The Changing Role of Telehealth: Is Virtual Care the New Paradigm?

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The Doctor Will Zoom You Now

The pandemic lockdown is proof of concept for mass telemedicine.
Definitions

**Telemedicine**
- The use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education, public health and health administration.

**Telehealth**
- Telehealth is different from telemedicine because it refers to a broader scope of remote healthcare services than telemedicine. While telemedicine refers specifically to remote clinical services, telehealth can refer to remote non-clinical services, such as provider training, administrative meetings, and continuing medical education, in addition to clinical services.
Physician Visits
Who’s Using It?

Older patients are leveraging telehealth less than other age groups
Specialty Use

- Psych, Gastroenterology are using telemedicine most often.
- Heme/Onc, OB/GYN and Pediatrics are using it least often.
The northeast and southeast states show the greatest growth in the use of telehealth.

Northern mid-western states have lower growth rates given less virus activity and fewer shut-down conditions.

Northeast states have high telehealth adoption due to stay-at-home orders and outbreak conditions.

Southeast increasing use of telehealth to mitigate travel, especially given prevalence of higher risk patients.
THE CORONAVIRUS CRISIS

Eerie Emptiness Of ERs
Worries Doctors: Where Are The Heart Attacks And Strokes?
Delaying Care

- Heart attacks and stroke cases down
- Cancer screening down >80%
- Lab Tests Reduced
- Prescriptions Not Refilled
Acceleration and Adoption

- Regulatory Changes
- Platform (e.g. Facebook, Skype, Google Hangout, Zoom)
- Medical Licensure and Residence of Patient
- Payment Policies = “equivalent”
Pros ▼ Cons
Pros

- Convenient
- Saves Times
- “Safer” for everyone?
- Greater Access to Specialists
- Quicker Diagnosis
- More choice
- Cheaper?
Cons

- Technical Training/Comfort
- Equipment
- Continuity
- Loss of “personal touch”
- Limited exam
- Miss “non-verbal” cues
- Cost?
- Trust
How Can You Make A Telemedicine Visit A Success?

- Good internet connection --- Test before “call”
- Camera position
- Quiet place, well-lit
- Make an appointment and be on time
- Write down questions
- Have someone with you
- Recognize telehealth limitations
- Check health insurance
“The Future”

- How long going to last?
- Role of Trackers/Sensors
- Remote Patient Monitoring
- Artificial Intelligence
- Robotics
- Cybersecurity
Televet !
Thanks for Listening