

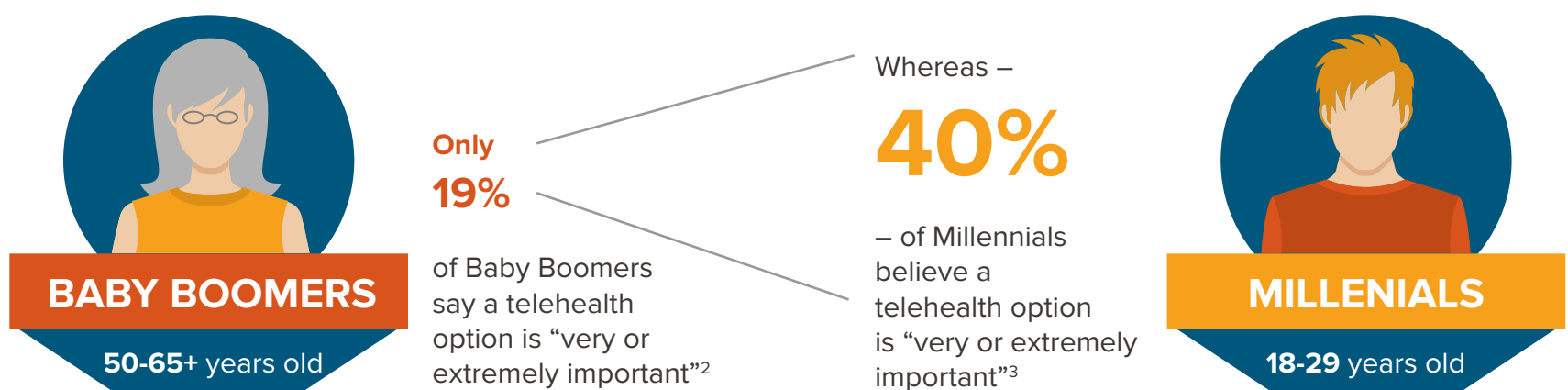
Telehealth's **BIG IMPACT** on the PATIENT EXPERIENCE

The growth of telehealth is being driven by younger consumers who bring heightened expectations for technology solutions to the patient experience.

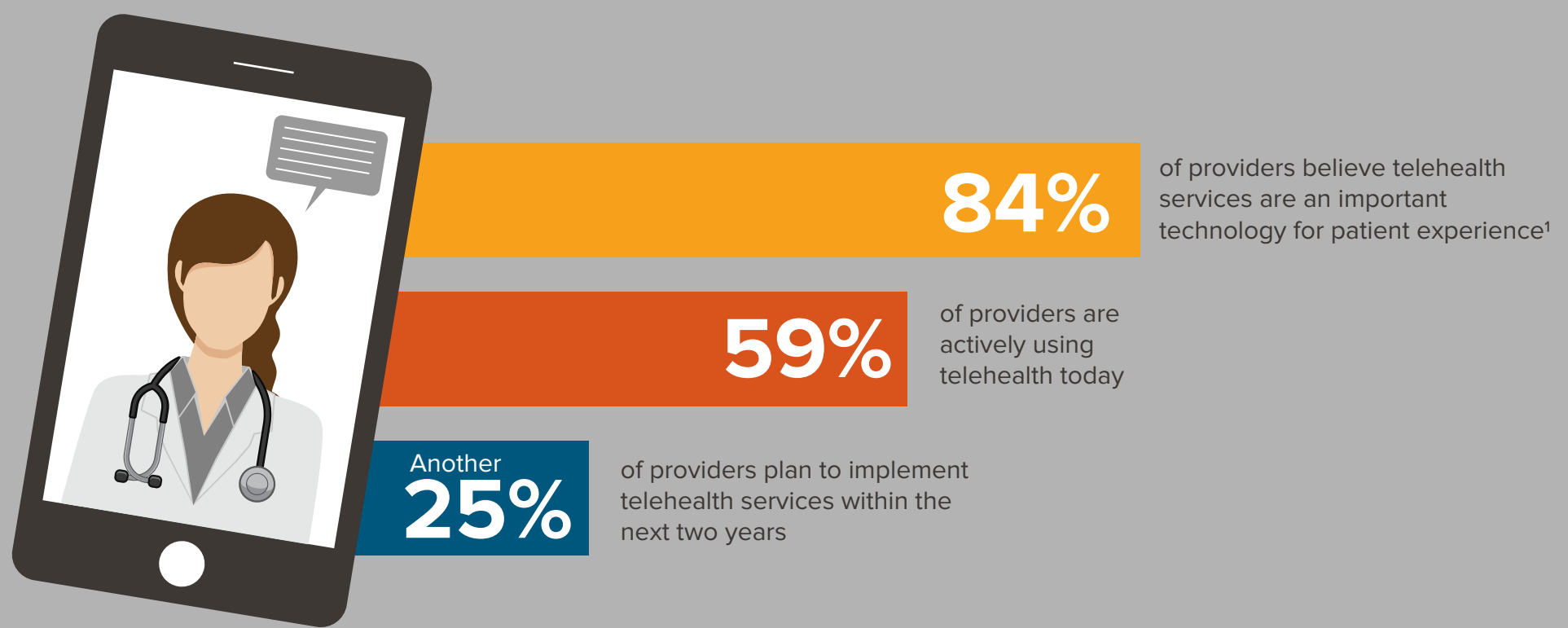
A 2018 HIMSS Analytics industry study on patient experience¹ reveals hospital and health system leaders agree that telehealth is important, but feel unprepared to meet the challenges.

Changing policies on telehealth reimbursement may help remove barriers to its growth.

DRIVING TELEHEALTH EXPECTATIONS



PROVIDERS AGREE: TELEHEALTH IS IMPORTANT

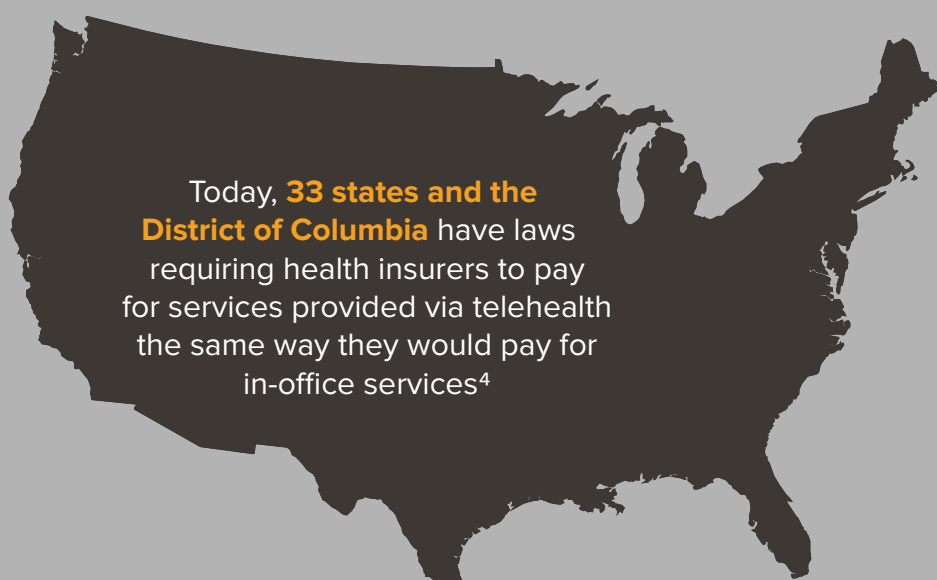


BUT PROVIDERS FACE CHALLENGES IN DEPLOYING TELEHEALTH

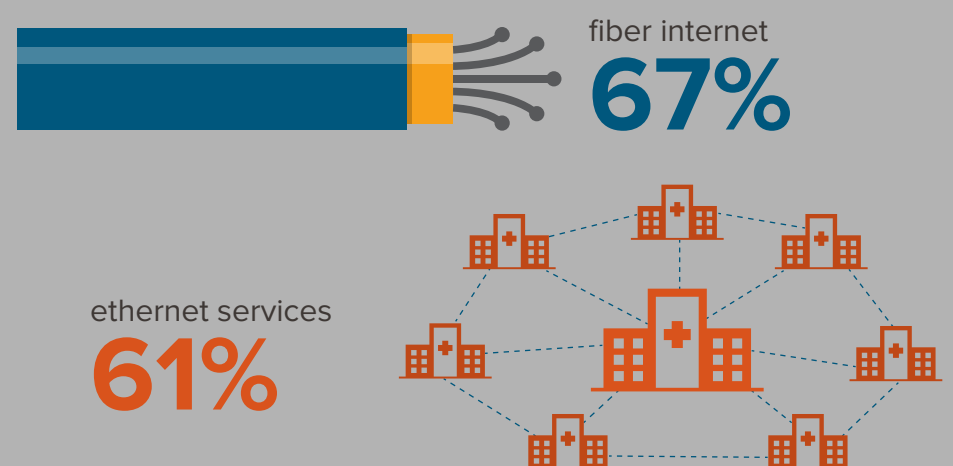


CHANGING POLICIES ARE FOSTERING TELEHEALTH GROWTH

Policies related to telehealth reimbursement are beginning to change.



Providers cite the importance of network infrastructure, such as fiber internet and Ethernet services, in enhancing the patient experience, including telehealth services.¹



Learn more about how providers are using digital technologies to enhance the patient experience. Visit [Spectrum Enterprise healthcare solutions](#).



¹ Patient Experience Study, HIMSS Analytics, September 28, 2018.

² <https://www.healthcareitnews.com/news/millennials-demand-telehealth-move-away-traditional-primary-care-model>

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⁴ AHA Telehealth Fact Sheet, April 2018. Retrieved from <https://www.aha.org/system/files/2018-04/fact-sheet-telehealth-2018.pdf>