

Telehealth ROI worksheet



Are you trying to calculate the ROI of your telehealth program, but aren't sure where to start? Calculating ROI might seem complicated, but it doesn't have to be.

This worksheet explains what to keep in mind when calculating the ROI on your telehealth communications platform.

Each of the following factors impacts the ROI of your telehealth communications platform:

YOUR UNIQUE SITUATION

How you calculate the ROI from your telehealth communications platform depends on your situation.

Academic medical centers, community hospitals, integrated health systems, and primary care clinics each operate differently and have different goals.

For example, the academic medical center might want to use telehealth to extend its specialties, while a primary care clinic may use it to reach rural patients.

THE COSTS OF YOUR TELEHEALTH PROGRAM

The costs of your telehealth communications platform include:

- Management (How much effort does it take for you to oversee the technology)?
- How many staff do you need to operate the software? (Do you need a dedicated staff member? Have you needed to hire more staff?)
- What's the **total cost of ownership** of the telehealth communications platform (which includes the base price, maintenance, support, upgrades, and training)?

THE TANGIBLE BENEFITS

Your telehealth communications solution has tangible benefits, including **time and cost savings**. Here are some examples:

- Seventy-five percent of doctor, urgent care, and ER visits could be handled through a video conference.
- Physicians can resolve a patient's issue through a telehealth visit 83% of the time.
- Hospitals can save \$86.64 for each telehealth session that replaces an ER or urgent care visit.

THE INTANGIBLE BENEFITS

There are also intangible benefits to telehealth communications technology, which are difficult to quantify, yet should still be factored in.

These benefits include improved patient experience and an improved physician experience. Take a look at these stats:

- Eighty-eight percent of patients felt the telehealth visit was as good or better than an in-person visit.
- Fifty-three percent of patients think telehealth significantly increases their involvement in a treatment decision.
- **Seventy-nine percent of physicians** want to offer telehealth because it improves their work-life balance.

Offering telehealth services can help you provide **better healthcare outcomes at a lower cost**. **Cloud communications systems are transforming healthcare. Find out how.**

Put connection at the center of care

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