



## What encourages adoption of telehealth?

**MALT Message: Clinicians act as gatekeepers to services and their acceptance of telehealth is important. Minimising the impact on workload, challenging myths and misconceptions about telehealth and maximising benefits for patient care and clinical practice are crucial for driving up adoption.**

Having time to establish confidence in telehealth, which for clinicians can mean new ways of working

with patients, is an important enabler for adoption. Barriers to implementation can mean that early experiences of telehealth can be negative, creating unnecessary work for clinicians as they learn to work with new technologies and encounter teething problems. Addressing barriers as soon as they occur in practice and supporting clinicians throughout implementation can help to increase adoption.

## Challenging the reasons not to use telehealth

### MYTH: I don't have time to use telehealth

Organisational changes, heavy patient caseloads and other new initiatives can mean that telehealth is not always a priority for staff. These are genuine concerns and can inhibit adoption. Having dedicated roles to undertake the new tasks associated with telehealth and to engage and train staff, can help to minimise the impact on clinicians and encourage them to use it.



*'People feel quite overloaded really ... I am just managing with what I have got and to take on another system and another set of guidelines is almost a bit too much.'*

### MYTH: My patients will lose out on clinical care

Some clinicians believe that their patients are not suitable for telehealth because they have complex needs or other social problems that mean they need face to face care. However, telehealth is not a system that replaces the clinician, and according to telehealth users it can instead improve access to clinicians by ensuring that care is available when it is really needed.

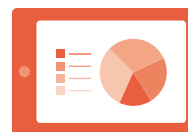


### MYTH: The technology is too difficult to use

Telehealth is not difficult to use and is generally well accepted by patients who use it. However, assumptions that older or frail people will not be able to use the technology can mean that some patients will not be offered telehealth. Clinicians themselves can also have fears about using new technologies, which on-going training and support can help to overcome.



### MYTH: Telehealth won't add value to my work



*'When I first heard about telehealth I thought it would be really good, and save a lot of work. But my experience has been the opposite. It has made more work and not really been terribly beneficial.'*

Early negative experiences can lead to long-lasting impressions among staff that telehealth does not work, and will not add value to patients or their practice. Learning about the benefits of new ways of working can take time, and require a period of experimentation and learning. This can help clinicians to realise the benefits of telehealth, which include being able to closely monitor patients from a distance, help them to manage their caseloads more efficiently, and enable their patients to manage their own condition at home.