

# What you need to know about telehealth

Telehealth isn't new – but it's more accessible and widely used than ever. Because it now plays such an essential role in employee health and benefits, you and your clients will want to stay on top of the trend.

## Telehealth is popular, and it's here to stay



**38%**

of employees have received care via telehealth.<sup>1</sup>



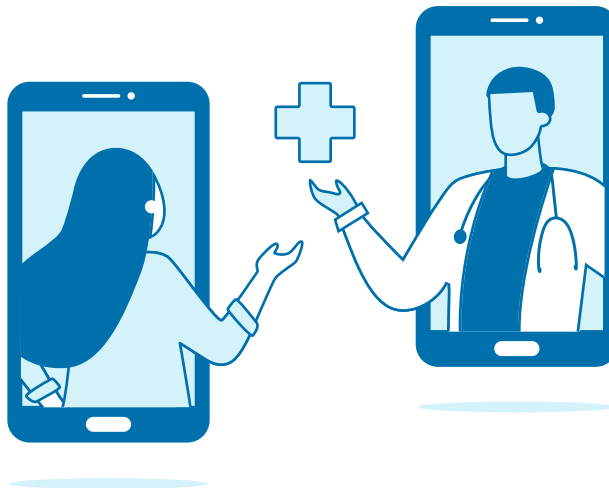
**1/3**

of employees say virtual appointments are **better than** in-person visits.<sup>2</sup>

76% of patients who had a telehealth visit would prefer to continue using it in the future.<sup>1</sup>



Percentage of diabetics tracking their blood sugar correctly nearly doubled from another study when they started using telehealth.<sup>3</sup>



Telehealth patients with congestive heart failure saw improvement in hospital readmission rates.<sup>4</sup>

1 mHealth Intelligence - Telehealth News. "38% of patients have received virtual care in 2022." March 2022. Accessed [5.16.22](#).

2 Forbes. "Will the telehealth boom continue after the pandemic?" Jan. 6, 2022. Accessed [5.16.22](#).

3 Centers for Disease Control and Prevention. "Telehealth in Rural Communities." Published 8.18.2020. Accessed [12.22.20](#).

4 Home Health Care News. "Telehealth Program for CHF Patients Helps Mercy Home Health Cut Re-Hospitalization Rate to 5.26%." Published 2.18.2020. Accessed [12.22.20](#).

**Telehealth is becoming a standard part of employee benefits packages**



**80%**  
of large employers believe virtual health will play a significant role in how care is delivered in the future.<sup>5</sup>



**91%**  
of large employers will offer telemental health services this year.<sup>5</sup>



**26%**  
of workers expect their employers to offer telehealth to make returning to a physical workspace safer after the pandemic.<sup>6</sup>

**Telehealth warrants communication**



**42%**  
of people say understanding how insurance covers telehealth would help them use it.<sup>7</sup>



**57%**  
say the same of simply receiving communications that telehealth is available.<sup>7</sup>

**Talk with your broker sales representative to learn about telehealth and other value-added services available through Aflac.**

<sup>5</sup> Business Group on Health. "Large U.S. employers accelerating adoption of virtual care, mental health services for 2021" Aug. 18, 2020. Accessed [5.16.22](#).

<sup>6</sup> Aflac WorkForces Report. "Workplace Benefits Trends Executive Summary." Published September 2020. Accessed [5.16.2022](#).

<sup>7</sup> Doctor.com. "Telemedicine Adoption in the Age of COVID-19 and Beyond." Published 2020.

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