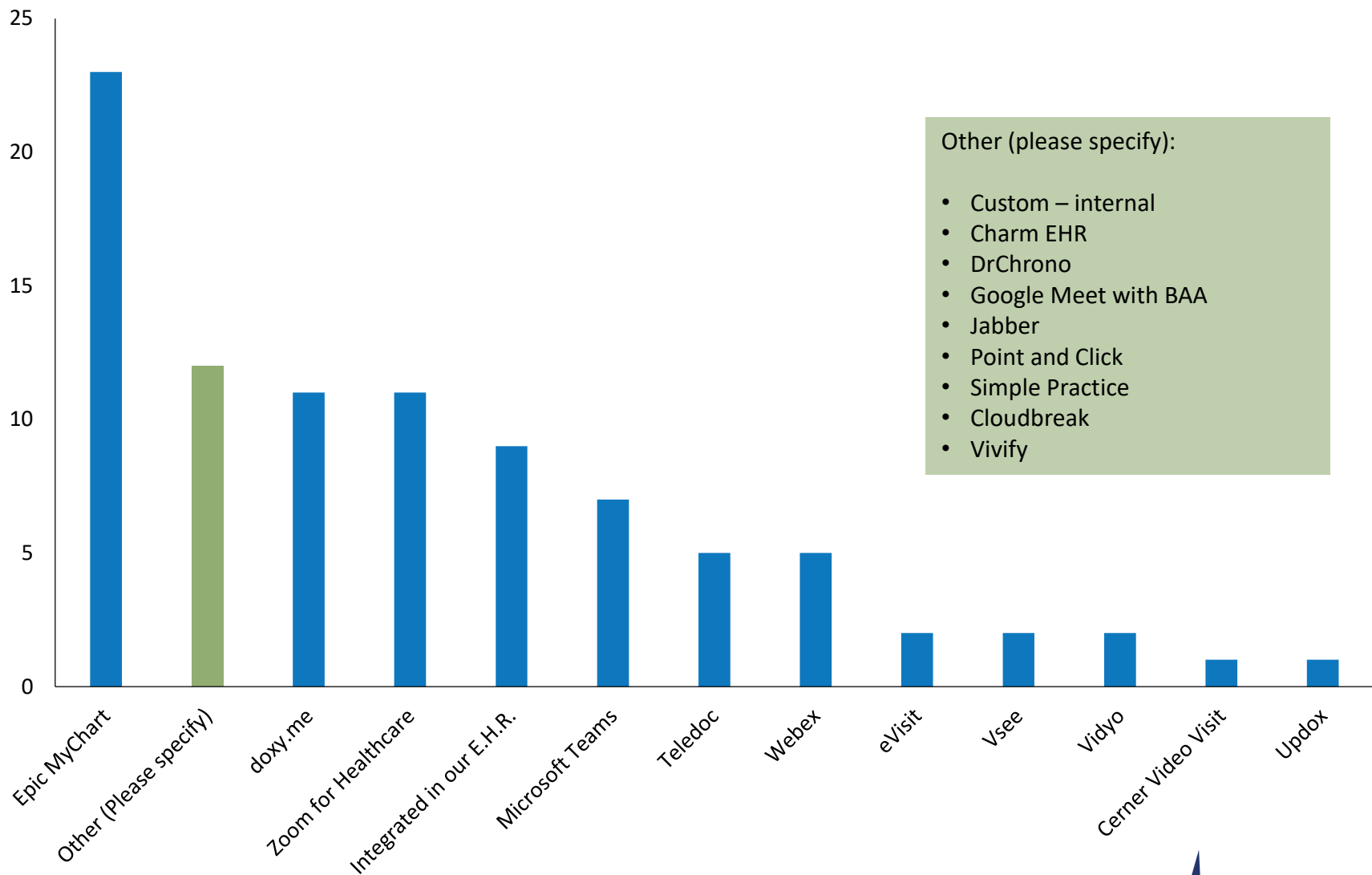# How long has your organization been offering telehealth services or programs?

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


Type of telehealth platform used

Telehealth platforms or vendors used

Other (please specify):

- Custom – internal
- Charm EHR
- DrChrono
- Google Meet with BAA
- Jabber
- Point and Click
- Simple Practice
- Cloudbreak
- Vivify

* Respondents can select all that apply

Is your organization using any telehealth peripherals?

- Yes, we are using peripherals
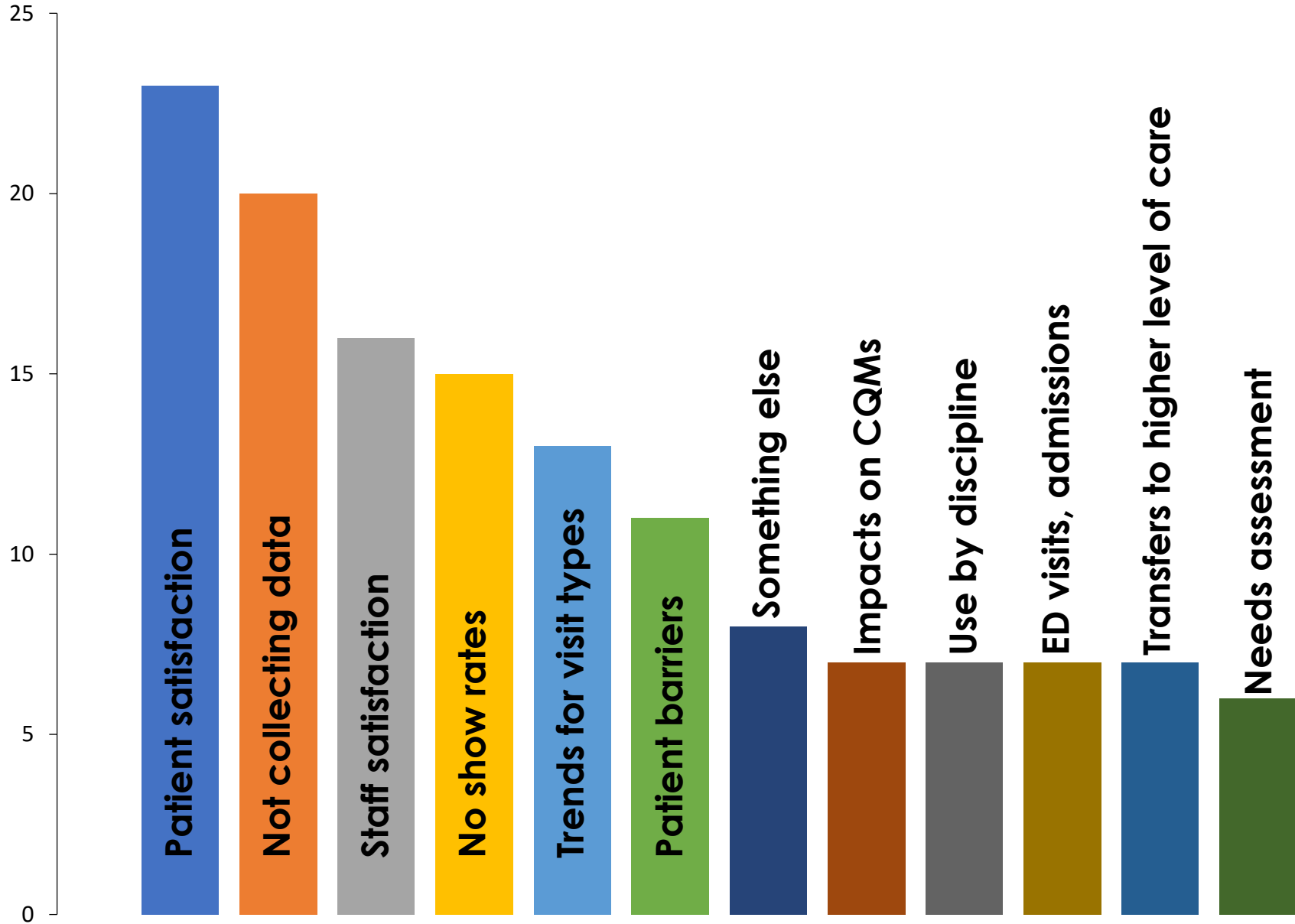- No, we are not using any peripherals

12%

88%
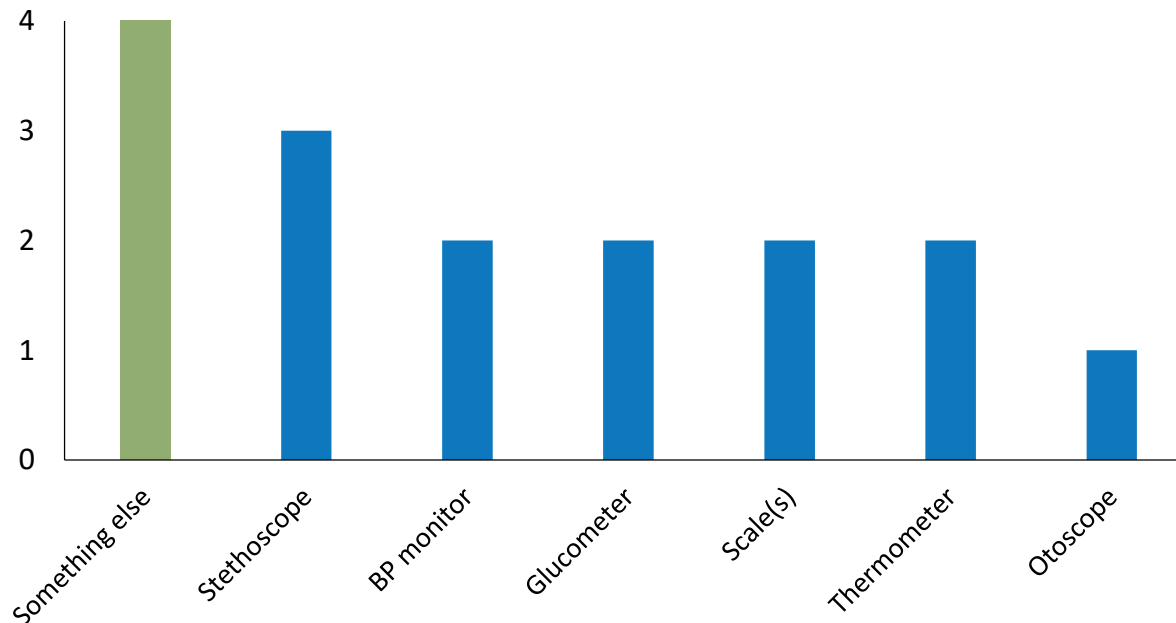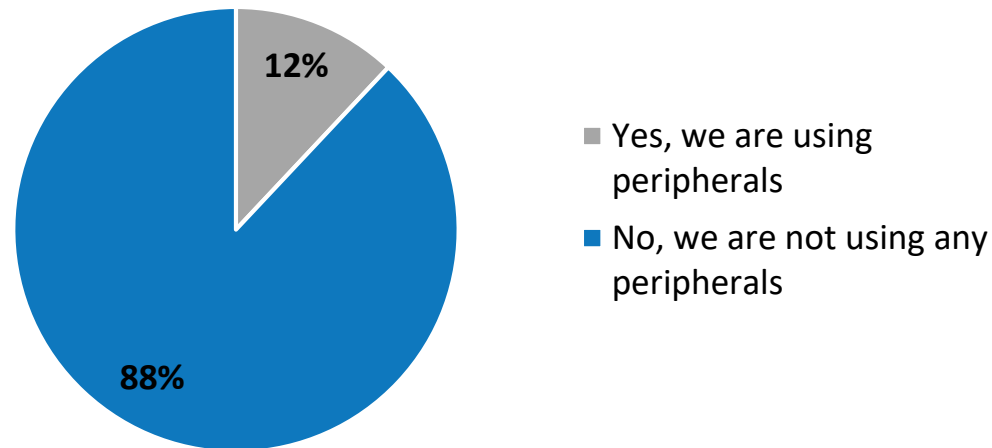
Something else (please specify):

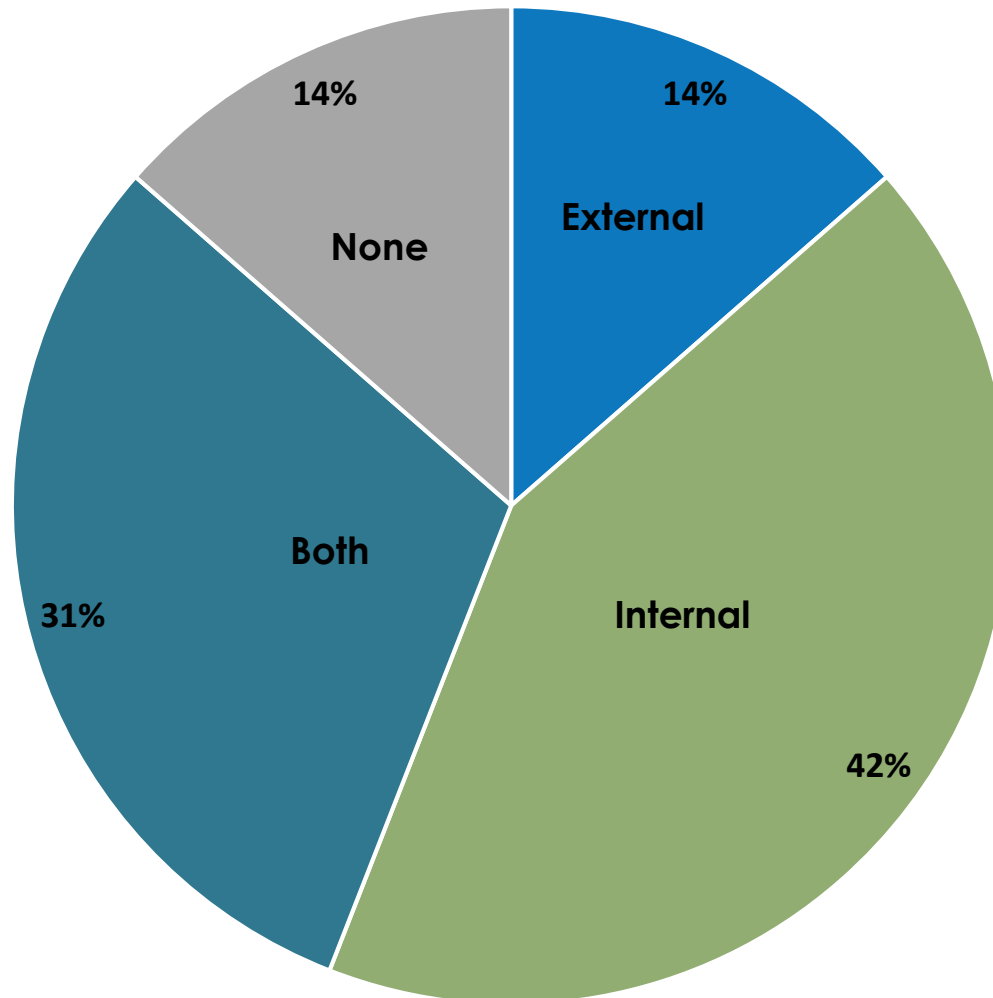- ROM smartphone app
- Oximeter
- CGM

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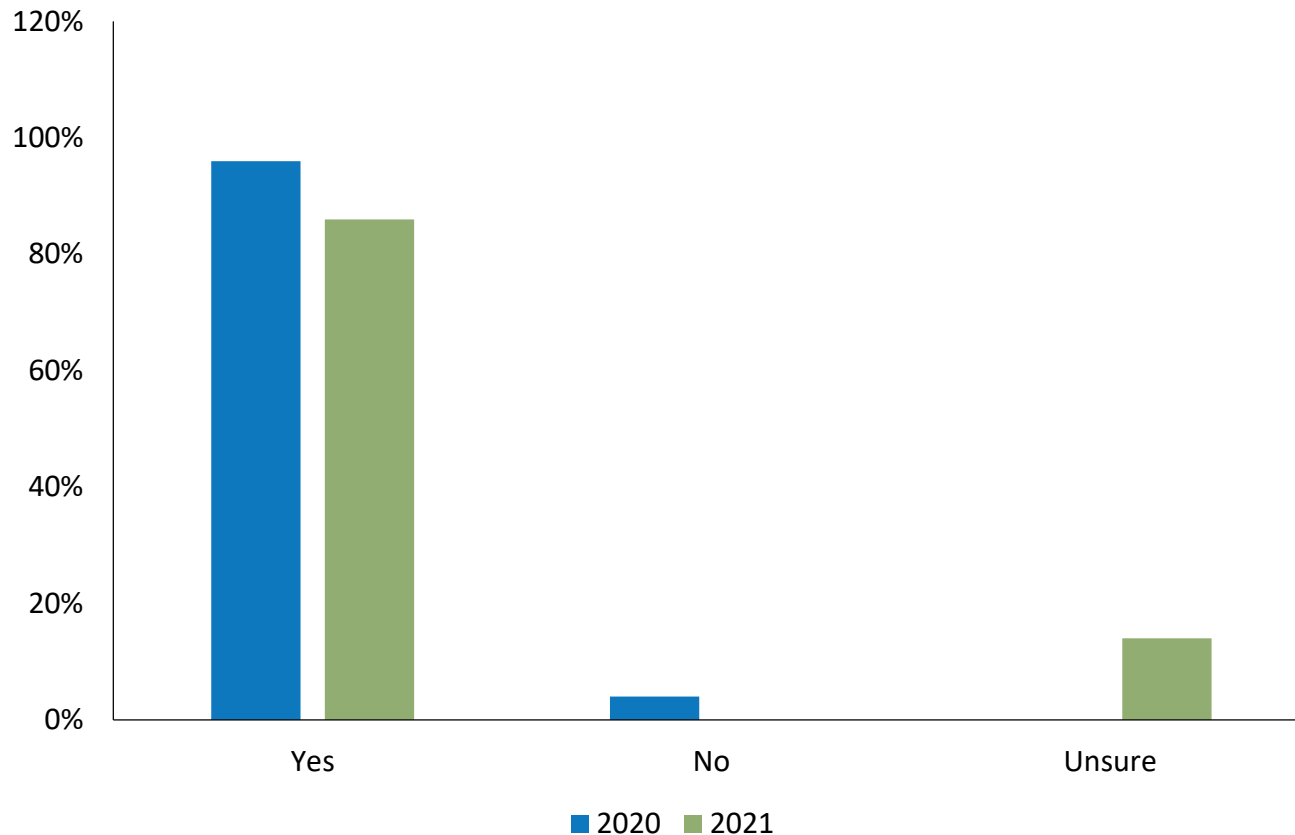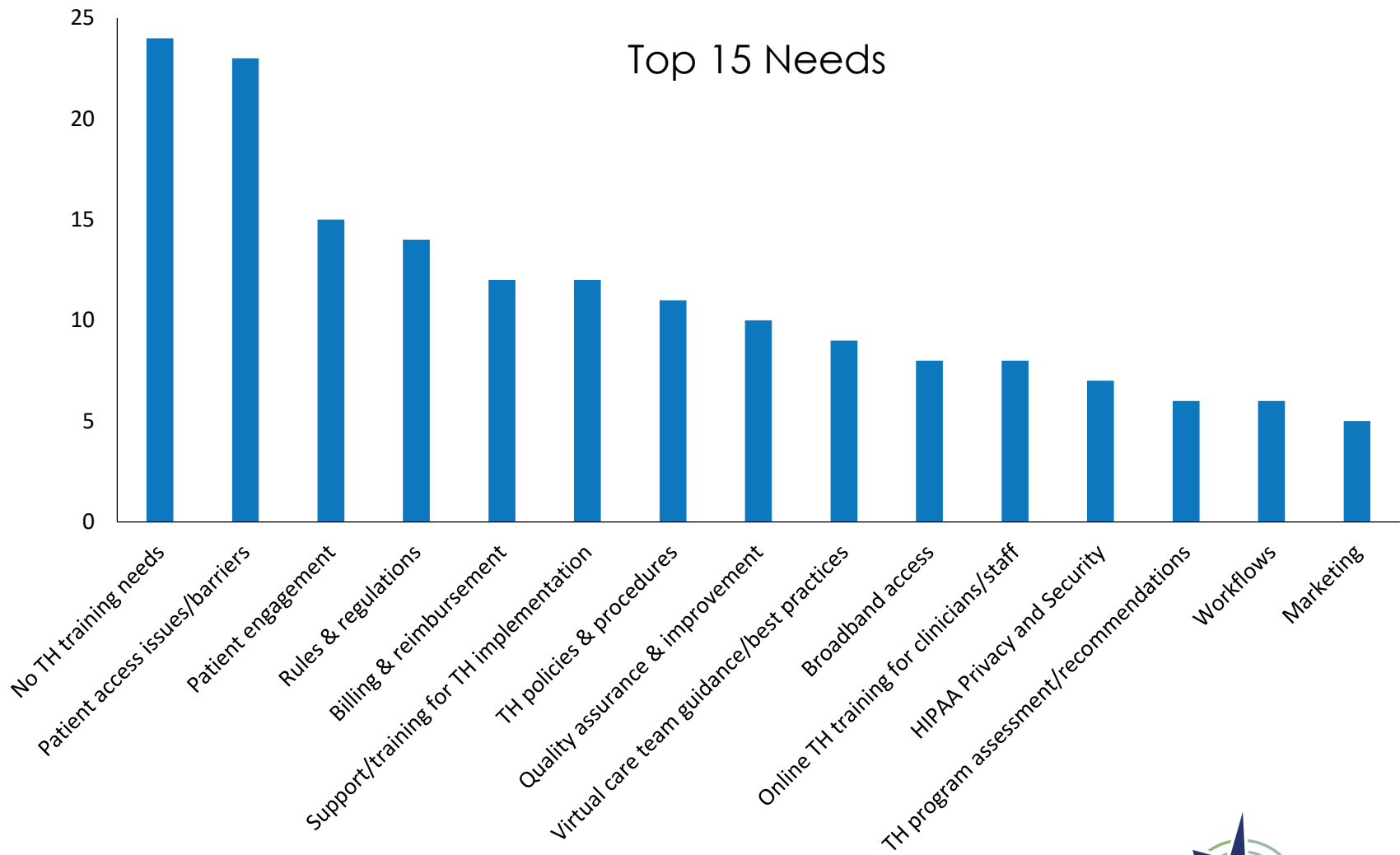
What telehealth related data are you collecting?

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

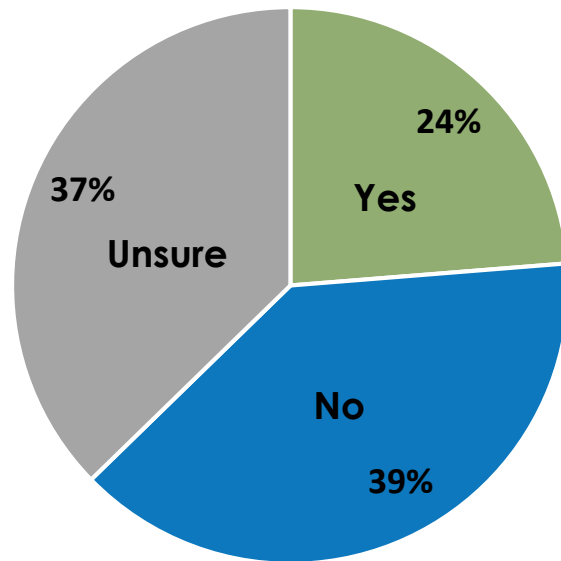# What telehealth resources, tools, training and/or support do you or your organization need?
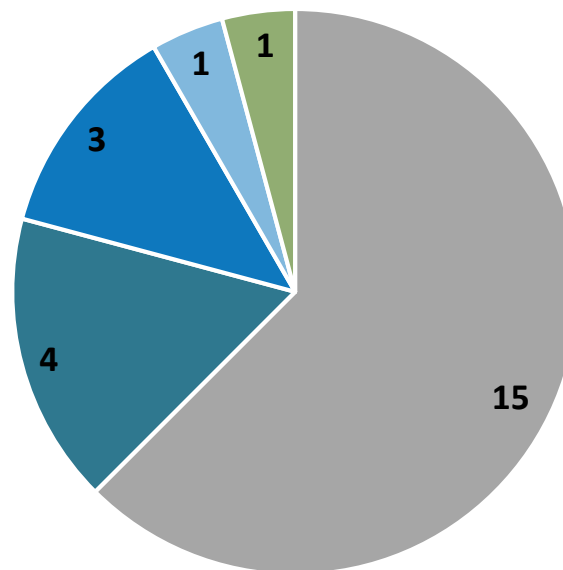

Top 15 Needs

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	4	7	4
Remote Eval of Recorded Info	3		
E-Visits (incl. FQHC & RHC)	5	7	4
Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs	5	5	5
Principal Care Mgmt (PCM)– incl. FQHCs/RHCs	3		
Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs	5-BHI	3	7
	1-CoCM		

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

*CoCM – Psychiatric Collaborative Care Services

Providing or in the process of implementing…

Virtual Service	No	Unsure
Telephone Evaluation and Management (E/M) Services	3	4

Telephone E/M Services (Breakdown)	Number
By a **physician or other qualified healthcare professional** (99441-99443)	4
By a qualified **nonphysician health care professional** (98966-98968)	4
By a **FQHC/RHC** (G2025)	1

Providing or in the process of implementing…

E-Consults (aka Interprofessional Consultations)	Yes	No	Unsure
By the **consultative physician**, including verbal and written report	4	3	5
By the **requesting/treating physician**	3		

Remote Physiologic/Patient Monitoring	Yes	No	Unsure
Initial set up and patient education	4	4	4
Related remote patient monitoring services	5		
Remote monitoring of blood pressure	3		