

Benchmarking Telehealth Usage in Virginia

2025-26

As part of ongoing efforts to monitor the impact of telehealth on Virginia’s patients and providers, the **Virginia Telehealth Network (VTN)** conducts a periodic “Benchmarking Telehealth Usage in Virginia” survey of actively practicing licensed providers across the Commonwealth. This research effort is designed to help us better understand Virginia’s current and future needs with virtual care.

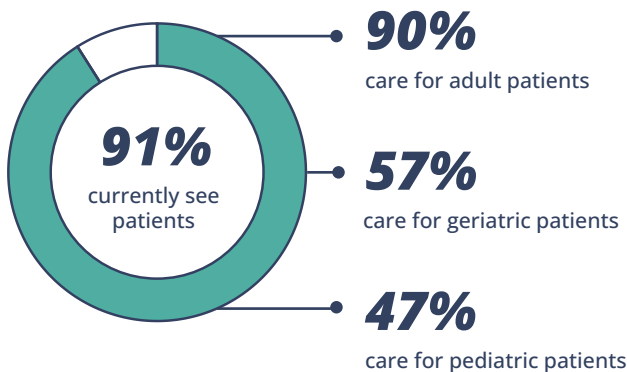
The fourth iteration of this benchmarking survey was conducted 12/20/2025 to 1/30/2026. It was distributed via Typeform.

The following summary report highlights key findings from the 2025-26 iteration of the benchmarking effort. Prior data from 2021, 2023, and 2024 is included to support relevant data comparisons between the current and prior iterations.

For more information about the state of telehealth in Virginia visit ehealthvirginia.org.

PARTICIPANT DEMOGRAPHICS

TOTAL RESPONDENTS = 5,474



TELEHEALTH CARE DELIVERY BY PROVIDER RESIDENCE

n = 4,088

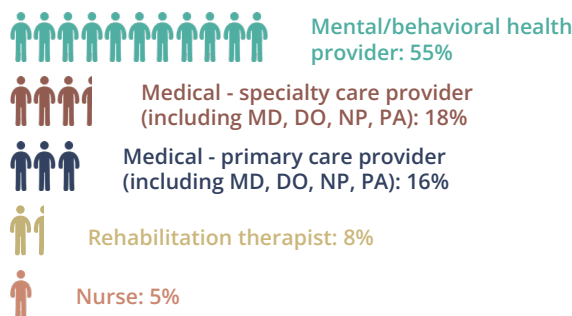
PROVIDER RESIDES IN VIRGINIA



PROVIDER RESIDES IN ANOTHER STATE

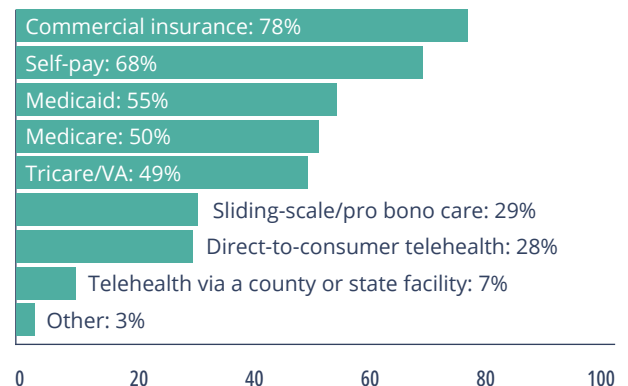


RESPONDENTS BY PROVIDER SPECIALTY AREA



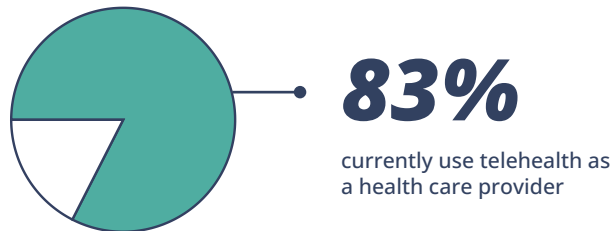
Dental/oral health OR vision OR pharmacy: 1% | Other: 4%

RESPONDENTS PARTICIPATE IN



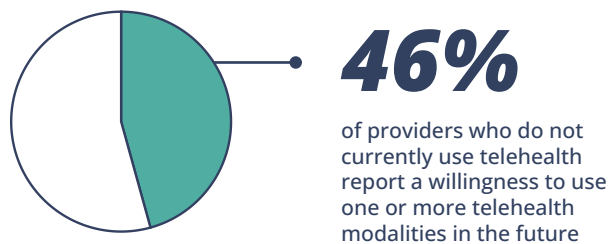
TELEHEALTH USAGE OF VIRGINIA HEALTH CARE PROVIDERS WHO SEE PATIENTS

n = 4,956



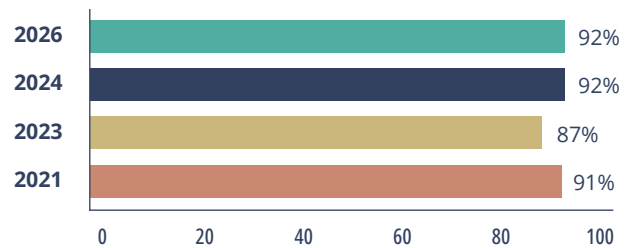
18% are not currently using telehealth in their practice because...

1. Not compatible with specialty/practice style **47%**
2. Not applicable with role in health care **39%**
3. Quality of care concerns **18%**
4. Patient population limitations with technology access **14%**
5. Lack of patient demand **12%**
6. Reimbursement concerns **12%**

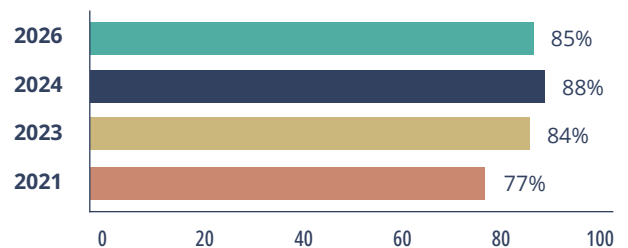


PROVIDERS WHO USE TELEHEALTH SERVICES SAY

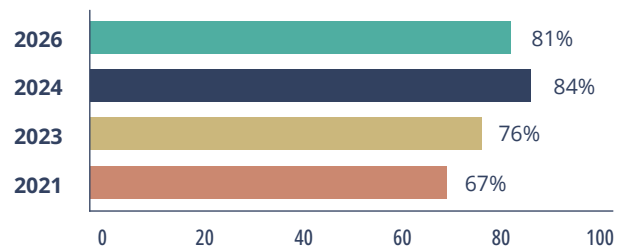
92% Telehealth allows them to address patient care barriers



85% Telehealth allows them to have more schedule flexibility



81% Telehealth allows them to see more patients



IN THE PAST YEAR, TELEHEALTH HAS ALLOWED PROVIDERS TO:

- Provide care to patients when they cannot come to the office
- Provide specialized care to residents in other states that do not have access to the care they need in their local communities
- Continue care during inclement weather and other states of emergencies
- Provide care to patients without access to transportation
- Offer after hours emergency care
- Increase access to care for patients living in rural areas
- See children and adults when they are at school or work

Future Telehealth Utilization Trends

Telehealth providers report that their use of telehealth components dramatically increased in the years following the COVID-19 pandemic across the board; however, most providers predict that their telehealth utilization will decrease in the future. Providers predicted utilizing many telehealth components less often in the future, including synchronous consultations, remote patient monitoring, clinical supervision, and urgent care consultations.

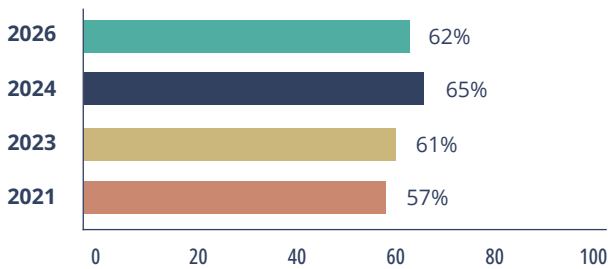
TELEMENTORING



AI-FACILITATED TOOLS



62% of telehealth providers plan to increase its usage in the future



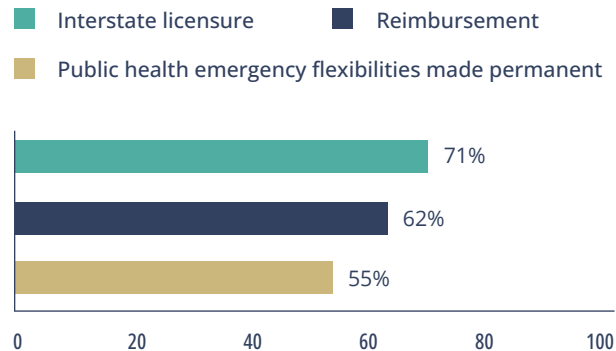
IN A MOMENT OF MUCH UNCERTAINTY AROUND FEDERAL TELEHEALTH POLICY...

37% of respondents noted that their organization has considered modifying telehealth provisions in their practices. Some stated that they've considered making the following changes:

- Discontinuing or limiting telehealth appointments
- Mandating that Medicare patients be seen in person to ensure reimbursement
- Requiring that all patients attend appointments in person (which is not always possible)
- Require patient verification that their insurance will reimburse telehealth appointments
- Rent and open an office to be able to see patients in-person

TELEHEALTH PROVIDERS NOTED OPPORTUNITIES FOR IMPROVEMENT...

TOP 3 AREAS THAT CAN BE IMPROVED FOR PROVIDERS



TOP 3 AREAS THAT CAN BE IMPROVED FOR PATIENTS

