

# HOW FACILITIES USED TELEHEALTH IN 2021

## Barton Associates 2021 Client Survey Results

In our 2021 client survey, Barton Associates asked staffing managers at facilities across the United States how they used telehealth in 2021. Respondents' facility types include hospitals, private practices, dental offices, corporate clinics, IHS facilities, and more.



**56.5%**

of facilities offer telehealth visits for their patients



**73.7%**

of facilities have been using telehealth for over 12 months

## HOW FACILITIES & PROVIDERS ACCESSED TELEHEALTH

### HOW FACILITIES ACCESSED TELEHEALTH VISITS



**45.9%** of facilities accessed telehealth via Zoom



**25.6%** of facilities accessed telehealth via audio-only telephone

**64.9%**

of facilities used some combinations of 9 listed ways to access telehealth

### WHERE PROVIDERS CONDUCTED TELEHEALTH VISITS



**90.2%** of providers conducted telehealth visits at the facility



**48.5%** of providers conducted telehealth visits at their homes

**38.6%**

of providers were able to conduct visits from both their home and the facility

## HOW FACILITIES USED TELEHEALTH TO PROVIDE CLINICAL CARE

**78.6%**

used live, interactive video visits for patients at their homes

**50.4%**

used telephone or audio-only calls with patients

**78.6%**

used live, interactive video visits for patients at an outpatient clinic

**38.2%**

of respondents said their facility averaged 20+ telehealth visits per week