

STRIKING A BALANCE:

Telehealth and In-Person Care

Telehealth can be a useful tool to promote health and wellbeing, though in many cases, it is best as a complement to in-person care. While the majority of Americans like the convenience of telehealth and are overall satisfied with the care they received during the pandemic, **more than 80% of Americans agree that it does not meet all of their healthcare needs.** As policymakers in Washington, D.C. and state capitals debate the future of telehealth policies nationwide, a balance must be achieved that preserves in-person care.

81% OF AMERICANS

agree telehealth appointments **meet some but not all** of their healthcare needs

80% OF AMERICANS

will always **prefer in-person care** to telehealth

79% OF AMERICANS

say they like the convenience of telehealth, but **don't want it to replace** in-person care

DOCTORS RECOGNIZE LIMITS

While both patients and providers agree that telehealth is suitable for certain situations, they each recognize there are limits associated with receiving virtual care.



PATIENTS:

53% OF AMERICANS cite that a healthcare provider might miss something due to limited view/observation of the patient as a disadvantage of telehealth.



PROVIDERS:

- *"I still feel very awkward and guilty by not examining the patient. That hasn't left me. [...] I feel like that leaves me a little bit incomplete."* – Medical Oncologist
- *"Telehealth may not be the best of choice, but it may be the only choice and something is better than nothing. It shows that they're still being cared for, there's someone that answers questions. There's someone to rely on; to speak to."* – Physical Therapist
- *"The patient and me (doctor) will experience the pitfalls because I can't do an EKG, I can't check their pressure, I can't touch, talk, connect. [...] Patients are sometimes in their car, sometimes they're calling me from work. It's just more disconnected in a sense."* – Cardiologist

PATIENTS AND PHYSICIANS ARE MORE CONFIDENT IN THE QUALITY OF IN-PERSON CARE

90% OF AMERICANS

are **confident in the care they receive in person**, while 69% are confident in the care received via telehealth.

62% OF ADULTS

worry they won't receive the care they need if they can't see their doctor in person.

*"I prefer seeing people in person the first time because that, to me, is **the most important connection that I have with the patient.** (For us) to show that compassion, it's hard to do on a telemedicine visit."*

– Medical Oncologist

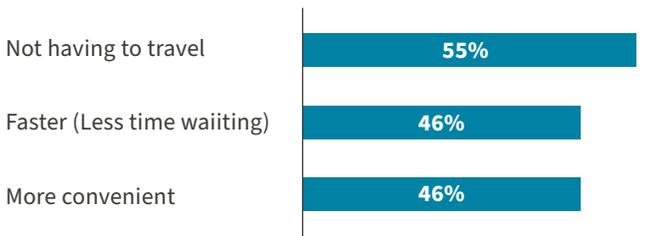
QUALITY OVER CONVENIENCE

Patients liked the convenience of telehealth during the pandemic but are not convinced of the quality of care they would receive long term. In-person care affords doctors the ability to conduct thorough physical examinations, run tests, and build and maintain connections with patients.

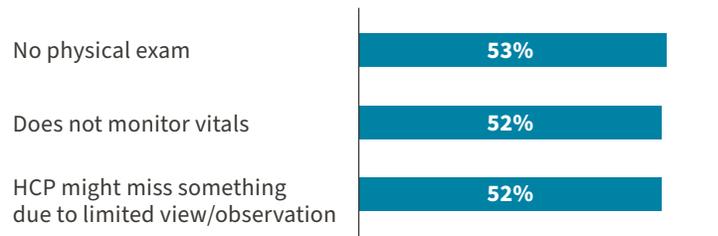
82% OF AMERICANS

say telehealth appointments were a great option during the pandemic but believe doctor's visits are best in-person.

ADVANTAGES OF TELEHEALTH



DISADVANTAGES OF TELEHEALTH



ONE SIZE DOES NOT FIT ALL: PATIENT CHOICE OF CARE SETTINGS

Patients deserve the right to see their doctor at a time and place that works for them and is medically appropriate. Some situations are well suited for telehealth and some require in-person care. Any new policy should allow patients and doctors to create a regimen of care that includes a mix of in-person and telehealth visits that is right for them.

PROVIDERS ON MOST AND LEAST USEFUL SCENARIOS FOR TELEHEALTH:

MOST:

When surveyed, providers shared that the top three **most useful** applications for telehealth were:

- 1 Clinical follow-up / maintenance patients
- 2 Transportation / rural communities / vacation
- 3 2nd Opinion

"I had a patient who lives three and a half hours away from here, and has a rare tumor. He was referred for study. I met him via telemedicine the first time to assess how he was doing because not everybody is a candidate for clinical trials. [...] Now he's coming to see me in person. That initial connection via telehealth was helpful before he committed to coming a long distance to see us."

– Medical Oncologist

LEAST:

When surveyed, providers shared that the top three **least useful** applications for telehealth were:

- 1 Appointments that require interaction and physical exam / contact
- 2 Patients that are symptomatic
- 3 New patients / diagnostics process

"I think when we have to have a serious goals of care discussion or transitioning care to hospice, or telling somebody about a CT scan report that's not positive, those scenarios are very challenging, and I think you need to do those in person."

– Medical Oncologist