

COMMUNITY HEALTH CENTERS Telehealth

The COVID-19 pandemic shed light on telehealth's potential to be the great equalizer, eliminating long-standing barriers to care. Research confirms this. Telehealth with video and telephonic audio-only visit's impact on Black, indigenous, and persons of color served by California's 1,370 community health centers (CHCs) is tremendous. This factsheet highlights telehealth's transformative impact and the need to continue the full spectrum of telehealth modalities post-pandemic.

The data below is based on two organizational surveys administered by California Primary Care Association (CPCA)

PATIENT VISITS

CHCs INDICATED:



59%
(2)

BEHAVIORIAL HEALTH (BH)
VISITS CONDUCTED VIA
TELEPHONIC AUDIO-ONLY
MODALITY



75%
(2)

DECREASE IN NO-SHOW RATES
SINCE THE IMPLEMENTATION
OF TELEHEALTH (PC & BH)



32%
(2)

PRIMARY CARE (PC) VISITS
CONDUCTED VIA
TELEPHONIC AUDIO-ONLY
MODALITY



29%
(2)(1)

INCREASE IN VIDEO
TELEHEALTH ADOPTION
SINCE CPCA'S 2020 FALL
SURVEY

HIGH PATIENT SATISFACTION

CHCs THAT INDICATED THEIR PATIENTS WERE
SATISFIED WITH THEIR VIRTUAL CARE VISIT (2)

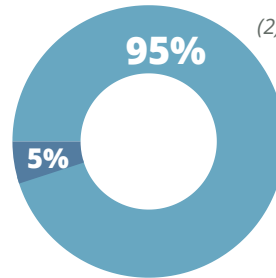
TELEHEALTH
WITH VIDEO

65%

TELEPHONIC
AUDIO-ONLY

87%

HIPAA COMPLIANCE



● Yes ● No

TO ALLOW FOR THE UTILIZATION OF VIRTUAL VISITS HIPAA COMPLIANCE HAS NOT BEEN ENFORCED DURING THE COVID-19 PANDEMIC



DIGITAL DIVIDE

PATIENTS

CHCs INDICATED:

93%
(2)

PATIENTS EXPERIENCING
WIFI/BROADBAND ISSUES



54%
(2)

PATIENTS WITHOUT
ADEQUATE EQUIPMENT



40%
(2)

PATIENTS WITHOUT
SMARTPHONES



CHALLENGES

CHCs INDICATED:

PATIENTS (2)

- PATIENT ACCESS TO APPROPRIATE TECHNOLOGY
- ACCESS ISSUES SUCH AS INTERNET BANDWIDTH
- EASE OF USE, PATIENT ADOPTION & UTILIZATION



CHCs (2)

- OPERATIONAL BEST PRACTICES
- TELEHEALTH VENDOR TECHNOLOGIES & EHR INTEGRATION
- QUALITY IMPROVEMENT



CHCs

CHCs INDICATED:

28%
(2)

CLINICIANS/STAFF
NEED FOR LAPTOPS



29%
(2)

CLINICIANS EXPERIENCING
WI-FI/BROADBAND ISSUES
ON-SITE



48%
(2)

CLINICIANS EXPERIENCING
WI-FI/BROADBAND ISSUES
OFF-SITE

