

# NRC Health—Telehealth Resources

## Client examples:

- [Caring in a crisis: Insights from three prestigious experience leaders](#): In this article, you'll hear from leaders at organizations like Harris Health, who explain how they were able to quickly expand telehealth at their locations; Cedars-Sinai, who address what to do if not all visits can be shifted to telehealth; and Orlando Health, who discuss empathy as the foundation to a human-centered vision of care.
- [Finding innovation during COVID-19 at Allina Health](#): Leaders at Allina Health go into how they adjusted their care-delivery model to embrace telehealth visits. The organization increased telehealth usage from 20 visits a day to over 2,000 a day—within six weeks!

## Articles:

- [Consumers' willingness to seek care and use telehealth: What providers need to know](#)
- [The guide to delivering empathetic telehealth visits](#): With over 60% of consumers feeling that they are at higher risk of catching COVID-19 if they seek care or visit their provider in person, telehealth has become an increasingly sought-after care modality. This article provides a full guide to conveying empathy virtually, which is essential to creating meaningful interactions with patients.
- [How hospitals can reverse the patient-deferment trend](#): This article, originally published at forbes.com, discusses virtual care as a viable solution to the problematic trend of patient deferment. In allowing patients to connect with providers on their own terms, virtual medicine has proven especially beneficial during these uncertain times.
- [What are healthcare consumers thinking about?](#): Since the COVID-19 pandemic began, telehealth has seen a spike in interest and utilization—and many of the new consumers who have tried it don't want to do without it. Today, 74% of consumers say that they enjoy and are very happy with the way their digital appointments have gone. Even among patients 75 years of age and older, 78% have said that they've enjoyed the telehealth experience.
- [COVID-19 is accelerating the future of care](#): With the massive surge in interest among consumers in remote healthcare services, the healthcare landscape is changing dramatically. Even CMS is now responding to the unique urgency of the situation, and have begun lifting some of the hurdles that have long held telehealth back. Read this article to learn more about telehealth and other areas in which COVID-19 has changed the future of care.

## Webinars:

- [Reputation-management best practices for telehealth medicine](#): Learn how healthcare providers are leveraging patient ratings and reviews to drive awareness and demand for their telehealth services.
- [Examining what consumers want \(and why\) to better the patient experience](#): Hear results from a special study of consumers' wants and needs during the COVID-19 pandemic. Understand better how these expectations are formed, as well as how to manage them during this challenging time.