Telehealth Implementation Playbook overview

Telehealth solutions

For the purposes of this playbook, we focus on telehealth, a digital health solution that connects the patient and clinician through real-time audio and video technology. It can be used as an alternative to traditional in-person care delivery and, in certain circumstances, can be used to deliver care such as the diagnosis, consultation, treatment, education, care management, and self-management of patients.

Benefits of telehealth

Telehealth adoption allows health care providers to increase continuity of care, extend access beyond normal clinic hours, reduce patient travel burden, and help overcome clinician shortages, especially in rural and other underserved populations, which ultimately helps health systems and physician practices focus more on chronic disease management, enhance patient wellness, improve efficiency, provide higher quality of care, and increase patient satisfaction. It can also be used to help reduce the spread of infectious diseases.

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