

TELEHEALTH

in a Post-Pandemic World

POLICY RECOMMENDATIONS

As policymakers consider telehealth's role beyond the COVID-19 pandemic, they face the challenging task of preserving gains while also protecting access to traditional in-person care. Key recommendations from the patient advocacy community underscore which provisions are most important to patients, caregivers and health care providers.



Preserve health care providers' and patients' ability to choose

when telehealth or in-person care is right for them



Encourage providers to use telehealth as appropriate

and recognize the instances in which care must be provided in person



Ensure a sufficient number of primary care providers and specialists

within a health plan's network so that patients do not need to travel long distances for care



Allow health care workers to come into the home

to assist in practice of telehealth



Encourage medical societies to create clinical guidelines

on when it is appropriate for patients to be treated via telehealth versus in-person



Provide access to audio-only, but reserve it for patients who truly require it

and potentially combine it with an in-person requirement



Educate and train providers on best practices

for telehealth visits



Do not structure patient cost-sharing so that it incentivizes

either telehealth or in-person visits over the other

With effective policies in place, patients and health care providers can choose the combination of in-person and virtual care that works best for each individual patient.