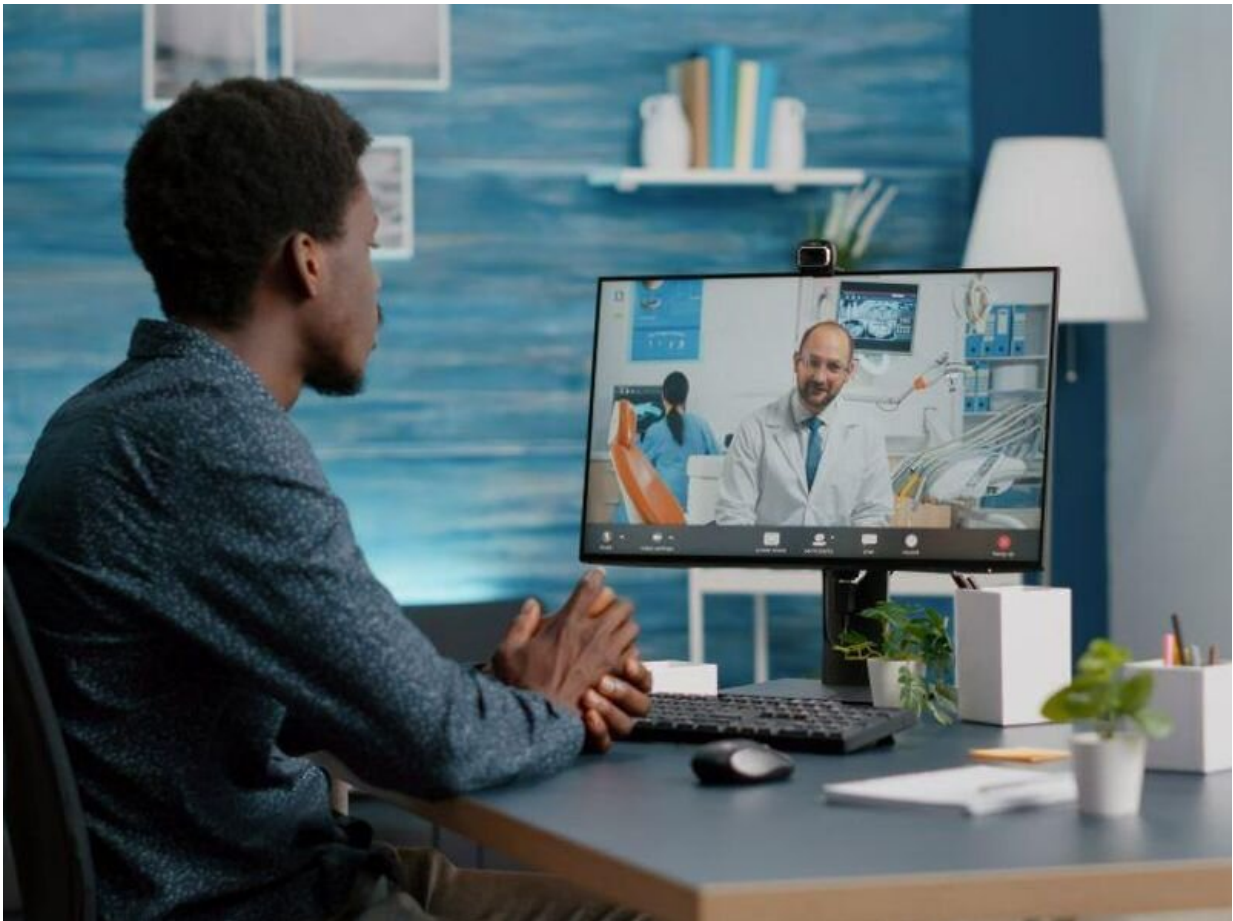


Telehealth navigator program ups video visit adherence in primary care

December 13 2022, by Lori Solomon



A telehealth navigator program is associated with significant

improvement in video visit adherence as well as a positive return on investment, according to a study published online Dec. 8 in *JAMA Network Open*.

Oren J. Mechanic, M.D., from the Beth Israel Deaconess Medical Center in Boston, and colleagues evaluated a telehealth patient navigator pilot program to assist patients in overcoming barriers to video visit access. The analysis included 4,066 adults with a scheduled video visit without a previous telehealth visit at two U.S. academic primary care clinics during a 12-week study period from April to July 2021.

The researchers found that [patients](#) who received the navigator intervention had significantly increased odds of attending their appointments (odds ratio, 2.0) versus the comparator group. There was an absolute increase of 9 percent in appointment attendance for the navigator group (91.6 versus 82.8 percent). During the study period, the program's return on investment was \$11,387.

"The findings of this study suggest that adding a patient [navigator](#) to episodic telehealth visits may increase visit attendance and provide a net financial return," the authors write. "Our findings have relevance for efforts to reduce barriers to [telehealth](#)-based health care and increase equity."

More information: Oren J Mechanic et al, Evaluation of Telehealth Visit Attendance After Implementation of a Patient Navigator Program, *JAMA Network Open* (2022). [DOI: 10.1001/jamanetworkopen.2022.45615](#)

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