



Summary of Conclusions and Recommendations from Fact-Finding Listening Conference Delivering on the Promise of Telehealth

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Major Barriers to Optimizing Telehealth

For Individuals

- Insufficient broadband access, access to devices, affordability, and adoption.
- Need for language, culture, trust, and “ability” in telehealth.
- Lack of consumer information on telehealth.

For Medical Institutions and Providers

- Lack of support for implementation/deployment, training, and technical assistance.
- General under-funding of telehealth.
- Uncertainty about reimbursements and continuation of COVID-19 era public policy.

Key Action Steps to Optimize Impact of Telehealth on Health Status

- Invest in broadband access, devices (including health monitoring devices), and adoption.
- Support multiple modalities.
- Sustain telehealth reimbursements post-COVID.
- Increase governmental investments in telehealth (infrastructure, equipment, training).
- Expand provider training and technical support.
- Broaden access to virtual language interpretation services for telehealth.
- Expand consumer information on telehealth access.
- Understand issues of culture, trust, “ability” and provide necessary support structure(s).
- Advocate for a national license in post-COVID-19.
- Establish a national credentialing agency for physicians.
- Continue allowing prescribing controlled substances via telehealth post-COVID.
- Advocate for permanent elimination of geographic locations post-COVID.
- Review and update HIPAA requirements (enacted in 1996) to support telehealth and IT.
- Ensure that public policy and funding are commensurate with practice (update forms).
- Develop comprehensive care: integrate social and medical care in the telehealth context.
- Include long-term care facilities in comprehensive telemedicine policy.
- Understand and address privacy and data security issues.