



CHCN Digital Access Divide and Telehealth Satisfaction Survey



COMMUNITY HEALTH CENTER NETWORK

Overview



On February 2, 2021 the **Department of Health Care Services** (DHCS) released its telehealth policy recommendations for the **Post-COVID-19 Public Health Emergency** (PHE). DHCS recommends the discontinuation of specific COVID-19 PHE flexibilities, including **telephonic/audio-only modalities** as a billable visit for FQHC reimbursed at PPS rate (DHCS, 2021).



In August 2020, **La Clínica de la Raza Inc.**, conducted a survey aimed at understanding 1) access to and interest in using telehealth, 2) interest in future telehealth services, and 3) perceptions of provider quality and satisfaction with remote patient visits.



Survey participants were randomly sampled from a list of patients with a diagnosis of diabetes and/or pregnancy who had a visit within 1 year. A total of **97 patients** were surveyed by La Clinica MAs over the phone.

Digital Access

93% Reported that they had access to a **mobile device**.

However, only **59%** of patients indicated that they access the **internet** through a mobile device **daily**.

54% Reported having **wireless network (WIFI)** at home.

Patient Satisfaction

- **49%** of patients reported having an interest in **replacing** some of their **in-person visits** with **remote visits**.

Telehealth services

55% Reported having had a telehealth visit over the **phone** or **video** since **shelter in place**.

Meanwhile, **86%** of patients stated they had “**never**” had a telehealth visit before.



Recommendations:

- Reimburse **telephonic/audio-only and video visits** equally as billable visits **beyond COVID-19**.
- Provide **free wifi** to low-income communities to address the **digital divide**.