

2021 NRTRC Telehealth and Virtual Services Survey

Thank you in advance for taking the 2021 NRTRC Telehealth Survey! The results of the survey help us understand the current state of telehealth, and perhaps even more important, how best to serve, support and respond to those implementing and sustaining telehealth services. Please help us by filling out this survey as completely as you can; it should take about 5-10 minutes to complete. This survey is for individuals/professionals or health care organizations that deliver health care services and are currently implementing or providing telehealth.

For the purpose of this survey, telehealth refers to the specific codes and services pertaining to the [CMS List of Telehealth Services](#) that are posted annually and have been modified and expanded during the public health emergency (PHE) as well as other services delivered by telehealth, including but not limited to teledentistry, telestroke and teleradiology. Virtual services refer to the additional options to deliver healthcare services remotely (e.g., chronic care management (CCM), remote patient monitoring (RPM), virtual communication services (VCS), etc.).

If you have any questions or feedback regarding the survey or the survey items, please contact NRTRC at info@nrtrc.org.

Intake:

States where you or your organization deliver health care services:

Organization Name (optional):

Email address (enter if you would like to receive the survey summary results):

Type of organization (check all that apply)

- Academic Medical Center
- Accountable Care Organization
- Behavioral Health Clinic
- Critical Access Hospital
- Dental Office
- Federally Qualified Health Center
- Hospital
- Payer
- Primary Care Center
- Rural Health Center
- School-Based Clinic
- Skilled Nursing/Long-Term Care/Assisted Care Facility
- Specialty Clinic

- Therapy Office/Practice (e.g., OT, PT, SLP)
- Tribal Clinic
- Vendor
- Other

Type of population(s) your organization serves (check all that apply)

- Rural underserved
- Urban underserved
- American Indian
- Alaska Native
- Veterans
- Minority populations
- People with Disabilities
- My organization does not serve any of these populations
- Unsure

Position or role type (select all that apply):

- Administrative/Management
- Care coordinator
- Care manager
- Care team member (MA, LPN, etc.)
- Clinical supervisor
- Clinician (e.g., MD, DO, PA, NP, CNS)
- Dental hygienist
- Dentist
- IT professional/support
- Mental health professional (psychologist or psychiatrist)
- Network/Information Technology Specialist
- Occupational or Physical Therapist
- Registered nurse
- Revenue management
- Speech language pathologist
- Social worker
- Telehealth Director/Coordinator
- Other

Telehealth Services:

What health care services do you deliver by telehealth (include services by your own providers and by outsourced/contracted providers.) Check all that apply.

- Addiction medicine
- Allergy and/or Immunology

- Audiology
- Autism
- Bariatric medicine
- Burns
- Behavioral/mental health
- Cardiology
- Chronic disease management
- Dementia
- Dentistry
- Dermatology
- Diabetes
- Emergency medicine
- Endocrinology
- Epilepsy
- Family medicine
- Gastroenterology
- Genetics/genetic counseling
- Geriatrics
- Gynecology
- Hematology
- Hepatology
- Home health/care
- Hospice
- Hospitalist
- Infectious disease
- Integrative medicine
- ICU (intensive care unit)
- Internal medicine
- Long-term care
- Maternal care
- Medication-assisted treatment
- Menopause care
- Mental/behavioral health
- Microbiology
- Mobile health (mHealth)
- Neonatology
- Nephrology
- Neurology
- Neuro-psychological testing
- Nursing
- Nutrition/obesity
- Obstetrics

- Occupational medicine
- Oncology
- Ophthalmology
- Orthopedic surgery
- Otorhinolaryngology (ENT)
- Pain management
- Palliative care
- Pathology
- Patient monitoring (remote)
- Pediatric pulmonology
- Pediatrics
- Pharmacy
- Physical/occupational therapy
- Podiatry
- Preventive care
- Primary care
- Psychiatry
- Psychology
- Pulmonology
- Radiology
- Rehabilitation
- Rheumatology
- School-based services
- Speech-Language pathology
- Sleep medicine
- Sonography
- Stroke
- Substance/Opioid Use Disorders
- Surgery
- Toxicology
- Trauma
- Urgent care
- Urology
- Weight control
- Women's health
- Wound care
- Other

Do you support/deliver telehealth as a/an:

- Distant site (where the provider is).
- Originating site (where the patient is).

- Both of the above
- Other

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)?

- Yes
- No
- Unsure

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

Enter name of platform/vendor (enter "unsure" if you do not know): [Dropdown list or select all that apply]

- Amwell
- Cerner Video Visit
- Chiron Health
- doxy.me
- Epic MyChart
- eVisit
- Lifesize
- MEDITECH Expanse
- Microsoft Teams
- Teledoc
- VisuWell
- Vsee
- Updox
- Vidyo
- Webex
- Zoom for Healthcare
- We use a telehealth platform provided by our EHR vendor

The telehealth platform that we use is:

- Integrated with the EHR
- Standalone
- Not currently using any telehealth platform(s)
- Unsure

What, if any, telehealth peripherals are you using (select all that apply)?

- Blood pressure monitor
- Fetal heart dopplers
- Glucometer
- Incentive spirometer
- Lighted tongue depressors
- Otoscope
- Scale(s)
- Stethoscope
- Thermometer
- Something else (please specify):
- Not using any peripherals

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

- Yes
- No
- Unsure

What telehealth-related data are you collecting (select all that apply)?

- No-show rates – in-person vs. telehealth
- Patient barriers to telehealth (e.g., percent population without broadband, device and/or video-capability)
- Patient experience/satisfaction with telehealth
- Clinician/staff experience/satisfaction with telehealth
- Clinical quality measures – impacts when using telehealth (e.g., percent of individuals with diabetes with A1C > 9%, vaccine rates, cancer screenings)
- Data/trends for in-person, audio-only, audio and video (telehealth) visits
- Differences in telehealth use by discipline (e.g., behavioral vs. medical vs. dental providers or individual clinicians)
- Emergency department visits, admissions and/or readmissions
- In-person vs. telehealth visit rate of transfer (including inappropriate transfers) to higher level of care
- Needs assessment or gap analysis of what needs to be in place to optimize telehealth delivery
- Something else
- We are not collecting any telehealth-related data

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

- External training and support (e.g., [NRTRC online trainings](#))
- Internal training and support (e.g., our own staff provide training/support)
- Both
- We do not have a solution for telehealth-related training and support

What telehealth resources, tools, training, and/or support do you or your organization need? (please check all that apply) (Trudy to combine the two questions)

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

Virtual Services

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

- No – please enter the primary reasons why not (select all that apply):
 - Concerns with reimbursement (please specify):
 - Concerns with return on investment
 - Not applicable to my/our practice
 - Lack of clinician/staff buy-in
 - Lack of leadership
 - Lack of patient engagement/participation
 - Other
- Yes – please check all that apply below.

Virtual Communication Services

- Brief communication technology-based service, e.g., virtual check-in [(G2251 or G0071 (if FQHC/RHC))]
- Remote evaluation of recorded video and/or images (G2250 or G0071 (if FQHC/RHC))
- None of these
- Unsure

E-Visits — Online Digital Evaluation Services

- Online digital evaluation and management service, for an established patient, for up to seven days, cumulative time during the seven days (99421-99423 and 98970-98972)
- E-Visits by a FQHC/RHC (G0071)
- None of these
- Unsure

Chronic Care Management (Non-Complex, Complex and Principal Care Management)

- Chronic care management for non-FQHC/RHC (99490, 99491, G2058, 99487, 99489)
- Chronic care management for FQHC/RHC (G0511)
- Principal care management for non-FQHC/RHC (G2064, G2065)
- Principal care management for FQHC/RHC (G0511)
- None of these
- Unsure

Behavioral Health Integration Services

- Psychiatric Collaborative Care Services (CoCM) (99492-99494)
- General Behavioral Health Integration for non-FQHC/RHC (99484)
- General Behavioral Health Integration for FQHC/RHC (G0512)
- None of these
- Unsure

Telephone Evaluation and Management (E/M) Services

- By a physician or other qualified healthcare professional (99441-99443)
- By a qualified nonphysician health care professional (98966-98968)

- By a FQHC/RHC (G2025)
- None of these
- Unsure

Interprofessional Consultation Services

- By the consultative physician, including verbal and written report (99446-99449 and 99451)
- By the requesting/treating physician (99452)
- None of these
- Unsure

Remote Patient Monitoring of Physiologic Parameters

- Initial set up and patient education on use of equipment for monitoring of physiologic parameter(s) (e.g., weight, blood pressure, pulse oximetry respiratory rate)
- Related remote patient monitoring services (99454, 99457, 99458, or 99091)
- Remote monitoring of blood pressure – specific codes (99473 or 99474)
- None of these
- Unsure

Final Questions

What, if any, additional questions should we have asked but did not?

What, if any, additional information would you like us to know related to telehealth and virtual service delivery by you and/or your organization?

May we contact you if there are any follow up questions?

- Yes – enter email address:
- No