RingCentral offers a way for both urban and rural providers to give patients access to telehealth services.

Deliver the ideal telehealth patient experience. See how cloud communications are transforming healthcare. Get the demo.

Telehealth demographics at-a-glance

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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In November 2020, a coalition of organizations published a report about telehealth adoption in urban and rural areas in the U.S. There is a variety of reasons behind recent services, telehealth services, and telehealth providers.

Telehealth adoption skyrocketed in the spring of 2020 due to a public healthcare crisis. This raised a question for researchers: given the longstanding gap in care for patients in rural areas, do rural providers see the same telehealth adoption rates as their urban counterparts?

In November 2020, a coalition of organizations published a report about telehealth adoption in urban and rural areas in the U.S. Here is a selection of revealing statistics about patients, telehealth services, and telehealth providers:

- More rural telehealth providers had been using telehealth services for over a year before the start of the public health crisis.
- More rural providers had used telehealth services before the public health crisis than urban providers.
- 4.7% of rural providers versus 2.4% of urban providers.
- 16.3% of rural providers versus 10.8% of urban providers.
- 75.7% of urban providers versus 72.8% of rural providers.
- 68.4% of urban providers versus 73% of rural providers.
- 12.7% of urban providers use telehealth services for care coordination, 10.7% use them to receive advice from other clinicians, while 7.4% of rural providers use telehealth services for advising other clinicians, and 7.4% use them to receive advice from other clinicians.

After the public health crisis, both urban and rural telehealth providers saw a high volume of telehealth services.

- 37.7% of urban providers and 39.2% of rural providers had more than 20 telehealth appointments per week.
- 83.6% of urban telehealth providers use telehealth services for care coordination.
- 78.4% of rural telehealth providers use telehealth services for care coordination.

Many urban and rural providers hold audio-only or phone telehealth appointments.

- 87.4% of urban providers and 75.7% of rural providers hold audio-only or phone telehealth appointments.

More urban telehealth providers hold live, interactive video visits with patients at home.

- 75.7% of urban providers versus 72.8% of rural providers.
- 68.4% of urban providers versus 73% of rural providers.

More rural providers are concerned about technology issues facing patients when it comes to telehealth adoption.

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More urban providers feel telehealth provides a high volume of telehealth services.

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