



TELEHEALTH IMPLEMENTATION AND USE

Telehealth is the interactive, electronic exchange of information for diagnosis, treatment, support or care management. With telehealth, medical information is generally shared through two-way audio and video and through other telecommunication technology—including mobile communication devices and remote monitoring devices—with the goal of improving a patient’s health status. Telehealth can enhance access to care and improve outcomes by overcoming geographical barriers and workforce challenges.

Many policies and regulations are rapidly changing to expand the use of virtual care, but widespread obstacles for full adoption of these telehealth-related technologies still remain. Among those challenges are physician practice standards and licensure, coverage and reimbursement, patient consent and evidence of effectiveness and quality care.

Experts in RTI International’s Telehealth Research Program can help you address many of these concerns. Our experts provide guidance and technical support to plan and implement systems, manage pilot and demonstration programs and monitor and evaluate efforts to ensure they effectively improve both costs and quality of care.



Let us
help you

Conduct needs assessments for your new or expanded telehealth implementation

Review your current telehealth implementation outcomes and suggest improvements for ongoing use

Develop tailored telehealth implementation guidelines and assistance

Design tools and resources to assist providers implementing telehealth

Determine the return on your investment

Evaluate and monitor telehealth programs to support continuous improvement

Assist in identifying and selecting telehealth pilot programs to demonstrate value in your organization and gain momentum

Identify policy impacts of telehealth implementation and use

Public and Private Payers Are Expanding Reimbursement for Virtual Care

RTI's telehealth work involves planning for, implementing and evaluating telehealth programs across the United States.

Our work includes

New England

Testing the effectiveness of enhanced automated glucose monitoring and on-demand diabetes education for older adults in New England

Northeast

Exploring the use of telehealth to help address the opioid epidemic in the Northeast

Mid-Atlantic

Developing an interactive telehealth readiness assessment tool in the Mid-Atlantic

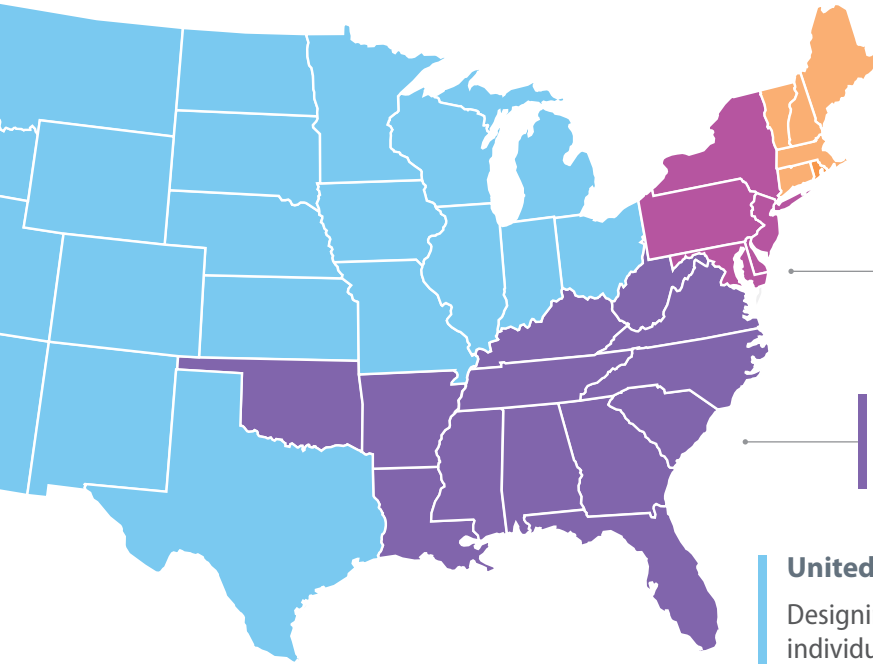
Southeast

Evaluating the use of telehealth in the school-based clinic setting in the Southeast

United States

Designing telehealth interventions to support individuals with rare diseases across the U.S.

Analyzing and identifying implications of telehealth for behavioral health across the U.S.



76%
of hospitals are either fully or partially implementing telehealth services.



83%
of large employers (companies with at least 5,000 employees) are likely to cover telemedicine.



71%
of health care providers have realized up to 20% in savings from telehealth services.

A review of older patients' medical records found that telehealth could have replaced a doctor's office visit in **38%** of cases and an emergency room visit in **27%** of cases.

Learn more about ways for us to partner with you. Contact **Saira Haque, PhD, MHSA, FAMIA**, Virtual Care Portfolio Leader, at shaque@rti.org or **919.316.3442**.

RTI International is an independent, nonprofit research institute dedicated to improving the human condition. Clients rely on us to answer questions that demand an objective and multidisciplinary approach—one that integrates expertise across the social and laboratory sciences, engineering, and international development. We believe in the promise of science, and we are inspired every day to deliver on that promise for the good of people, communities, and businesses around the world. For more information, visit www.rti.org.

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