

5 Myths about Telehealth

that every physician should know

There are many misconceptions about telehealth.

The truth is, today's patients want **convenient** ways to see their healthcare providers, and telehealth is the answer. Learn more truths as we dispel 5 common myths about telehealth...



1 Myth: Patients only want to see you in person.

Fact: Patients are demanding telehealth's virtual convenience.



Annual video visits will reach
158.4 Million
in U.S. by 2020.¹

76% of patients prioritize virtual provider access over in-person interaction.²

77% are open to trying telehealth and **19%** already have.³

83% say quality of care in telehealth visits are as good or better than in-person visits.⁴

Top 3 telehealth benefits according to patients:⁵



More convenient than office visits (**69%**)



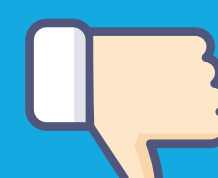
Greater access to provider (**30%**)



No need to travel to appointments (**26%**)

2 Myth: Telehealth is way too expensive for my practice.

Fact: With the right solution, telehealth can be cost-effective for independent practices.



Yesterday: Complex, high-cost telemedicine solutions.



Today: Simple, affordable telehealth solutions.

Providers no longer need to invest **\$20,000** to **\$40,000** on video cart, cameras and equipment.^{6,7}

Look for a scalable solution that allows you to add services as needed.



Choose a HIPAA-compliant solution that allows you and your patients to use existing computers/smartphones.



Using video is about workflow – not technology. If it is too difficult to use or requires an app, it won't work for my needs.



- Andrew Barbash, MD

Telehealth pays for itself:



Lower service delivery costs



Fewer no-shows



Increased efficiencies



Greater patient satisfaction



Higher patient retention

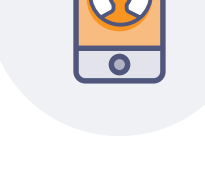
3 Myth: Older patients aren't comfortable with telehealth.

Fact: Today's seniors are more connected than ever before.

High adoption of digital technology among seniors in 2018.^{8,9}



88% of seniors aged 50-64 use the internet regularly. **55%** for seniors aged 65+.



79% of seniors aged 50-64 own a smartphone. **53%** for seniors aged 65+.

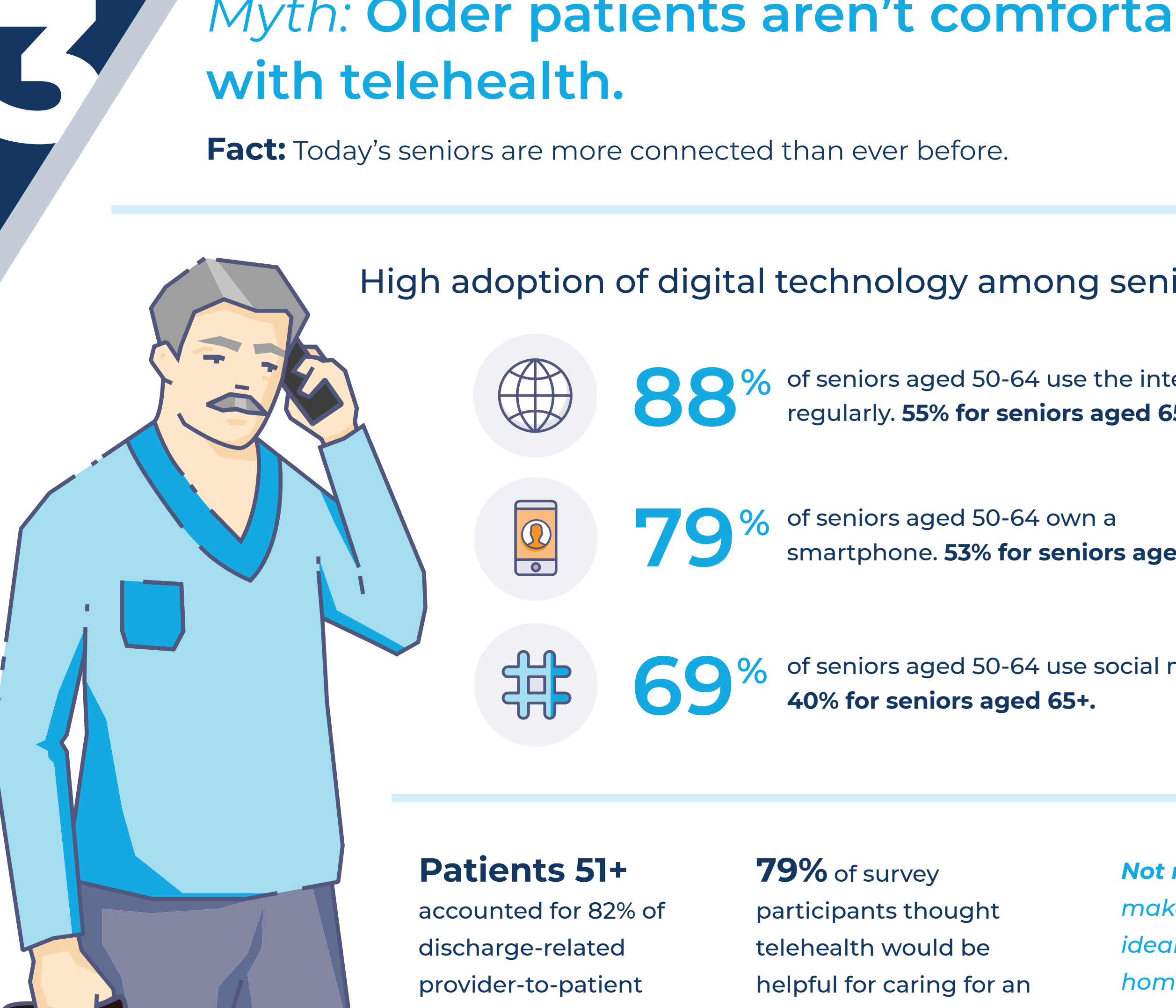


69% of seniors aged 50-64 use social media. **40%** for seniors aged 65+.

Patients 51+ accounted for 82% of discharge-related provider-to-patient telehealth in 2018.¹⁰

79% of survey participants thought telehealth would be helpful for caring for an elderly parent or relative.¹¹

Not needing to travel makes telehealth ideal for elderly and homebound patients and their caretakers.

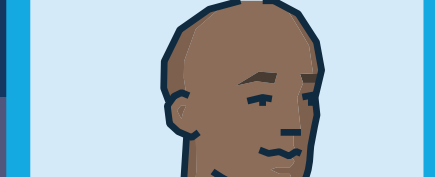


4 Myth: Telehealth would take way too much time to get up and running.

Fact: Set-up is quick and easy with the right solution.



Reduce implementation time by starting small with things like lab result calls.



Implementation can take as few as

30 DAYS



"When I first thought about telehealth, I thought I had to buy all sorts of cameras, lighting, special cables and equipment. All I need is a webcam that's the parent on their smartphone. I don't know anyone that doesn't have those two pieces of technology already in place."

- Phil Boucher, MD



5 Myth: You won't get reimbursed for telehealth services.

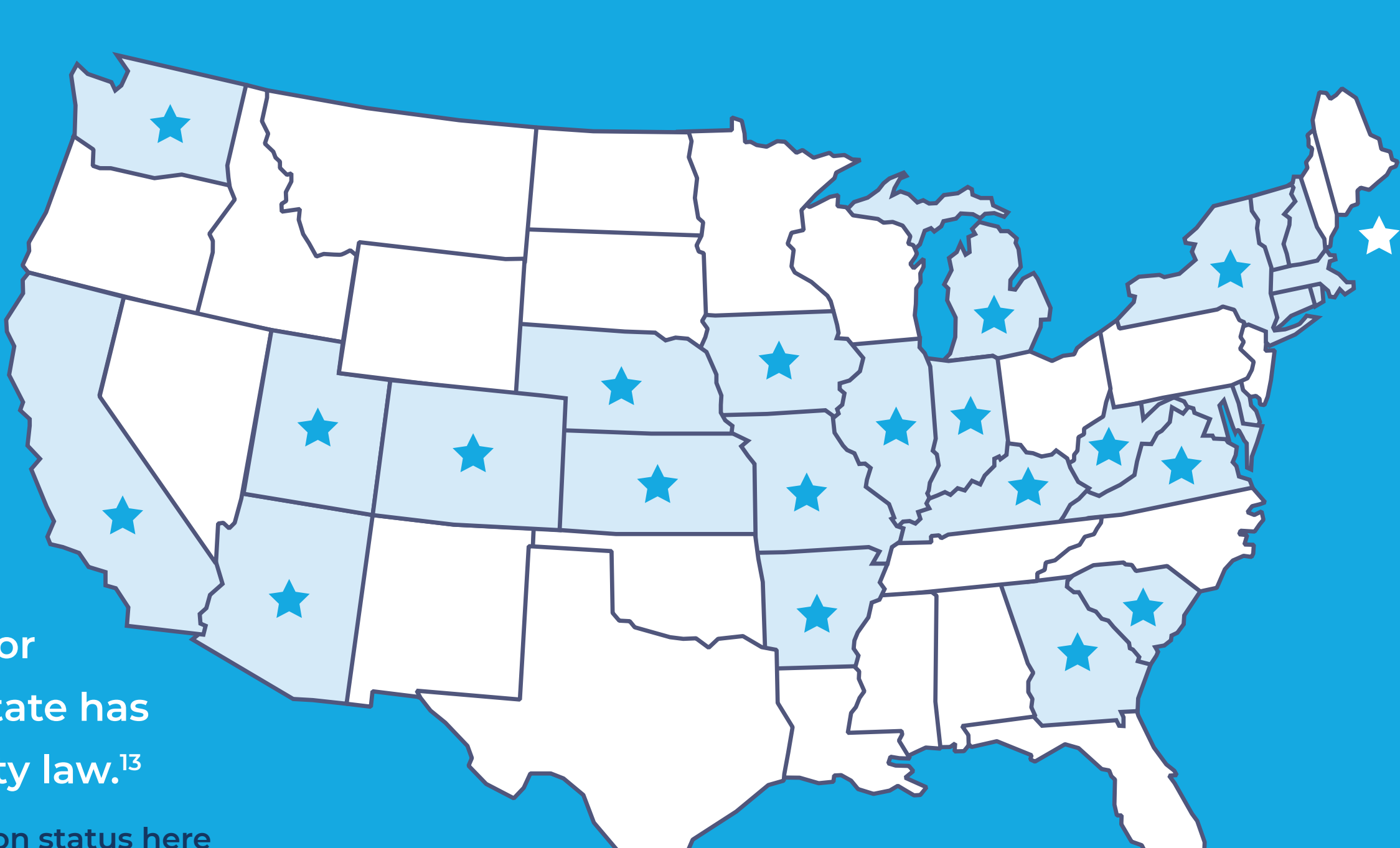
Fact: There are several payment options depending on your state and payer mix.

Major state and federal legislation has been passed in response to demand.

27 states, plus D.C., passed 65 telehealth bills in 2018.¹²

Commercial payers already reimburse for telehealth, if your state has a telemedicine parity law.¹³

[Check your state legislation status here.](#)



VT
NH
MA
RI
CT
DE
MD
DC

Consider cash payments:

Many doctors charge a convenience fee of

\$35 - \$125

on top of or in place of payer reimbursement.

Starting in 2020, Medicare patients can take advantage of in-home telehealth.¹⁴



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Ready to Start Your Telehealth Journey?

It's easy to add telehealth to your practice.

Schedule a **demo today** to see just how simple Updox makes getting started with Telehealth. Visit our **Telehealth Resources Center** to learn more.

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Endnotes

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