

# Urgent Practice Data Survey

Curi McMA North Carolina Medical Society Leadership in Medicine

## Telehealth Data Summary Report

Week 7 (May 11, 2020) survey summary for the telehealth components

# 202

Total number of survey respondents for week 7.

# 53

Number of North Carolina counties represented.

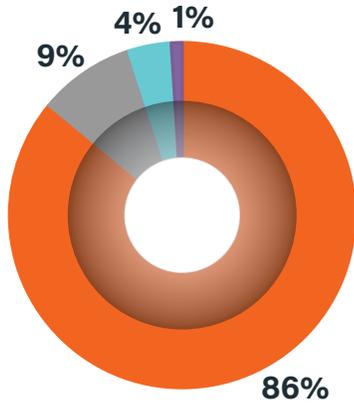
# 38

Number of healthcare specialties represented.

# 86%

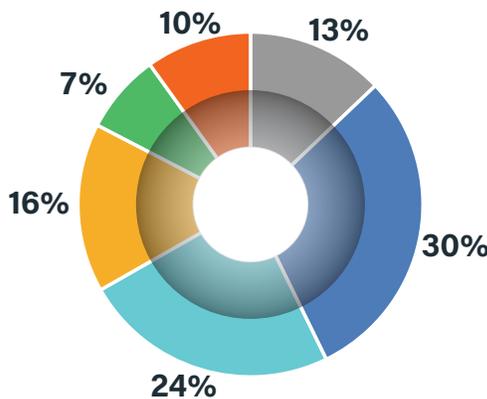
Percentage of the practices surveyed that are independently owned.

What percentage of your patient visits were via telehealth before the COVID-19 pandemic?



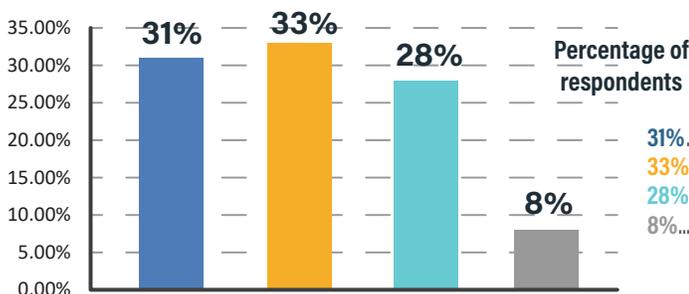
86%.....0%  
9%.....Less than 10%  
4%.....11 to 25%  
1%.....26 to 50%

What percentage of the patients treated by your practice today were treated via telehealth?



13%.....0%  
30%.....Less than 10%  
24%.....11 to 25%  
16%.....26 to 50%  
7%.....51 to 75%  
10%.....Greater than 75%

Have you needed to alter your workflow/staffing to accommodate telehealth visits?



31%.....Significant alteration in workflow.  
33%.....Moderate alteration in workflow.  
28%.....Minimal alteration in workflow.  
8%.....No alteration in workflow

### TOP FIVE telehealth platforms being used by practices.\*

NUMBER ONE

Doxy.me Free

NUMBER TWO

Doxy.me Pro

NUMBER THREE

Zoom Healthcare

NUMBER FOUR

FaceTime

NUMBER FIVE

Updox

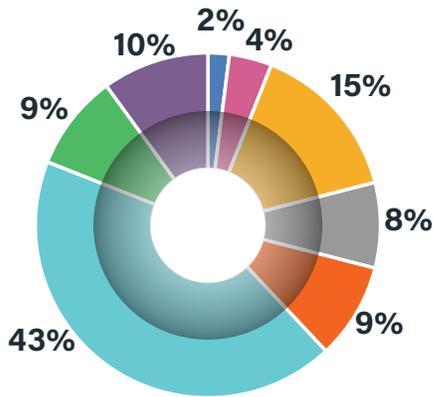
\*It's import to note that outside of the top five, the respondent practices in our survey results are using a wide variety of platforms, including multiple platforms for telehealth.

Thank you to all of our survey participants! You are helping us make sure healthcare's voice is being heard in the North Carolina legislature!

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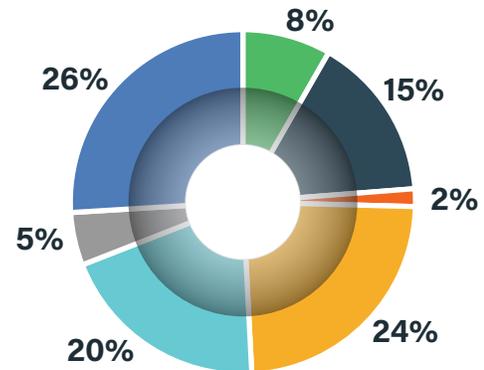
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**What would be most helpful to you in implementing or improving the operation of telehealth in your practice?**



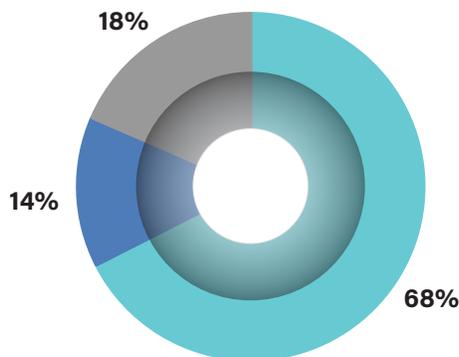
- 2%.....Information on "Plug & Play" hardware/software solutions.
- 4%.....Guidance incorporating telehealth into my practice.
- 15%.....Information on how both commercial and public insurance payers are reimbursing for telehealth visits.
- 8%.....Proper coding for telehealth visits.
- 9%.....Greater reimbursement clarity for non-Covid-19 visits.
- 43%.....My practice does not require assistance with our telehealth operations.
- 9%.....My practice does not plan to use telehealth.
- 10%.....Other

**What is the biggest barrier to initiating or more fully implementing telehealth in your practice? (If you are fully implementing telehealth, select the barrier that has been the biggest challenge for your practice).**



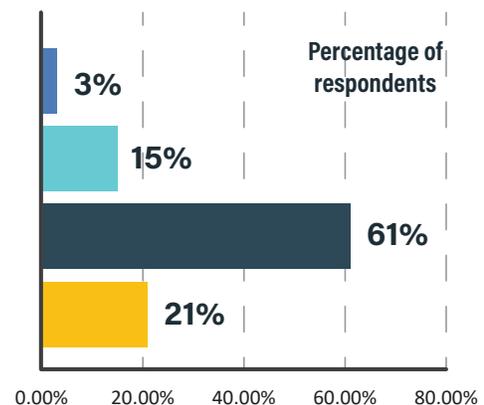
- 8%.....Cost prohibitive (platform fees, equipment costs, etc.)
- 15%.....Bad connectivity or no broadband access
- 2%.....Security concerns
- 24%.....Reimbursement rates
- 20%.....Patient preference
- 5%.....Provider resistance
- 26%.....Other

**If you have been using telehealth more than you did prior to the pandemic, do you hope to continue this once the worst of the pandemic is over?**



- 68%.....Yes
- 14%.....No
- 18%.....Unsure

**Are patients indicating a preference for telehealth visits over in-person visits?**

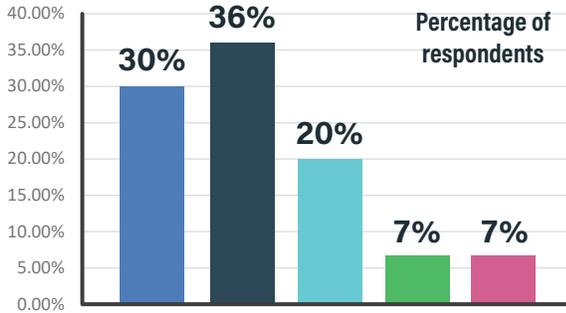


- 21%.....Yes, many patients are requesting telehealth visits in lieu of in-person visits.
- 61%.....Yes, a few patients are requesting telehealth visits in lieu of in-person visits.
- 15%.....No, patients are not requesting telehealth visits in lieu of in-person visits.
- 3%.....Unsure

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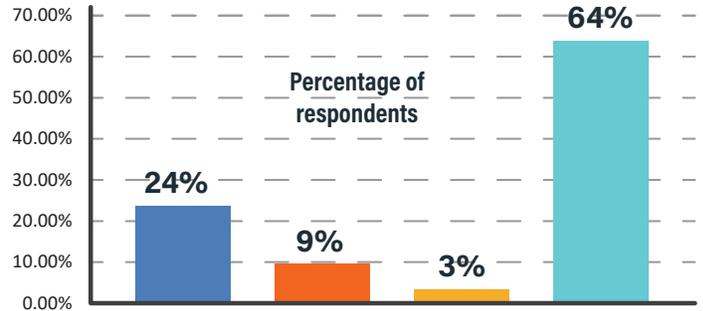
**For what percentage of your pre-COVID patient volume has telehealth shown that it can be a viable alternative to in-person visits?\***



30%.....Under 10%  
 36%.....11% to 25%  
 20%.....26% to 50%  
 7%.....51% to 75%  
 7%.....Greater than 75%

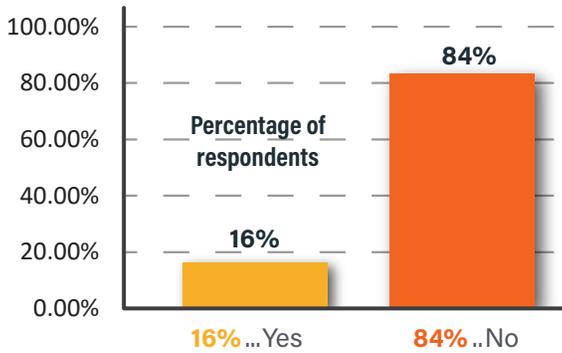
\* This questions is referencing patient volume pre-COVID and what percentage of the patient volume was comprised of each of the different types of clinical services offered by the practice.

**What type of providers are using telehealth at your practice?**



24%.....Doctors only, we do not have APPs  
 9%.....Doctors only  
 3%.....Apps only  
 64%.....Doctors and APPs

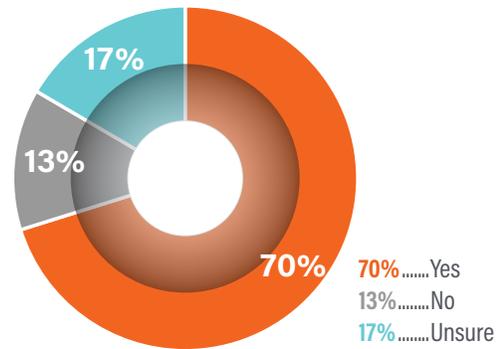
**Is your practice experiencing any concerns related to payers? e.g. Have payers been expressing concern about the volume or types of your telehealth visits?**



16%... Yes

84%.. No

**If all payers were to offer telehealth parity, would you be more likely to pursue telehealth visits as a regular part of your practice?**

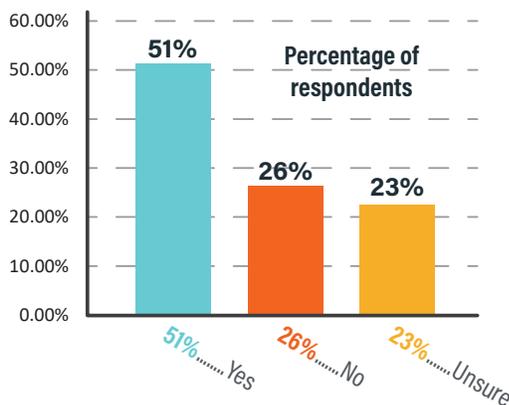


70%.....Yes

13%.....No

17%.....Unsure

**Does your practice have a Business Associate Agreement (BAA) with your telehealth video visit provider?**

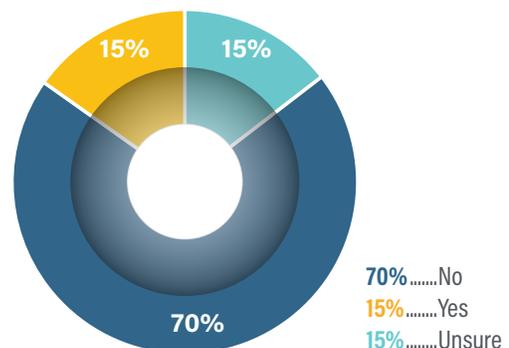


51%..... Yes

26%..... No

23%..... Unsure

**Are you concerned about cyber security based on your current telehealth video visit provider?**



70%.....No

15%..... Yes

15%.....Unsure