

# USING TELEHEALTH TO EXPAND CARE

## Louisiana Community Health Centers Drive Innovation in Response to COVID-19

### As Louisiana continues its battle against the COVID-19 pandemic,

Community Health Centers are on the frontlines and serve a leading role in our state's emergency response. Understanding the importance of caring for Louisiana's most vulnerable communities, health centers are increasingly relying on telehealth technology to provide services.

### Telehealth is a patient service delivery method

using electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, and public health and health administration.

Health centers are adapting to this new virtual environment to ensure all patients have access to the care they need.



# 43%

Health centers across the country using telehealth/telephonic technology before in 2018.

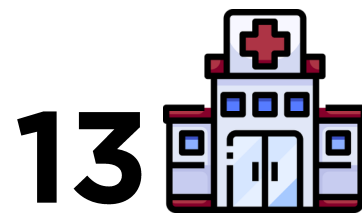
Only 38% of health centers used this technology in 2016 and mostly in rural parts of the country.

### Before the COVID-19 pandemic...



# 465,796

Individual patients served by Louisiana's Community Health Centers in 2019. Health centers hosted over 1 million in-person patient visits.



# 13

Health centers (out of 36) used telehealth technology to provide patient services or consult with outside specialists in 2019.

*Since the COVID-19 pandemic...*

**75,000%**

Increase in Louisiana Community Health Center telehealth/telephonic service delivery usage.

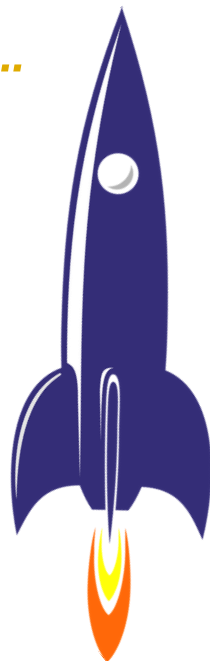
During Q2 2019, Louisiana health centers conducted 100 telehealth visits. Q2 2020 saw over 73,000.

**61%**

Decrease in overall health center patient visits in 2020 compared to the same time last year.

**74%**

Decrease in face-to-face health center patient encounters in 2020 compared to the same time last year.



**98%**

Health centers across the country are now using telehealth/telephonic technology since the pandemic began.

**>65%**

Behavioral health and substance abuse services conducted by health centers nationwide via telehealth/telephonic delivery.

**Examples of Services Offered:**

- Primary Care
- Oral Health
- Behavioral Health
- Substance Use Disorder Services
- Chronic Condition Management

**During this emergency, Louisiana's Community Health Centers are committed to providing services** while ensuring that patients, providers, and staff remain safe from the spread of COVID-19. They have adapted to this new technology in record time.

While the COVID-19 pandemic will one day end, most agree that telehealth is here to stay. Louisiana's Community Health Centers will continue to ensure vulnerable communities and underserved patients are included and are able to take part in this new form of healthcare delivery.