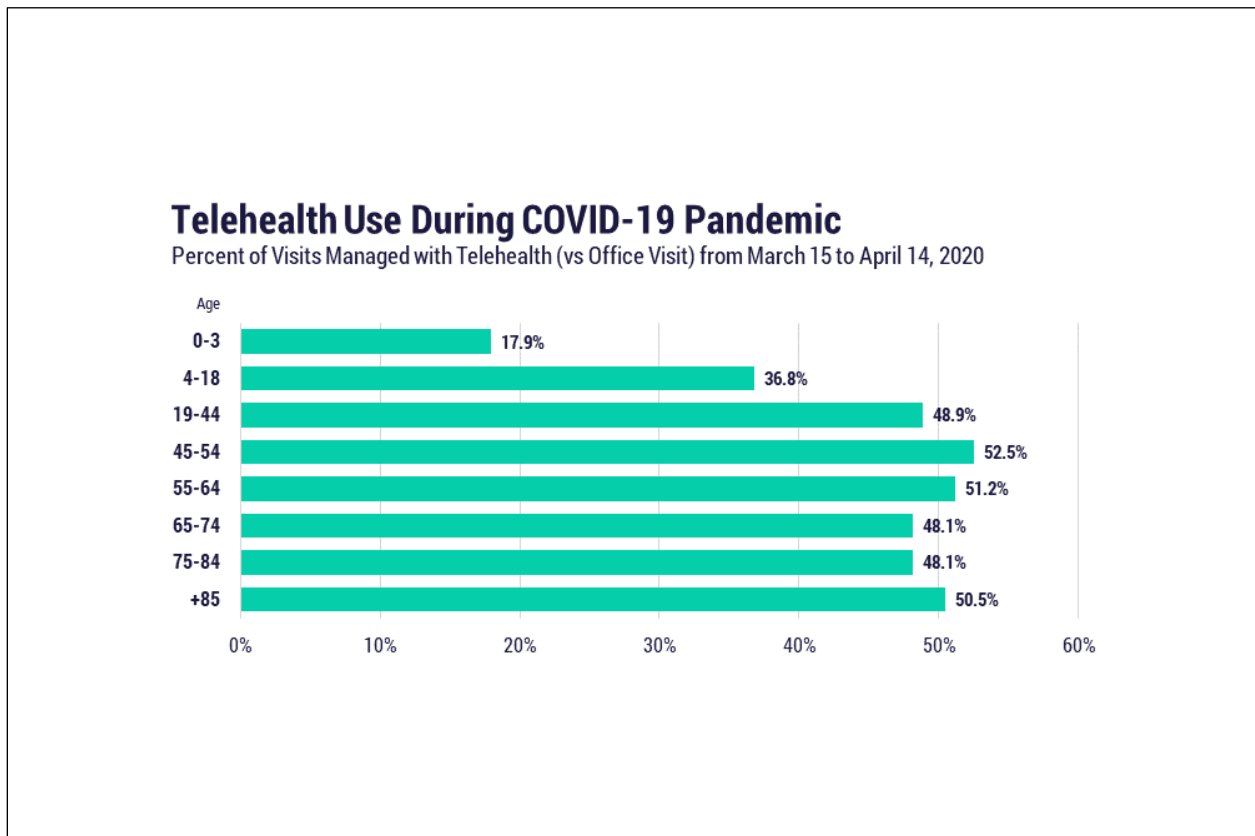


Expansion of Telehealth during COVID-19 Pandemic

Document date: May 4, 2020

On March 13, 2020, a United States national emergency was declared due to COVID-19. With many states issuing stay-at-home orders, healthcare organizations have decreased in-person office visits and increased telehealth visits.

We use summary level data aggregated from electronic medical records at 22 health systems in the United States, spanning 17 states and covering 7 million patients to compare data from March 15, 2019-April 14, 2019 with data from March 15, 2020-April 14, 2020. We found that telehealth visits increased 300-fold in this timeframe in 2020, and adoption of telehealth was consistent across adult age groups.



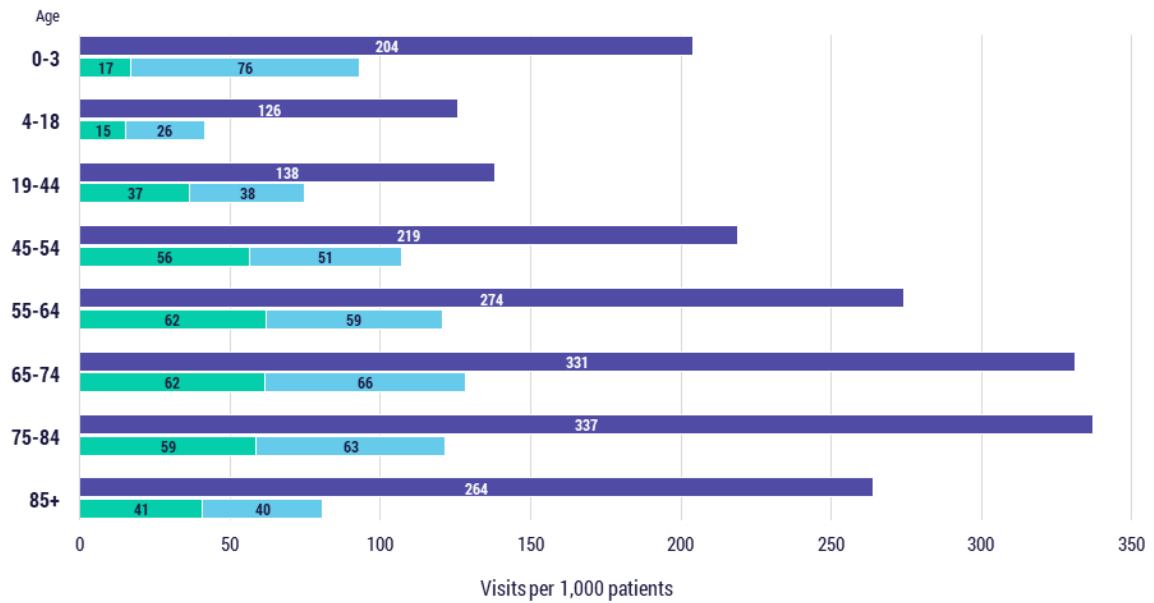
However, this increase has not offset the decrease of in-person office visits, as the total number of in-person and telehealth visits is still down over 50% in our year-over-year comparison. This information may be helpful as organizations continue to look to telehealth to support areas that previously may have relied on in-person visits, as well as for policy makers looking to understand the impact of the COVID-19 pandemic on health system volumes.

Care Volume During COVID-19 Pandemic

March 15 to April 14 Care Volume in 2019 vs 2020

n = 7 million

● 2019 Total Visits ● 2020 Telehealth Visits ● 2020 Office Visits



Term	Definition
Telehealth Visits	Visits with real-time audio and video communication between a patient and a healthcare provider, as consistent with CMS guidelines.
Office Visits	Any in-person outpatient visit

Document Date: 2020-May-04
Data Date: 2020-Apr-14

Check for [updates](https://ehrn.org/wp-content/uploads/Expansions-in-Telehealth-COVID-19.pdf) at <https://ehrn.org/wp-content/uploads/Expansions-in-Telehealth-COVID-19.pdf>