

TELEHEALTH: A KEY FOR PROVIDERS TO UNLOCK HEALTH EQUITY

Telehealth makes it easier and less expensive to access medical services, but it's not just about existing patients who regularly see their physicians. Increasingly, healthcare providers are embracing it as a tool to bring routine care to marginalized populations that lack access.

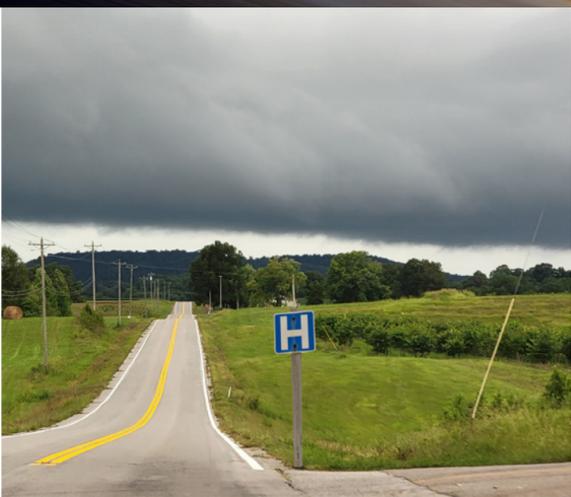


WHY HEALTH EQUITY?

The WHO frames health as a fundamental human right, saying:¹

Health equity is achieved when **everyone** can attain their **full potential** for health and well-being.

Healthcare providers are recognizing telehealth as a key enabler of that vision.



RESTORING THE BALANCE OF CARE

Telehealth is becoming a great equalizer in reaching underserved populations and advancing social equity in healthcare — better enabling patient engagement across barriers and borders.

According to the American Medical Association:²

85%

of physicians indicate that telehealth **increases timeliness of care**

75%

of physicians say that telehealth allows them to **deliver high-quality care**

Telehealth interventions can:

Address primary healthcare delivery challenges related to **accessibility, cost, quality, information exchange, and utilization of services.**³

Increase progress toward **affordable health services to everyone.**

A GLOBAL PRIORITY

According to the WHO, the health sector must do all it can to promote health equity, so everyone can receive high-quality services when they need them, at an affordable cost.⁴

Currently, **about half** of the world's people do not receive all the essential health services they need.

But all countries have committed to **achieving affordable health services to everyone by 2030.**



WHAT THE HEALTHCARE COMMUNITY CAN DO

Public health and care providers need to take the lead in monitoring inequities by examining patient outcomes and updating health services. Key examples include:⁵



Redesign health services with equity in mind to help reach the WHO goal of covering one billion additional people by 2023.



Reduce potential bias based on sexism, racism, ageism, classism, and ableism.



Increase investment in telehealth infrastructure, coupled with education and expanded patient reach.



Ensure equitable services in both urban and rural areas.



Monitor the adoption of telehealth and remote care services by patients.

A multi-country initiative of world health leaders⁶ put forth the goal to improve the social determinants of health...

...for **at least 20 million** disadvantaged people

...in at least **12 different** countries by 2028

Increased adoption of telehealth would be a promising path to achieve the above goals.

FIND OUT HOW TO MAKE THE MOST OF TELEHEALTH

Read our white paper to learn what features are most important when selecting audio and video solutions for your telehealth initiatives, to maintain a high quality of patient care, from any location.

[DOWNLOAD THE WHITE PAPER >](#)



1 World Health Organization, "Healthy Equity"

2 American Medical Association, "In 2022, moving beyond telehealth to digitally enabled care"

3 World Health Organization, "Leveraging telehealth for efficient delivery of primary health care in the WHO South-East Asia Region"

4 World Health Organization, "Health equity and its determinants"

5 World Health Organization, "Health Equity"

6 World Health Organization, "WHO Special Initiative for Action on the Social Determinants of Health for Advancing Health Equity"