

Telehealth and Health Centers During COVID-19

July 2021

Community Health Centers' audio and video telehealth utilization **increased significantly during the COVID-19 pandemic** due to new federal and state policy flexibilities¹. To better understand health centers' experiences with telehealth, particularly audio-only, NACHC conducted a survey on their utilization, benefits and impacts of audio-only if flexibilities are not extended beyond the pandemic.

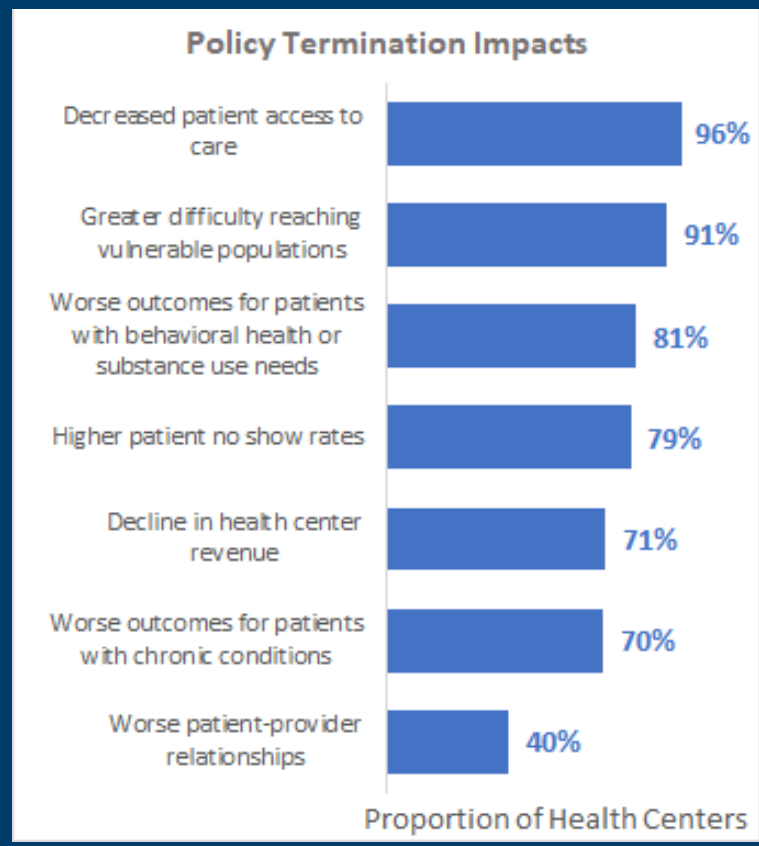
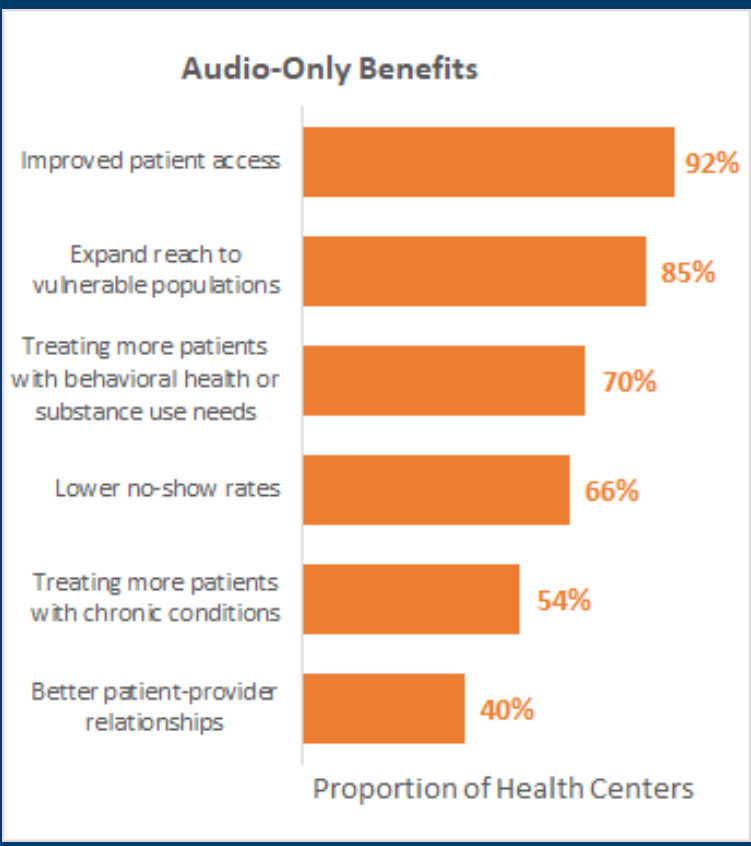
During the Pandemic:

95% of health centers used audio and video telehealth for medical services and 90% used it for behavioral health services.



30% of health centers that never used audio-only telehealth before the pandemic used this mode for more than half of their visits.

Audio-Only Benefits and Impacts



Data from this infographic come from a survey of Federally Qualified Health Centers (FQHCs) by NACHC's research department June 2021 (N=273). Respondent pool accurately represents location and characteristics of larger FQHC population. For more information, please view the accompanying report or email Sarah Baizer at sbaizer@nachc.org.

1. Pandemic refers to the time period from March 1, 2020, to June 2021