

Unpacking the Rise of Telehealth

July 2020: Complimentary Abstract / Table of Contents



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Chunky Satija, Practice Director

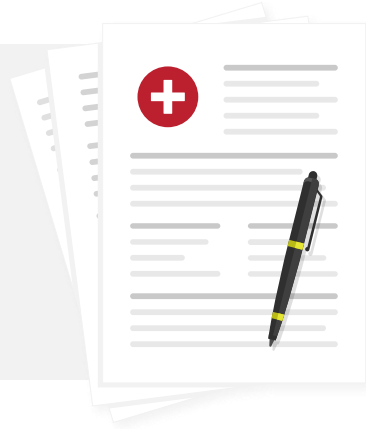
Kanika Gupta, Senior Analyst

Abdul Rahman Shaikh, Analyst

Background and methodology

The healthcare provider industry, rife with rising challenges, is currently combating an unprecedented pandemic wave that has taken the industry by storm, leading to a rapid transformation occurring at breakneck speed. Providers, traditionally have been the slowest adopters of technology but now, with the changing landscape brought about by rising expectations of customers, need to increase quality of care and support to overburdened physicians, who have now turned towards technological solutions to aid the healthcare process. Wide adoption of telehealth in such a time has emerged as a promising tool, from relatively simple virtual platforms to extensively integrated remote care and diagnostic setups, telehealth, when rightly implemented, stands to help both payers and providers achieve improved healthcare outcomes holistically.

This report aims to capture the evolving landscape of telehealth and exhibit adoptions trends of telehealth areas that are of the highest interest to physicians and patients. It also highlights the complex supply and demand side of the ecosystem and captures the complex constructs that are currently being formed to decide, develop, and deploy telehealth solutions.



The report talks about:



Key telehealth insights



Telehealth themes



Industry use cases

Scope of this report:



Geography
Global with a focus on the US



Industry
Healthcare industry

Overview and abbreviated summary of key messages

This report aims to capture the evolving landscape of telehealth and exhibit adoption trends of telehealth areas that are of the highest interest to physicians and patients. It also highlights the complex supply and demand side of the ecosystem and captures the complex constructs that are currently being formed to decide, develop, and deploy telehealth solutions.

Some of the findings in this report, among others, are:

Market dynamics

- There has been a steady growth in the acceptance and adoption of telehealth technology and services across the healthcare industry
- Telehealth though proven to aid both the care giver and care receiver on multiple fronts, is currently facing numerous challenges that are hampering its growth and hindering its ability to scale

Supply and demand landscape

- The telehealth market landscape is built up of multiple stakeholders – payers, providers, independent telehealth service providers, large service providers, and startups
- Multiple stakeholders that are participants of the ecosystem have multifarious and complex arrangements that enable the delivery of services to the end customer

COVID-19 Impact

- Unprecedented burden on care providers and unavoidable circumstances have led to a rapid requirement change resulting in an escalated dependency on telehealth technologies
- Regulatory changes, rise in innovative solutions, and rapid expansion of telehealth capabilities for providers has been evident as a result of the pandemic

This study offers three distinct chapters providing a deep dive into key aspects of the telehealth market; below are three charts to illustrate the depth of the report

Healthcare and telehealth market insights



Demand and growth drivers for telehealth

- Rising healthcare costs**
- Low patient experience standards**
- Restricted access to healthcare**
- Overburdened physicians and compromised quality of care**



Telehealth supply and demand landscape



Research calendar

Healthcare IT Services (ITS)

■ Published
 ■ Planned
 ■ Current release

Flagship Healthcare ITS reports

	Release date
Healthcare Payer State of the Market – Key Trends, Service Provider Performance in 2019, and Outlook for 2020	February 2020
Healthcare Provider State of the Market – Key Trends, Service Provider Performance in 2019, and Outlook for 2020	March 2020
Healthcare Provider Digital Services PEAK Matrix® Assessment 2020	June 2020
Healthcare Provider Digital Services – Service Provider Profile Compendium	July 2020
Salesforce Health Cloud Services PEAK Matrix® Assessment 2020	Q3 2020
State of the Market – Salesforce Health Cloud services	Q3 2020
Salesforce Health Cloud Services – Service Provider Profile Compendium	Q3 2020
Healthcare Specialists PEAK Matrix® Assessment 2020	Q3 2020
Healthcare Specialists – Service Provider Profile Compendium	Q4 2020

Thematic Healthcare ITS reports

	Release date
Big Tech in Healthcare: What it Means for CIOs?	November 2019
A Platform-based Roadmap for Healthcare Payers	February 2020
Unpacking the Rise of Telehealth	July 2020
Data Monetization in Healthcare	Q3 2020
Adoption of Cloud EHR in Healthcare	Q3 2020
State of Payer Healthcare Platform	Q3 2020

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Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

New York

info@everestgrp.com
+1-646-805-4000

Toronto

canada@everestgrp.com
+1-416-388-6765

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