

2024

Benchmarking Telehealth Usage in Virginia

As part of ongoing efforts to monitor the impact of telehealth on Virginia's patients and providers, the Virginia Telehealth Network (VTN) conducts a periodic "Benchmarking Telehealth Usage in Virginia" survey of actively practicing licensed providers across the Commonwealth. This research effort is designed to help us better understand Virginia's current and future needs with virtual care.

The third iteration of this benchmarking survey was conducted February 15 to March 15, 2024. It was distributed via Typeform. The following summary report highlights key findings and data comparisons between the 2021, 2023, and 2024 iterations of this benchmarking effort.

For more information, visit www.ehealthvirginia.org.



PARTICIPANT DEMOGRAPHICS

TOTAL RESPONDENTS = 3,754

83.8%

currently see patients

90.3%

care for adult patients

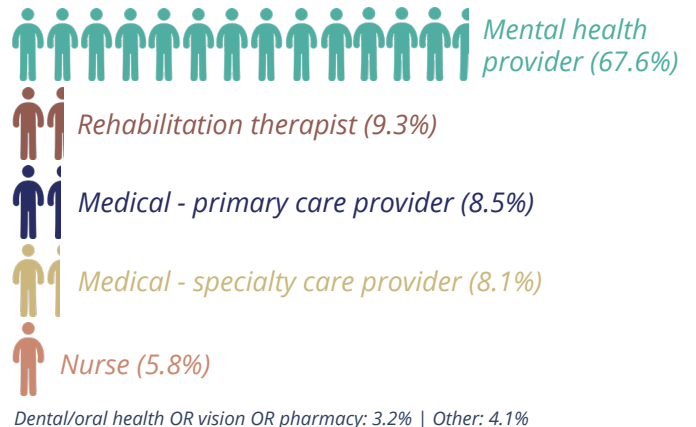
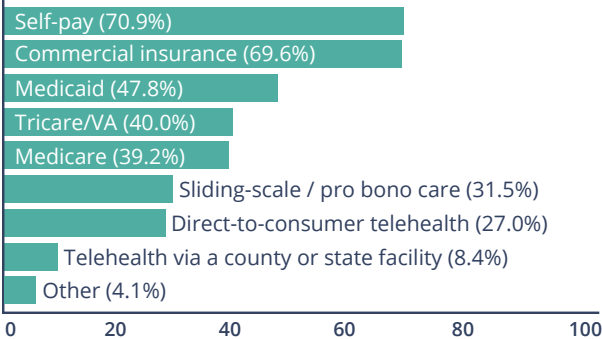
46.9%

care for pediatric patients

49.3%

care for geriatric patients

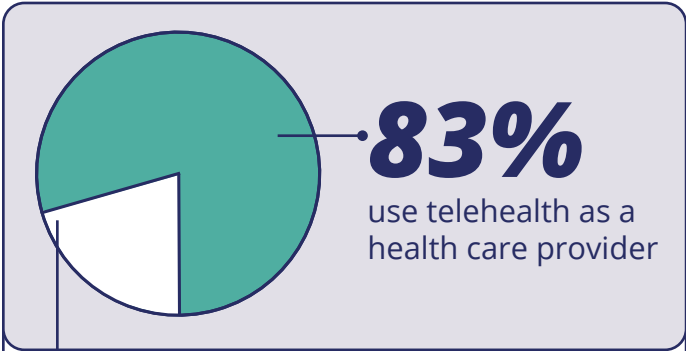
SURVEY RESPONDENTS PARTICIPATE IN...



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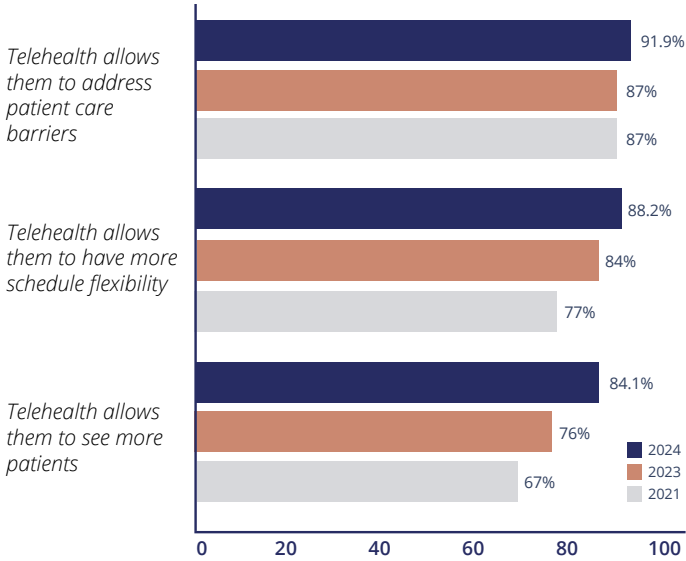
TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS WHO SEE PATIENTS



- 17%** are not currently using telehealth in their practice because: (N=534)
- 1. Not compatible with specialty or practice style (45.5%)
 - 2. Not applicable with role in health care (41.2%)
 - 3. Quality of care concerns (17.2%)
 - 4. Patient population limitations with technology access (15.5%)
 - 5. Lack of patient demand (12.5%)
 - 6. Reimbursement concerns (10.7%)

42% of those who do not currently use telehealth report a willingness to use one or more telehealth modalities in the future

PROVIDERS WHO USE TELEHEALTH SAY: N=2,611



TELEHEALTH HAS ALLOWED ME TO...

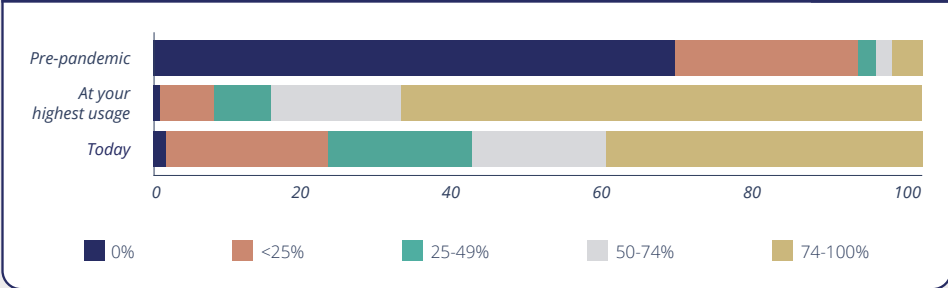
"...serve patients in underserved areas!"

"...provide follow-up quickly on abnormal results."

"...provide therapy to clients with transportation barriers or health conditions preventing them from being seen in person."

Telehealth providers report that their total percent of telehealth versus in-person encounters has declined and still significantly exceeds pre-pandemic telehealth usage.

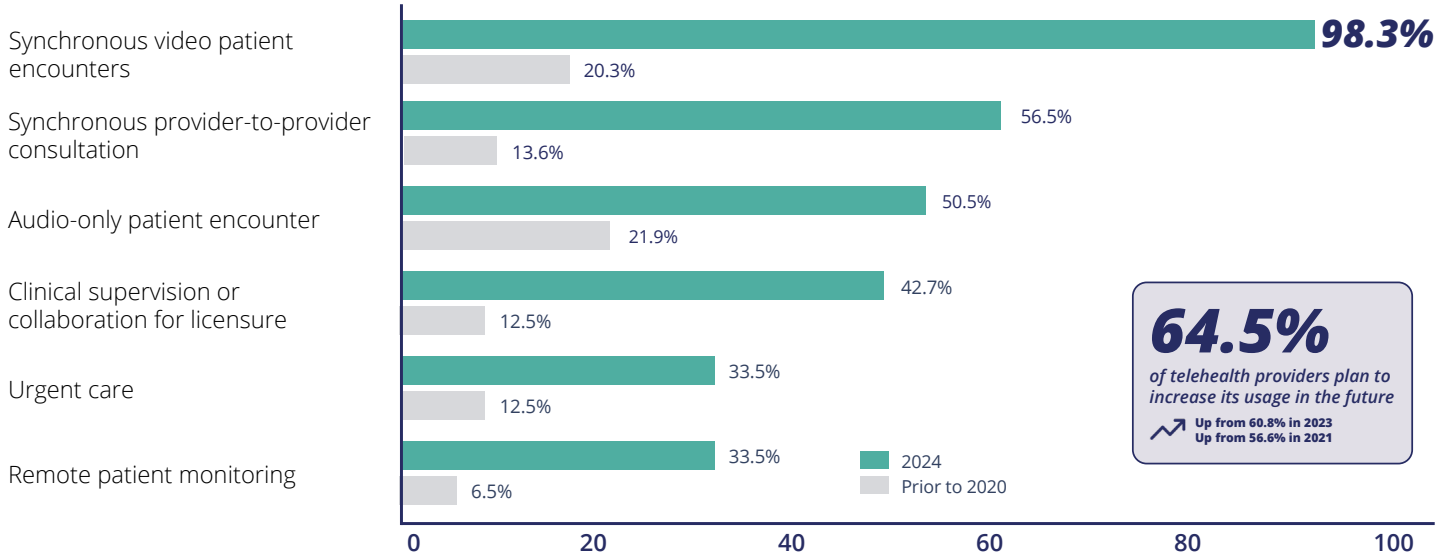
PERCENTAGE OF PATIENT ENCOUNTERS PROVIDED BY TELEHEALTH N=2,611



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TOP TELEHEALTH FUNCTIONS INCLUDE N = 2,349



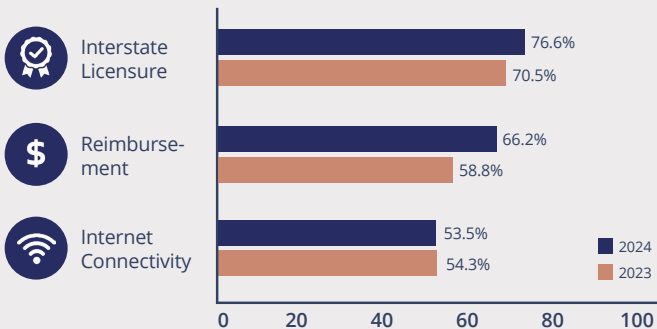
64.5%
of telehealth providers plan to increase its usage in the future
Up from 60.8% in 2023
Up from 56.6% in 2021

TELEHEALTH PROVIDERS NOTED OPPORTUNITIES FOR IMPROVEMENT...

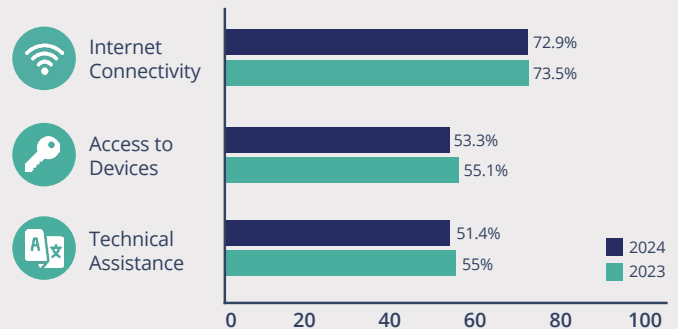
ONLY 47.3% agree that reimbursement is adequate for care provided via telehealth
N = 2,611

52.3% are concerned that proposed in-person requirements for prescribing will impact ability to continue to see their patients
N = 2,611

TOP AREAS OF IMPROVEMENT: PROVIDER EXPERIENCE N = 2,318



TOP AREAS OF IMPROVEMENT: PATIENT EXPERIENCE N = 2,203



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