1. Telehealth

**BENEFITS**
- Convenience for patients
- Improved patient access
- Increased patient/provider interactions
- Increased population health
- Reduced costs

**BARRIERS**
- Lack of reimbursement
- Patient access to internet and technology
- Patient perception of value
- Policy restrictions
- Patient acceptance of technology

**OPPORTUNITIES**
- Create seamless triaging and referral between in-person and telehealth care
- Develop guidelines and practices for beyond the pandemic
- Increase access for patients with limited resources
- Integrate telehealth into digital operating systems

**WILLINGNESS** to use telehealth by patients has INCREASED to 66%

**3. Behavioral Health Technologies**

**BENEFITS**
- Drives care to those who might not otherwise have access
- Increases specialty/primary options for those with limited local providers
- Offers alternative solutions for those uncomfortable meeting in person

**BARRIERS**
- Patient access to internet and technology
- Patient discomfort sharing information online

**OPPORTUNITIES**
- Create transparent data sharing regulations
- Perform long-term studies on the viability of behavioral health technologies for certain care needs

**4. Testing, Tracking and Diagnostics**

**BENEFITS**
- Detects diseases earlier with increased accuracy
- Improves population health

**BARRIERS**
- Patient apprehension of surveillance
- Patient privacy concerns

**OPPORTUNITIES**
- Accelerate testing and diagnostic tools
- Expand testing and tracking tools developed during the pandemic

**5. Health Equity and Community-Centric Innovations**

**BENEFITS**
- Helps address the social determinants of health
- Improves patient access
- Improves population health

**BARRIERS**
- Telehealth not sustainable solution
- Funding challenges
- Lack of sustainable designs

**OPPORTUNITIES**
- Encourage public-private partnerships for storage and more sustainable solutions
- Increase access for populations with limited resources