*Respondents may deliver services in multiple states*
Survey Response – Oregon

<table>
<thead>
<tr>
<th>Number of respondents that include Oregon in their service area</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>55</td>
<td>59</td>
</tr>
</tbody>
</table>

* Respondents may deliver services in other states
Which best describes your organization?

* Respondents can select all that apply

- Other
- Primary Care Center
- Behavioral Health Clinic
- Specialty Clinic
- Therapy Office (OT, PT, SLP)
- Hospital
- Federally Qualified Health Center
- Academic Medical Center
- Accountable Care Organization
- Vendor
- Payer
- School-Based Clinic
- Dental Office
- Rural Health Center

NRTRC
NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER
Types of special populations served

- Rural underserved: 19%
- Urban underserved: 19%
- Minority populations: 22%
- Veterans: 12%
- American Indian: 14%
- Alaska Native: 9%
- Rural: 5%
- Unsure: 19%
Position or role type?

* Respondents can select all that apply

Clinician (MD, DO, PA, NP, CNS) / Administrative/Management / Mental health professional / Telehealth Director / Other / Clinical supervisor / Registered nurse / Telehealth Coordinator / IT professional/support / Network/HITS / Social worker / Care manager / Care coordinator / Revenue management / Speech language pathologist
Health care services delivered by telehealth, 1 of 2

Distribution of health care services delivered by telehealth

* Respondents can select all that apply
Distribution of health care services delivered by telehealth

* Respondents can select all that apply
Health care services delivered by telehealth

- Both as a distant site and originating site: 53%
- Distant site: where provider is: 29%
- Originating site: where patient is: 12%
- Other: 7%
How long has your organization been offering telehealth services or programs?

- Less than 1 year
- 1-3 years
- 3-6 years
- 6-10 years
- More than 10 years
- We are planning to implement telehealth services or programs
- Unsure
Do you or your organization use an electronic health record (EHR)?

Type of telehealth platform used
Telehealth platforms or vendors used:

- Epic MyChart
- 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 (88%)
- No, we are not using any peripherals (12%)

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

- Internal: 42%
- Both: 31%
- External: 14%
- None: 14%
What telehealth resources, tools, training and/or support do you or your organization need?

* Respondents can select all that apply
Are you or your organization providing or in the process of implementing any virtual services besides telehealth?

- Yes: 24%
- No: 39%
- Unsure: 37%

If no, what are primary reasons why?

- Not applicable to my/our practice: 1
- Concerns with reimbursement (please specify): 4
- Lack of patient engagement/participation: 3
- Lack of clinician/staff buy-in: 1
- Lack of leadership: 15
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>Virtual Service</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Check-Ins</td>
<td>4</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Remote Eval of Recorded Info</td>
<td>3</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>E-Visits (incl. FQHC &amp; RHC)</td>
<td>5</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Chronic Care Mgmt (CCM) – incl. FQHCs/RHCs</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Principal Care Mgmt (PCM) – incl. FQHCs/RHCs</td>
<td>3</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Behavioral Health Integration Services – including (CoCM*) and FQHCs/RHCs</td>
<td>5-BHI</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>1-CoCM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- 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...

<table>
<thead>
<tr>
<th>Virtual Service</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Evaluation and Management (E/M) Services</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone E/M Services (Breakdown)</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>By a <strong>physician or other qualified healthcare professional</strong> (99441-99443)</td>
<td>4</td>
</tr>
<tr>
<td>By a qualified <strong>nonphysician health care professional</strong> (98966-98968)</td>
<td>4</td>
</tr>
<tr>
<td>By a <strong>FQHC/RHC</strong> (G2025)</td>
<td>1</td>
</tr>
</tbody>
</table>
Providing or in the process of implementing...

<table>
<thead>
<tr>
<th>E-Consults (aka Interprofessional Consultations)</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>By the <strong>consultative physician</strong>, including verbal and written report</td>
<td>4</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>By the <strong>requesting/treating physician</strong></td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remote Physiologic/Patient Monitoring</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial set up and patient education</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Related remote patient monitoring services</td>
<td>5</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Remote monitoring of blood pressure</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>