

# Telehealth Works for Marylanders

How **You** Can Help: **Pass** the Preserve Telehealth Access Act of 2021



## Tremendous Patient Satisfaction

- Nearly 5x more patients used telehealth in 2020 than 2017
- When surveyed about their telehealth experience:
  - 95% were highly satisfied
  - 76% would choose telehealth over in-person appointments



## Improves Access to Health Care - Promotes Health Equity

- 84% of hospitals focused telehealth access efforts on disadvantaged socioeconomic, racial, and ethnic groups
- Audio-only telehealth narrows the digital divide for patients with internet and technology challenges
- Resolves childcare, time off, and other barriers for underserved and vulnerable communities



## Effective Care Delivery

- Triage safely and efficiently manages hospital emergency rooms and reduces wait times
- Allows for real-time treatment decisions without replacing necessary in-person visits
- Gives clinicians insight into patients in their environment, especially with remote patient monitoring technologies, and helps prevent escalation

Source: MHA analysis of facilities responses to MHA's COVID Impact Survey and MHA's Telehealth Survey; 53 hospitals are represented in the survey responses.