



## Realizing Return on Investment of Telehealth Programs

Many variables must be considered when examining the Return on Investment (ROI) of a telehealth program. This resource sheet will help you identify variables that will help determine ROI.

### How investing in telehealth has helped organizations:

*Saving Time and Money* - Telehealth reduces the amount of time spent traveling between clinics for providers, and the amount of cancellations and readmissions.

*Increasing Patient Access* - By using telehealth, rural communities with health professional shortages can access the care they need without having to travel long distances.

*Increased Patient Engagement* - Telehealth makes it easy for patients to prioritize their health. Many people would ignore a request for a quick follow-up visit if they had to take time off from work to travel to an appointment. With the convenience of telehealth, many people are more engaged in their health care.



### Think about the following questions when evaluating the ROI for your telehealth program:

1. What are your implementation costs to start up your program?
2. Will your telehealth program result in cost savings?
3. Is your program resulting in increased patient volume and patient retention?
4. What are the reimbursement regulations for your payer mix?

### Helpful Articles that Explore Telehealth ROI:

- <https://www.manatt.com/insights/white-papers/2019/a-framework-for-evaluating-the-roi-of-telehealth>
- <https://www.healthcareitnews.com/news/how-should-your-organization-assess-telehealth-roi>
- <https://www.beckershospitalreview.com/healthcare-information-technology/what-s-the-roi-for-telehealth-in-rural-communities.html>
- <https://www.jdsupra.com/legalnews/estimating-the-roi-of-telehealth-72337/>

For more information on telehealth, visit the AHI Telehealth Technical Assistance Center:

<https://ahihealth.org/telehealth-technical-assistance-center/#about>