

TELEHEALTH TRENDS

2021 TELEHEALTH BENCHMARK SURVEY RESULTS

Health system leaders are looking to dedicated telehealth platforms to improve the patient experience.

TELEHEALTH IS NOT GOING ANYWHERE

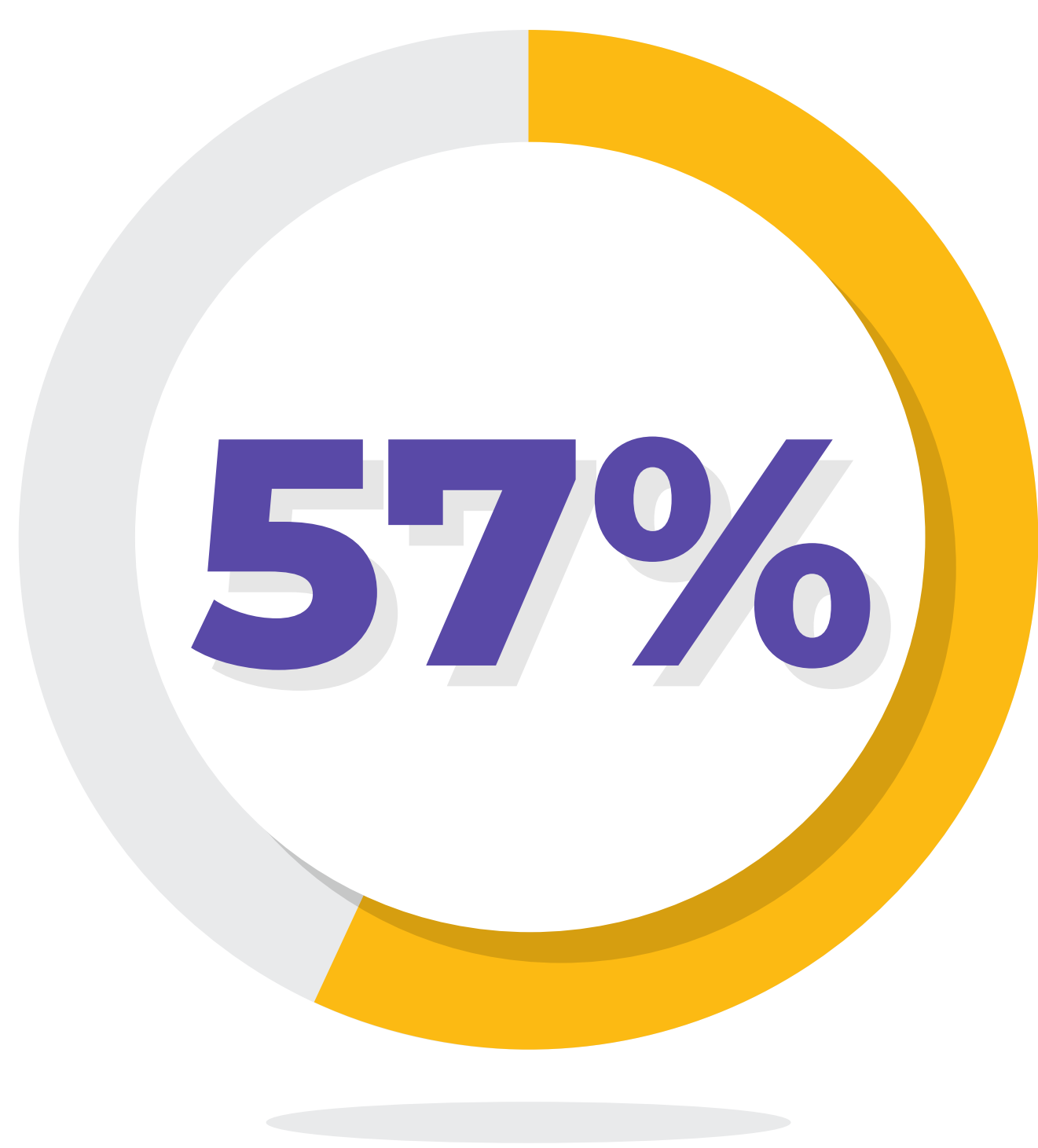
87%

OF HEALTH SYSTEMS
HAVE PROGRAMS IN PLACE

AND ANOTHER

7%

HAVE PLANS TO
IMPLEMENT IN THE
NEXT 12 MONTHS



USED TELEHEALTH FOR
MORE THAN 10% OF VISITS

A 36% INCREASE FROM 2021

HEALTH SYSTEM EXECUTIVES WANT TO EXPAND

62%

ARE BUILDING ON
EXISTING TELEHEALTH
PROGRAMS

41%

BELIEVE THAT
MORE CARE CAN BE
DELIVERED VIRTUALLY
(UP 25% FROM LAST YEAR)

60%

PLAN TO IMPLEMENT
ACROSS ALL ACUITY
LEVELS AND CARE
LOCATIONS

VIDEOCONFERENCING DOES NOT EQUAL TELEHEALTH

2/3



OF ORGANIZATIONS WITH VIDEOCONFERENCING
WANT AN IMPROVED PATIENT EXPERIENCE



OF ORGANIZATIONS WHO
USE VIDEOCONFERENCING
FOR VIRTUAL CARE

**PLAN TO SWITCH TO A
TELEHEALTH PLATFORM**

These results came from the Telehealth Benchmark Survey that was conducted in late 2021 in partnership with Becker's Hospital Review.

[SEE THE FULL RESULTS](#)

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