

# FACT: TELEHEALTH WILL NOT REPLACE IN-PERSON CARE AS THE LATEST DATA CONFIRMS TELEHEALTH VISITS HAVE DECLINED SINCE HEIGHT OF PANDEMIC

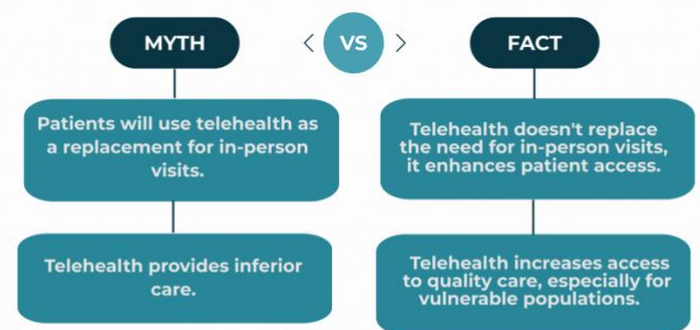
## The Reality

Telehealth is an important supplement for — *not a replacement of* — in-person visits, a tool to enhance patient access, and will never replace the need for in-person appointments between a patient and their physician. Certain exams and procedures will always require an in-person visit, including annual physical exams, prenatal ultrasounds, electrocardiogram (ECG or EKG), heart stress tests, routine pap smears, and a host of other services. Certainly, health care tracking data from entities such as Fair Health has shown that, as the severity of pandemic has receded, so too, has telehealth use.

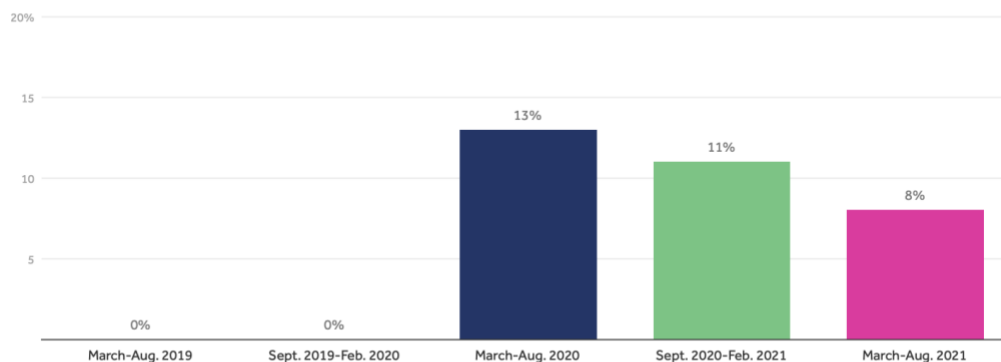
Moreover, results of a new survey by National Public Radio (NPR), the Robert Wood Johnson Foundation and Harvard's T.H. Chan School of Public Health showed that 42% of households surveyed reported using Telehealth in the past few months and 82% of those were very satisfied with the care they received. However, 64% of households using Telehealth say they would have preferred an in-person visit over Telehealth and in fact the latest data from Peterson-KFF Tracker published in February 2022 states, **"Outpatient visits by telehealth have declined since the early months of the pandemic."**



## Common Myths About Telehealth Services



Share of outpatient visits by telehealth, 2019-2021



Source: KFF and Epic Research analysis of Cosmos data • [Get the data](#) • PNG

Peterson-KFF  
Health System Tracker  
EPIC RESEARCH

Nevertheless, Telehealth availability remains profoundly important for sustaining patient health, particularly for chronically ill and other patients who may face mobility limitations and appropriate concern with exposure risk. The surge in virtual healthcare was particularly dramatic for mental health providers who were able to offer a range of services including psychiatric evaluations, therapy, patient education and medication management. Virtual care also proved to be particularly helpful in caring for patients with low-risk concerns that do not require a physical exam like follow up from simple procedures and surveillance of chronic medical issues.