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.
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.

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.

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.

Learn more about ways for us to partner with you.
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