



## COMMUNITY HEALTH CARE ASSOCIATION of New York State

### Telehealth Expands Access to Care<sup>1</sup> February 2022

**Telehealth has proved to be a critical access point to health care for many low-income and underserved communities over the course of the pandemic.**

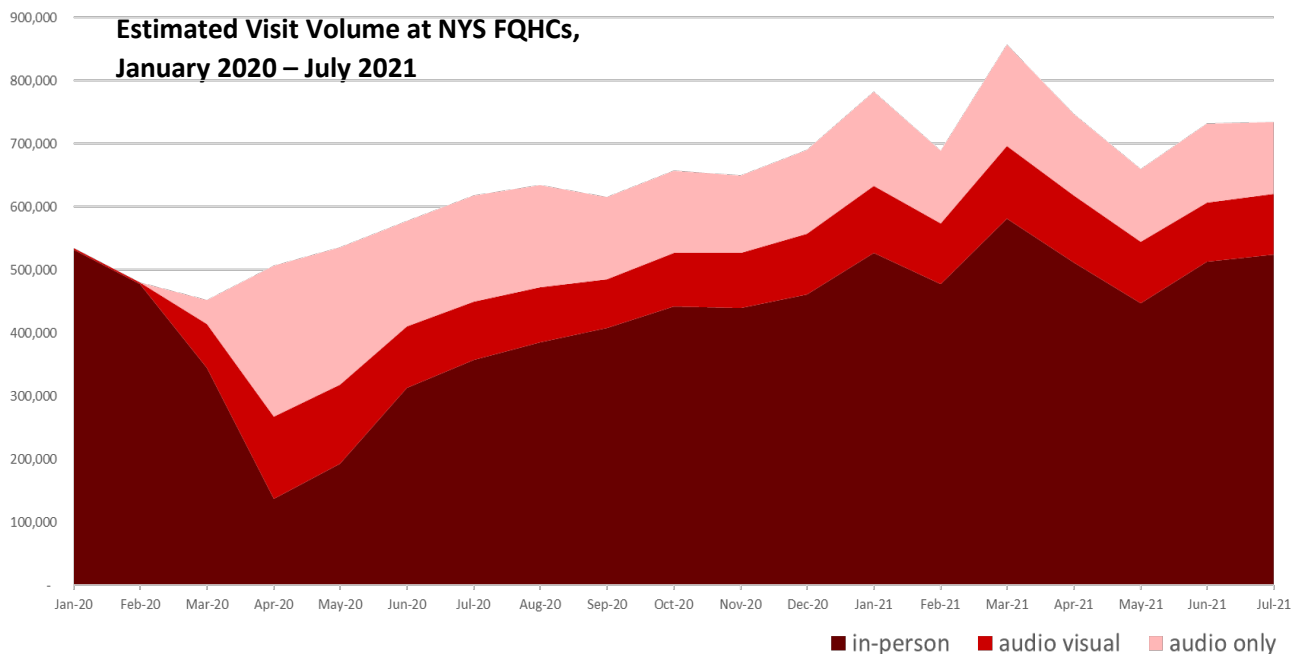
- Remote care decreases barriers that would usually inhibit the ability to visit a provider, like lack of transportation, childcare issues, or time off from work.
- CHCs are seeing fewer no shows for remote visits, especially for behavioral health visits.
- CHCs predict that about 37% of patients will request remote visits over the next year, if current policy does not change.
- Today, about 25% of visits at health centers occur via telehealth (audio visual or telephonic)

**Telehealth has aided in the recruitment and retention of healthcare workforce, especially behavioral health providers.**

- CHCs continue to report that the ability to offer remote working options to their providers has increased their ability to recruit new providers who, without that option, would not be interested in working for the CHC.
- 26% of medical providers work offsite at least once per week.
- 53% of behavioral health providers work offsite at least once per week.

**Telephonic, or audio-only, has proven especially critical in expanding access and inclusion to care.**

- Telephonic visits have decreased other barriers that prevent patients from accessing care via audio-visual visits such as:
  - Older adults with limited technology proficiency
  - Individuals without access to smartphones or camera devices
  - Individuals residing in areas with poor or lack of internet connection
  - Individuals with limited data plans
  - Individuals with limited English proficiency who cannot obtain video interpreters for their languages



<sup>1</sup> Data included reflects responses on a CHCANYS February 2022 survey.