















Poll Results from Telemedicine and eConsults Stakeholder Kick-off 7/29/20






Poll 1. What kind of stakeholder are you?

| | | |
|----------------------------|--|----|
| Member/Advocate |  | 12 |
| Behavioral Health Provider |  | 19 |
| FQHC |  | 14 |
| Primary Care Provider |  | 14 |
| Other Care Provider |  | 11 |
| Administrator |  | 32 |
| Hospital |  | 16 |
| RHC/Indian Health Service |  | 1 |
| PT/OT/ST |  | 8 |
| Home Health Provider |  | 15 |
| Rehabilitation Agency |  | 1 |
| Other |  | 43 |

Poll 2. Providers: Did you provide telemedicine services to your patients before the Pandemic?

| | | |
|-----|--|----|
| Yes |  | 48 |
| No |  | 64 |

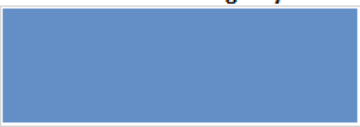
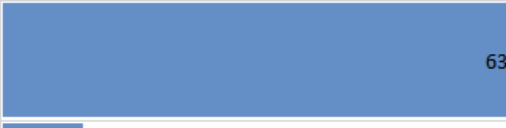







Poll 3. If you used telemedicine since the emergency rule, mark all the platforms you have used.





| | | |
|--|--|----|
| Telephone only (synchronous) Audio/Visual Consult (synchronous communication) |  | 45 |
| Audio/Visual Consult (synchronous communication) |  | 31 |
| Telephone only (synchronous) Audio/Visual Consult (synchronous communication) Two-way chat (synchronous) |  | 21 |
| Telephone only (synchronous) |  | 10 |
| Audio/Visual Consult (synchronous communication) Two-way chat (synchronous) |  | 1 |









Poll 4. Click on the opportunities telemedicine has provided your practice:

131 responses

| | |
|---|-----|
| 0. Safety during the pandemic | 117 |
| 1. Practice solvency | 43 |
| 2. A way to see hard to engage patients | 69 |
| 3. Less room turn around time/cleaning needs | 31 |
| 4. Provide patient education in a way that works for patients | 47 |
| 5. Continuaty of care for those with chronic needs | 87 |
| 6. Access to those with barriers to in-person care | 97 |
| 7. Conserves personal protective equipment | 63 |
| 8. Lessens the digital divide | 17 |
| 9. Convenient for me the provider | 43 |
| 10. Patient satisfaction/convienence | 93 |
| 11. Separation of sick and well | 62 |
| 12. Self-isolating providers can practice | 61 |
| 13. Lower no-show rates | 59 |
| 14. Other- write it in the Q&A! | 8 |

| Poll 5. What gaps have you experienced since the start of emergency telemedicine? | | |
|---|---|----|
| 0. Some patients really need to be seen in person but are resistant to coming in. |  | 44 |
| 1. Some patients have trouble using the technology for better formats of audio/visual telemedicine. |  | 63 |
| 2. Patients want to talk for a lot longer when it's just a telephone call. I spend a lot more time answering questions. |  | 10 |
| 3. Some providers are uncomfortable with telemedicine technology. |  | 30 |
| 4. Some providers prefer to meet face-to-face. |  | 39 |
| 5. Billing guidance is different across payers and some providers are confused. |  | 36 |
| 6. Preventive services & associated quality metrics are down. |  | 33 |
| 7. Some patients do less well with telemedicine for reasons other than technology - Which? write in the Q&A! |  | 22 |
| 8. Other- Write in the Q&A! |  | 5 |

| Poll 6. If you aren't using telemedicine- does this make you more likely to use it? | | |
|--|---|----|
| No not at |  | 1 |
| Unlikely | | 0 |
| Neutral |  | 7 |
| Likely |  | 10 |
| Yes, I wan |  | 5 |

| Poll 7. What would you be interested in talking about next in Telemedicine forums? | | |
|---|---|----|
| E-consults |  | 25 |
| Well-child checks |  | 21 |
| Rural medicine/Broadband |  | 27 |
| Geriatric care |  | 5 |
| Overcoming the digital divide |  | 24 |
| Dental |  | 9 |
| Rates and Reimbursement |  | 30 |
| Other |  | 7 |