

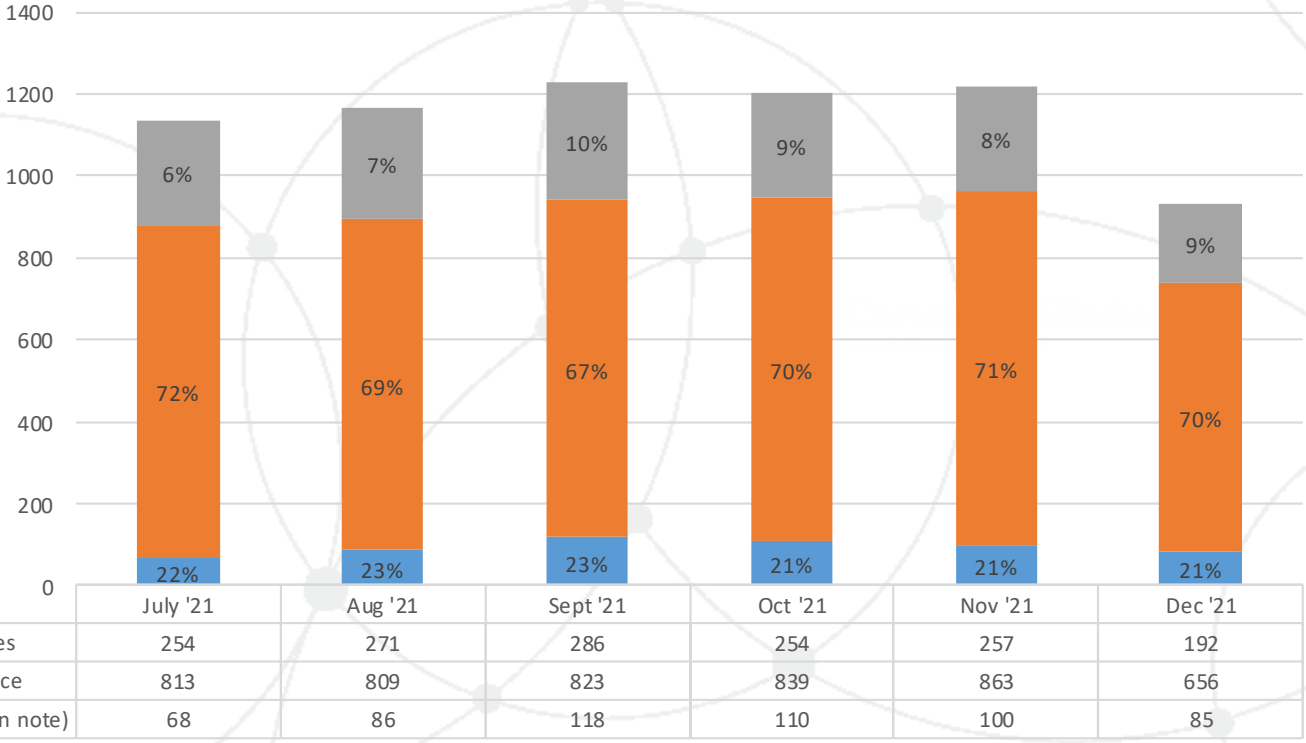
# Data for Vermont Audio-Only

5/31/22

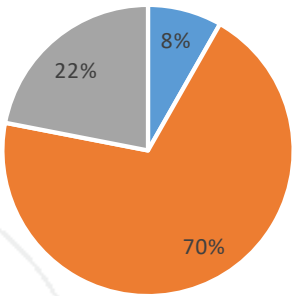


# Reasons Audio-Only was used for telehealth visits instead of Video for Vermont patients

VT Audio-Only



VT Audio-Only July - December

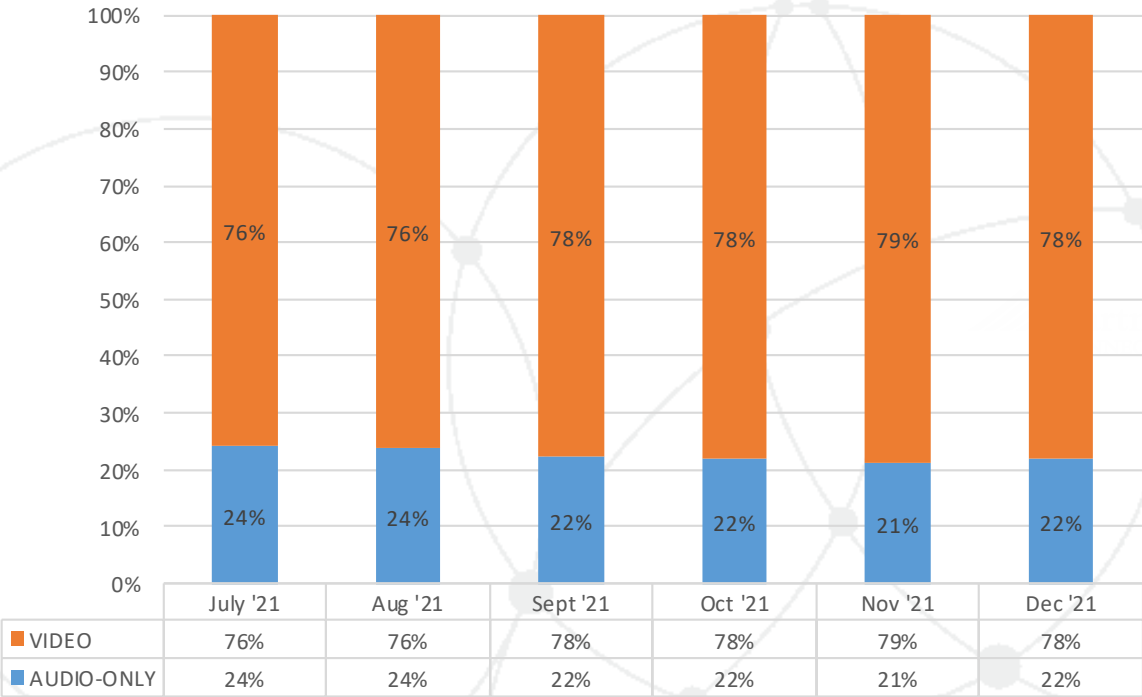


Other (indicate in note) Patient preference Technology issues

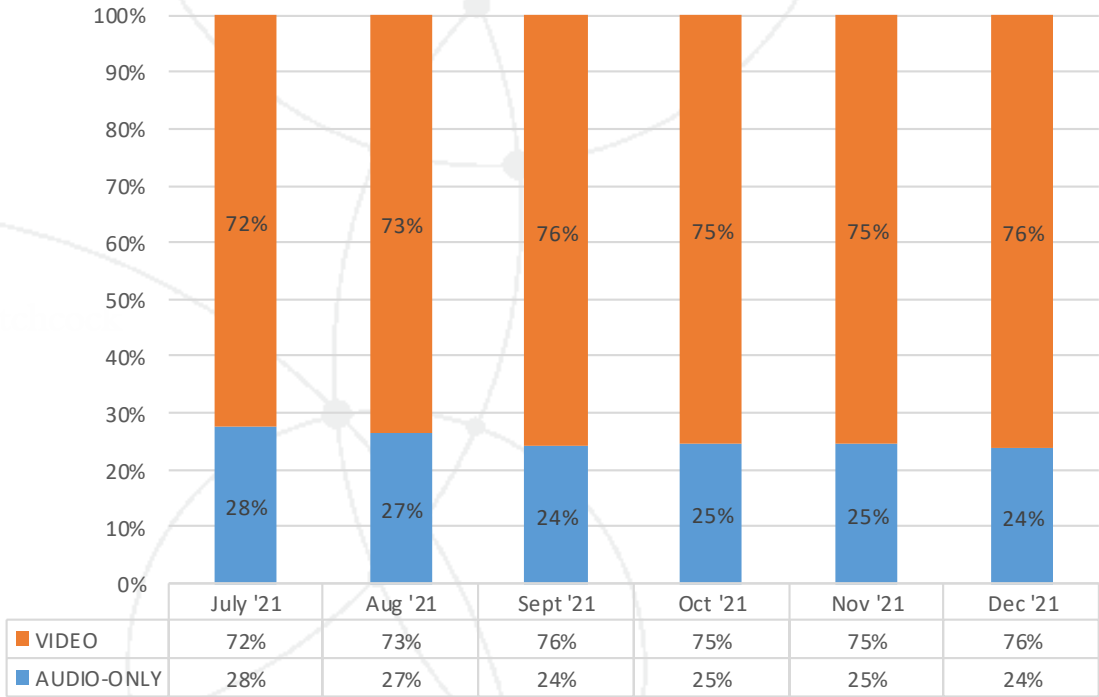
Other (indicate in note) Patient preference Technology issues

# Dartmouth Hitchcock Telehealth appointment distribution of Video vs. Audio-Only

Telehealth Appt Distribution (All Patients)



Telehealth Appt Distribution (VT Patients Only)



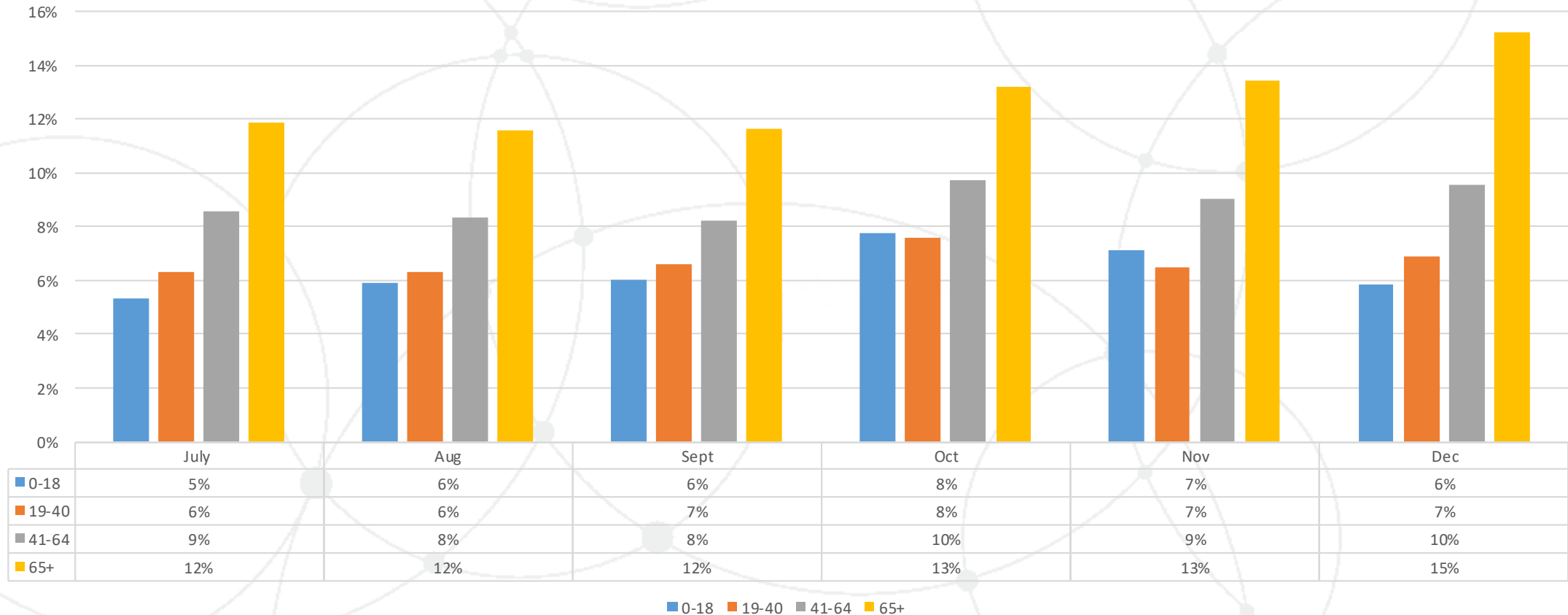
# Dartmouth Hitchcock Telehealth appointments that were Audio-Only by Service Line

% OF TELEHEALTH VISITS THAT ARE AUDIO-ONLY - ALL DIVISIONS						
SERVICE LINE	JULY	AUG	SEPT	OCT	NOV	DEC
DERMATOLOGY	8%	11%	6%	8%	8%	7%
HEART AND VASCULAR CENTER	70%	68%	66%	68%	68%	66%
MEDICAL SPECIALTIES	12%	13%	11%	10%	9%	12%
NEUROLOGY	6%	8%	8%	8%	8%	7%
NURSING SERVICES	18%	13%	4%	8%	6%	5%
OB/GYN	25%	27%	26%	27%	32%	33%
ONCOLOGY	72%	77%	77%	77%	77%	75%
ORTHOPAEDICS	66%	75%	75%	74%	76%	76%
PEDIATRIC SPECIALTIES	7%	9%	10%	6%	7%	3%
PERIOPERATIVE SERVICES	47%	52%	57%	52%	52%	54%
PRIMARY CARE	18%	17%	16%	15%	14%	15%
PSYCHIATRY	12%	9%	9%	9%	9%	11%
REHAB DIVISION	5%	10%	25%	25%	8%	14%
SURGERY	60%	58%	54%	55%	52%	48%

# Dartmouth Hitchcock Telehealth failed video visits by age.

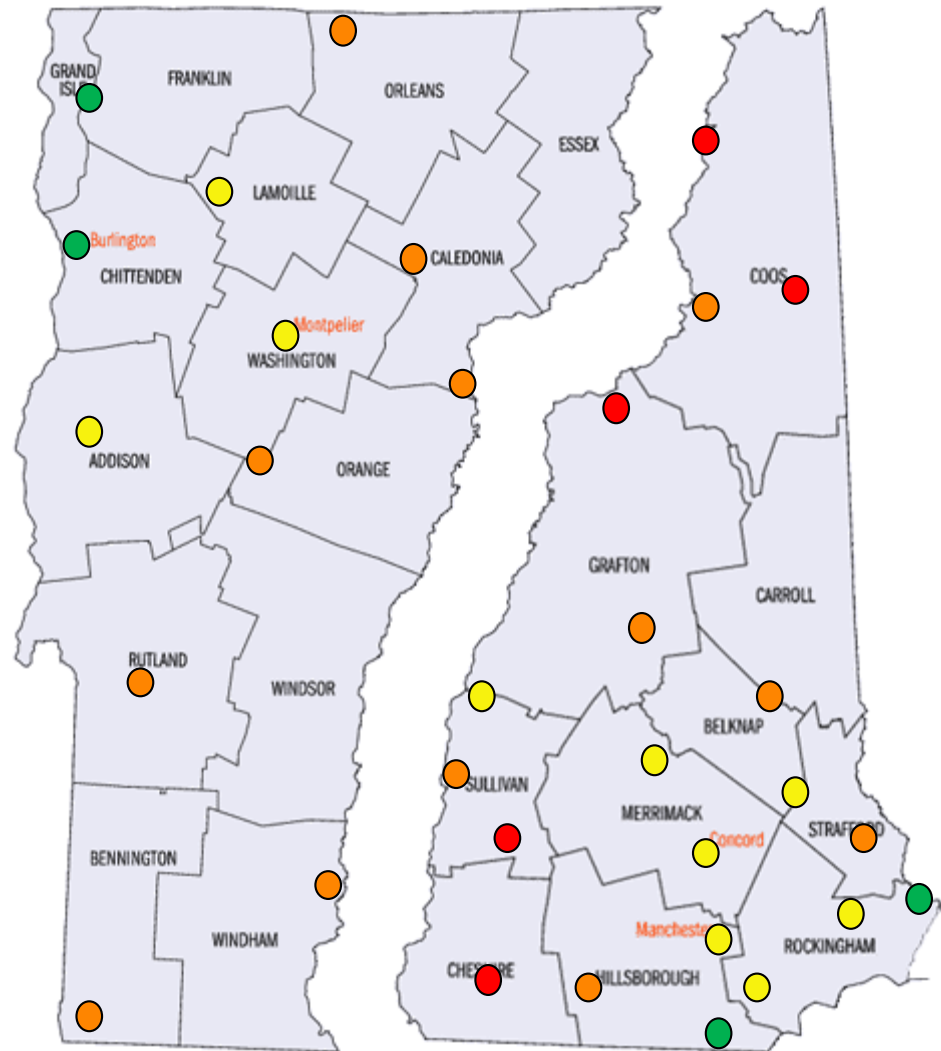
Telehealth appointments that were scheduled for video, but do to a failure ended up being Audio-Only.

DH VV Failure Rate by Age Group



# Dartmouth Hitchcock Telehealth failed video visits by Hospital Service Area.

Telehealth appointments that were scheduled for video, but do to a failure ended up being Audio-Only.



TOWN	TOTAL VISITS	FAILED VISITS	% FAILURE
Berlin - NH	513	83	16%
Colebrook - NH	205	30	15%
Keene - NH	12500	1455	12%
Claremont - NH	3679	363	10%
Littleton - NH	1021	97	10%
Peterborough - NH	2523	239	9%
St. Johnsbury - VT	1794	169	9%
Rutland - VT	2876	269	9%
Bennington - VT	1291	120	9%
Newport - VT	1122	103	9%
Springfield - VT	3857	353	9%
Plymouth - NH	1208	109	9%
Dover - NH	633	57	9%
Windsor - VT	1770	158	9%
Lancaster - NH	661	59	9%
Wolfeboro - NH	628	54	9%
Woodsville - NH	2268	195	9%
Randolph - VT	2023	172	9%
New London - NH	4545	384	8%
Laconia - NH	2324	195	8%
Townshend - VT	470	37	8%
Brattleboro - VT	3423	268	8%
North Conway - NH	381	29	8%
Lebanon - NH	21873	1601	7%
Franklin - NH	1435	104	7%
Berlin - VT	2440	164	7%
Middlebury - VT	403	27	7%
Rochester - NH	546	36	7%
Manchester - NH	12829	824	6%
Exeter - NH	1145	68	6%
Morrisville - VT	532	31	6%
Derry - NH	1136	66	6%
Concord - NH	7431	428	6%
St. Albans - VT	264	14	5%
Nashua - NH	8339	442	5%
Burlington - VT	1223	63	5%
Portsmouth - NH	202	9	4%