

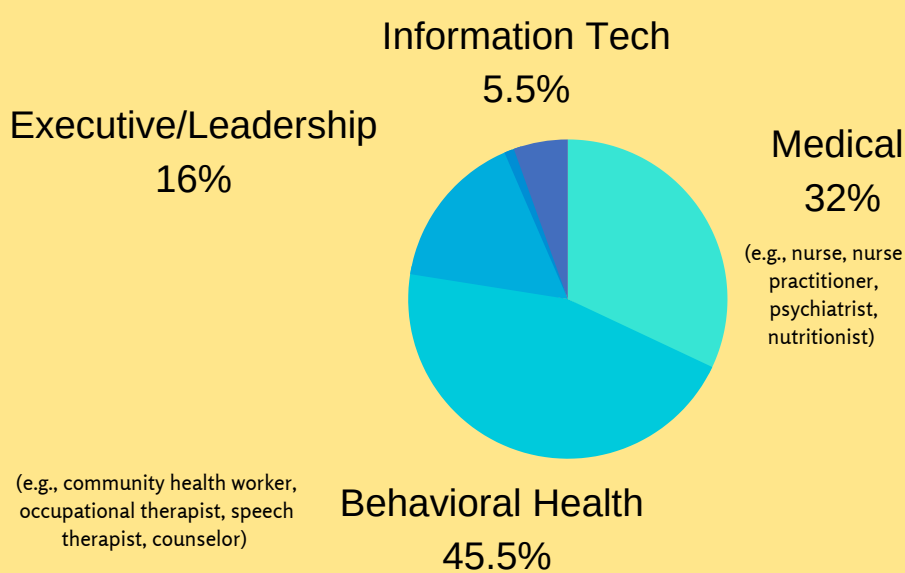
TELEPRACTICE IN NH

Pre COVID-19 Survey of Telepractice Activities in NH



201 PROVIDERS SURVEYED FALL 2019

HEALTH PROFESSIONALS SURVEYED



ONLY 43% OF THESE HEALTH PROFESSIONALS REPORTED USING TELEHEALTH IN 2019

TOP 3 TELEPRACTICE MODALITIES



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

Only 5% of participants identified use of remote monitoring devices

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

- | | |
|--|---|
| <ul style="list-style-type: none">• Cost Savings• Increased Productivity• Increased Provider Satisfaction• Improved Access & Continuity of Care | <ul style="list-style-type: none">• 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



- | | |
|---|---|
| <ul style="list-style-type: none">• Increased Access to Services• Saving of Time and Money• Increased Patient Satisfaction• Continuity of Care | <ul style="list-style-type: none">• Lack of Knowledge in Technology• Limited Access to Technology• Bandwidth Issues |
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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.**