Advantages and Challenges of Telemedicine

HCP Perspective

Advantages	Challenges
Providing care • Ability to reach patients in any geographical location • Increased continuity of care with routine check-ins to ensure compliance • Swifter management response **Logistics** • Streamlined digital processes increase efficiency • Reduced need for staff or office space • Increased patient volume • Reduced no-show costs **Quality of life** • Increased ease of scheduling • Reduces unnecessary visits • Improved work/life balance **New capabilities** • Allows remote patient monitoring • Allows virtual information sharing • Augments range of offerings of the practice • Facilitates group education sessions	**Interpersonal** • Lack of physical examination • Inability to take measurements • Emotional distancing and less personal connection **Technology** • Slower uptake with less technologically-savvy users • High cost of implementing and updating technology equipment • Cybersecurity and patient privacy concerns **Communication** • Concerns about patient mismanagement • More opportunities for misunderstanding **Legal** • Policies and regulations vary by region • Implementing a new system requires extensive training • Inconsistent reimbursement models • Liability concerns (e.g., licensure, credentialing, privacy and security, reimbursement, deceptive trade practices, and wrongful data collection) • Limited evidence about impact on healthcare costs, utilisation, or outcomes

Patient Perspective

Advantages	Challenges
Reception of care • Increased access to general and specialised healthcare services • More detailed and personalised care compared to telephone calls • Increased engagement in lifestyle coaching, medication monitoring, and the management of chronic conditions **Convenience** • Patients can receive treatment from anywhere • Increased ease of scheduling • Decreased wait time for access to care • Fewer travel expenses **Health** • Overcomes multiple logistical barriers (e.g., distance or mobility) as well as psychological barriers (e.g., anxiety or motivation) • Reduced risk of physical injury • Reduced exposure to diseases	**Interpersonal** • Preference for face-to-face connection with HCP • Increased difficulty in communicating virtually • May be difficult for patients who are physically impaired (hard of hearing or visually impaired) **Outlook** • Concerned about privacy and confidentiality of personal data • Resistance to change; apathy; unawareness • Familiarity with technology • Age and socioeconomic status **Technology** • No access to computers or mobile phones • No secure internet connection for video and audio communications

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