**Telephone Practice in NH**

Pre COVID-19 Survey of Telepractice Activities in NH

---

201 PROVIDERS SURVEYED FALL 2019

**Health Professionals Surveyed**

- Executive/Leadership: 16%
- Behavioral Health: 45.5%
- Medical: 32%
- Information Tech: 5.5%
- (e.g., community health worker, occupational therapist, speech therapist, counselor)

Only 43% of these health professionals reported using telehealth in 2019.

---

**Top Telepractice Modalities**

- Interactive Video (46%)
- Mobile Devices to Share Info (19%)
- Telephonic/Audio (18%)

Participants identified Zoom, Doxy.me, and VSee as the top platforms for engaging in video conferencing appointments. Other platforms identified include: Vidyo, Secure Video, One Doc, Star Leaf, Elation.

---

**Top Identified Provider Benefits & Barriers**

- Cost Savings
- Increased Productivity
- Increased Provider Satisfaction
- Improved Access & Continuity of Care
- Equipment & Start-up Costs
- Reimbursement
- Regulatory & Legal Restrictions
- Telepractice Knowledge for Behavioral Health Professionals

“We don’t have the knowledge or resources at this time to put it in place. If we had more individualized guidance we might look into it further.” - 2019 Survey Participant

---

**Top Perceived Patient Benefits & Barriers**

- Increased Access to Services
- Saving of Time and Money
- Increased Patient Satisfaction
- Continuity of Care
- Lack of Knowledge in Technology
- Limited Access to Technology
- Bandwidth Issues

---

**Conclusions & Recommendations**

- There is widespread need for provider training. Develop networks to help professionals understand and implement best practices.
- Experience is predominantly limited to video conferencing. Promote use of other modalities, such as remote patient monitoring.
- Funding is a major barrier to access. Pursue collaborative funding streams to sustainably stand up telepractice.
- Concerns about compliance are prevalent. Monitor all activity with compliance officers, throughout and beyond the period of COVID-19.

---

[Pre COVID-19 Survey of Telepractice Activities in NH](https://chhs.unh.edu/telehealth-practice-center)