

Internet Access, Technical Difficulties, and Lack of Privacy are Top Barriers to Telehealth

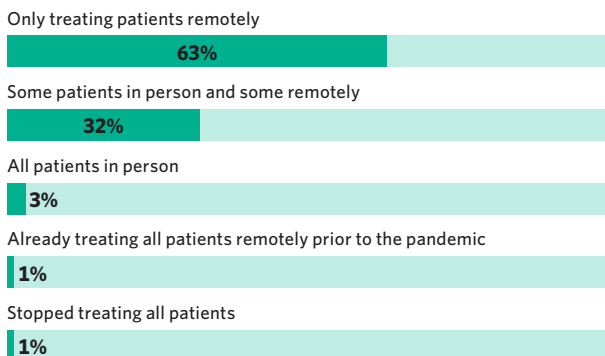
According to a survey conducted in September 2020,¹ 96% of U.S. psychologists reported treating patients remotely—64% were treating all patients remotely, and 32% were treating some patients in person and some remotely.

A third (33%) of psychologists reported working remotely with patients who live in a different state than the one they practice in, and 6% reported working with patients in a state they were not licensed in, as many state licensing boards are temporarily allowing cross-jurisdiction treatment during the pandemic.

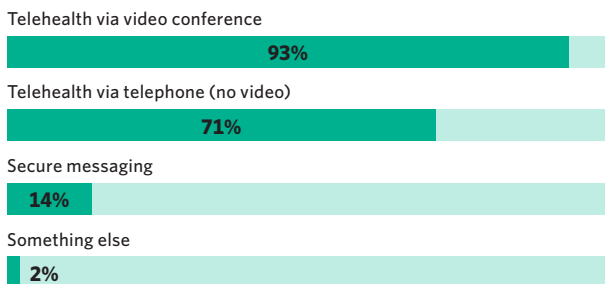
Most of the psychologists treating patients remotely were using video conference (93%). About 71% were using telephone and 14% were using secure messaging.

The majority of psychologists (63%) reported that treating patients remotely was more challenging than treating patients in-person. When asked what kind of challenges patients experienced in receiving treatment remotely, the top barriers were reported to be related to internet access or connectivity (69%), general technical difficulties (66%), and privacy (64%).

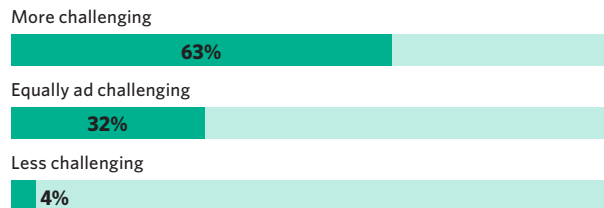
Telehealth Status



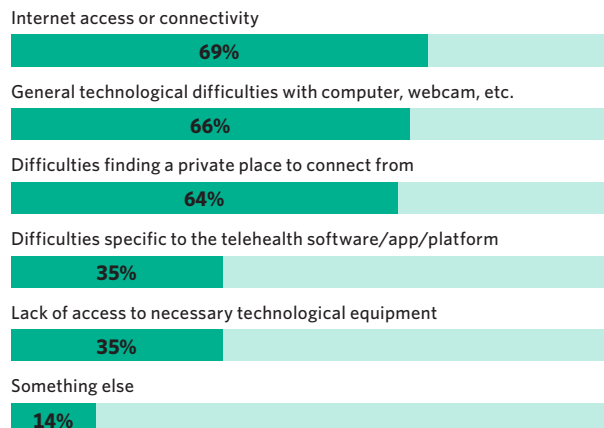
Telehealth Method



How challenging is treating patients remotely compared to in-person?



What kind of challenges or barriers have your patients experienced when receiving treatment remotely?



¹ Results were from the American Psychological Association's COVID-19 Telehealth Practitioner Survey. The survey was distributed to a geographically representative sample of U.S. psychologists including both APA Members and non-Members. The survey was fielded from Aug. 28 - Oct. 5, 2020. A total of 1,787 psychologists responded to the survey. This is a non-probability sample, and as such it is not possible to calculate confidence intervals or margins of error.

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