## **Chelonian Conservation And Biology**





Vol. 17No.2 (2022) | <u>https://www.acgpublishing.com/</u> | ISSN - 1071-8443 DOI:doi.org/10.18011/2022.04(1) 616.628

# COMPREHENSIVE ANALYSIS OF TELEHEALTH IMPLEMENTATION IN HEALTHCARE DELIVERY AND EXAMINING BENEFITS, CHALLENGES, AND BEST PRACTICES

<sup>1</sup>Ibrahim Salem Mutlaq Balhareth, <sup>2</sup>Mahdi Zadin Zamy Alzbadeen, <sup>3</sup>Mansour Nasser Al Hermis, <sup>4</sup>Faras Hamed Hadi Almanjam, <sup>5</sup>Saeed Saleh Muhammad Zabadin, <sup>6</sup>Hassan Nasser Shelwan Alzabadeen, <sup>7</sup>Dhafer Mansour Monassar Al Salem, <sup>8</sup>Salem Ali Mohammed Alrabai

<sup>1</sup>Ministry of Health, Saudi Arabia, <u>ibraheem@moh.gov.sa</u>
<sup>2</sup>Ministry of Health, Saudi Arabia, <u>malzbadeen@moh.gov.sa</u>
<sup>3</sup>Ministry of Health, Saudi Arabia, <u>malhermis@moh.gov.sa</u>
<sup>4</sup>Ministry of Health, Saudi Arabia, <u>falmanjam@moh.gov.sa</u>
<sup>5</sup>Ministry of Health, Saudi Arabia, <u>szabadin@moh.gov.sa</u>
<sup>6</sup>Ministry of Health, Saudi Arabia, <u>halzabadeen@moh.gov.sa</u>
<sup>7</sup>Ministry of Health, Saudi Arabia, <u>dmalsalem@moh.gov.sa</u>
<sup>8</sup>Ministry of Health, Saudi Arabia, <u>salem.2500sa@gmail.com</u>

## **ABSTRACT**

Telemedicine, the inaccessible arrangement of restorative administrations through communications innovation, has been expanding consideration for a long time, particularly in reaction to the widespread COVID-19. This article gives a comprehensive audit of the use of telemedicine in healthcare, investigating its benefits, challenges, and best practices. A comprehensive writing survey investigated different viewpoints of telemedicine utilization, counting patients results, nurses fulfillment, innovation utilization, and regulatory lament results. Strategies for assessing telemedicine viability and methodologies for optimizing telemedicine utilization are examined. The comedies and discoveries, displayed with pictures, tables, and charts, outline the different impacts of telemedicine on healthcare and patients care. The dialog investigates the effects of telemedicine appropriation on healthcare conveyance, quality, and value. Finally, proposals were made to improve in integrating telemedicine into healthcare frameworks, illuminate issues, and increase the advantages for patients and benefit providers.

**Keywords**: Telehealth, healthcare delivery, remote healthcare, benefits, challenges, best practices.

#### Introduction

Telemedicine, a broad term enveloping further therapeutic administrations encouraged by communications innovation, has become a progressive drive in healthcare nowadays. The quick



nian Conservation and BiologyarelicensedunderaCreativeCommonsAttributionlLicenseBasedonaworkathttps://www.acgpublishing.com/ development of computerized associations and the critical need for unused medications, particularly within the context of the issues caused by the COVID-19 plague, have driven the world to embrace the telemedicine demonstrated in this field. This presentation serves as a forerunner to a comprehensive audit of the utilization of telemedicine to uncover the numerous impacts of telemedicine on healthcare, proficiency, and adequacy, as well as look at participants' benefits, challenges, and best practices(Thomas et. al 2024).

Telemedicine speaks to an insurgency in healthcare, giving further administrations, counting telemedicine meetings, further patients care, virtual care stages, and advanced well-being mediations. This model uses telecommunications innovation to put through inaccessible zones, interface patients to specialists, and encourage reasonable access to therapeutic administrations regardless of their area. These advancements have become increasingly vital in light of the widespread COVID-19, highlighting the need for vigorous and versatile treatments that can provide inaccessible care while decreasing the chance of infection(Thomas et. al 2024)...

The coming of advanced communications, including broad utilization, portable gadgets, and broadcast communications, has encouraged the far-reaching utilization of treatment, overcoming regional obstructions, and freedom of access to restorative administrations. Furthermore, progress in communication innovation, along with improving security and intuitively advanced well-being stages, have permitted telemedicine arrangements to be coordinated into standard healthcare, expanding their versatility, unwavering quality, and productivity. In this setting, this presentation sets the stage for a comprehensive survey of the utilization of telemedicine, investigating all viewpoints of telemedicine appropriation and counting its benefits, challenges, and best practices. This examination aims to advise approach choices, lock in healthcare partners, and cultivate advancement in telehealth administrations by uncovering the transformative potential of telehealth to progress healthcare productivity and viability. As telemedicine continues to develop and expand, understanding its suggestions and overseeing the complexities of its use will be fundamental to forming a long-standing healthcare system in the computerized age.

## Literature Review

Telemedicine, which incorporates different telemedicine administrations, has appeared for development and appropriation for a long time with the impact of communication innovation. This writing survey investigates different zones of telemedicine utilization, covering its diverse models, applications, and suggestions for healthcare. Also, it analyzes the impacts of telemedicine mediation in different clinical settings and the patients and nurses agreement concerning the selection of telemedicine and other education, administration, and ethics (Nittari et. al 2020).

# Effectiveness of Telehealth Interventions

Telehealth mediations have appeared viable in numerous healthcare settings, including essential care, claim-to-fame meetings, injury administrations, mental well-being, and unremitting infection administration. It reliably appears that telemedicine interviews are comparable to inperson visits in terms of clinical results, patient fulfillment, and nurse's satisfaction.

Teleconferencing within the essential care setting has appeared to move forward in getting to care, particularly for underserved and rural communities. Moreover, telemedicine encourages convenient access to specialty care, allowing patients to allude to with pros remotely without needing travel or long hold-up times.

In mental health services, telepsychiatry and teletherapy have emerged as successful ways to supply mental well-being care, counseling, and treatment. And sedate organization. Telepsychiatric intercessions have been associated with expanded patient's access to mental well-being administrations, diminished shame, and expanded patient's compliance. Chronic illness administration is another zone where well-being interventions yield critical outcomes. Further observing instruments, telemedicine stages, and versatile wellbeing apps are making a difference. Patients with patient's conditions such as diabetes, hypertension, and heart failure take an interest in administration, check imperative signs, and get reasonable reactions from their nurses.

## Patient and Provider Perspectives on Telehealth Adoption

Patient and supplier disclosures of telemedicine acknowledgment play a critical role in moving forward the utilization and effectiveness of telemedicine administrations. Investigate has distinguished a few components that impact patients acknowledgment, fulfillment, and engagement with telemedicine, including comfort, availability, perceived adequacy, and belief in telemedicine technology (Nittari et. al 2020).

Patients esteem the ease and comfort telemedicine offers, particularly the diminished travel time, adaptable planning, and capacity to get care from the consolation of their homes. In any case, concerns about almost security, information security, and the quality of inaccessible intelligence proceed to prevent the far-reaching utilization of telemedicine in specific patients group. On the other hand, nurses are energized by almost telemedicine's capacity to grow, get to care, increment proficiency, and move forward in care coordination. Telemedicine permits healthcare suppliers to reach a broader, patients populace, diminish truancy rates, and streamline administration forms. In any case, issues related to innovative know-how, workforce coordination, repayment approaches, and obligation issues obstruct physicians' appropriation of telemedicine.

## **Technological Considerations**

Mechanical considerations are essential to the success and achievability of telemedicine programs. Key innovation considerations incorporate having a dependable web association, interoperability of the telemedicine stage with existing electronic health records (EHR),

congruous communications with portable gadgets, and information security measures to secure an patients privacy(Anderson & Singh 2021, June).

Telemedicine stages must bolster communication strategies, including video conferencing, secure informing, and further checking, to meet as different patients and clinicians think about it. Also, user-friendly interfacing, natural plan highlights, and bolster programs are vital to upgrade client encounters and empower consistent telemedicine interactions.

## Privacy Approach and Discount Policy

The privacy and discount approaches constitute telemedicine's heart and back. Telemedicine prerequisites shift from choice to choice and are constantly upgraded and adjusted to the utilization of innovation and changing healthcare standards (Bailey et. al 2021). Repayment approaches involve almost full participation with specialists and cash. The widespread COVID-19 has driven brief changes in repayment approaches, including well-being care development and in-person visit equality. Be that as it may, the long-term maintainability of telemedicine repayment depends on continuous arrangement change and partner engagement.

## **Ethical Implications**:

Ethical choices regarding the use of telemedicine cover a wide range of issues, including patients secrecy, educated consent, proficient boundaries, and reasonableness in care. Telemedicine stages must comply with information security guidelines, encryption conventions, and protection approaches to secure patients protection and avoid information leakage. Nurses must adhere to moral standards such as regard for the patient's security, great confidence, and non-use of viciousness. Telehealth is intelligent. Notwithstanding how administrations are given, suppliers must give educated consent, maintain proficient boundaries, and follow benchmarks of care.

#### Methods

This examination employs an efficient approach to surveying information on the utilization of telemedicine in healthcare. Incorporates peer-reviewed articles, precise audits, meta-analyses, and arrangement articles distributed over the past decade. A look procedure counting the terms telemedicine, telehealth care, and virtual care was utilized to distinguish pertinent writing from academic writing, counting PubMed, MEDLINE, and Embase. Information extraction and blending were conducted to recognize fundamental discoveries, patterns, and subjects developing within the information. Strategies for assessing telemedicine adequacy are discussed, including counting result measures, pondering plans, and factual analyses.

## **Results and Findings**

Telemedicine in healthcare has numerous benefits but faces numerous challenges that require best practices. This chapter presents the most recent discoveries of different mediations in telemedicine, outlined with pictures, words, and visuals. Also, innovation prerequisites, administrative contemplations, and repayment models that affect the selection and maintainability of telemedicine are reviewed.

## **Benefits of Telehealth Implementation**

Telemedicine has appeared as an awesome victory in progressing to healthcare, making strides, patients results, and moving forward. Figure 1 shows the key benefits of utilizing telemedicine, as proven by inquiry and real-life use.

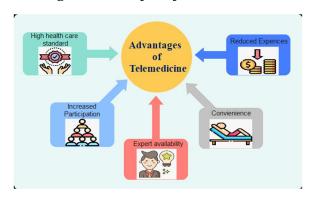


Figure 1: Benefits of Telemedicine

(Basu et. al 2021).

- a. Moving forward, get to healthcare: as telemedicine grows, care for individuals in rural and underserved zones, lessening geographic boundaries and transportation. Also, telemedicine permits patients to get proficient counseling and mental well-being administrations remotely, overcoming conventional boundaries of care.
- b. Making strides in patient's results: Telemedicine mediations are as successful as in-person care, particularly in essential care, incessant malady administration, and mental well-being administrations. Inaccessible observing and telemedicine devices advance patients of adherence to treatment plans, pharmaceutical adherence, and self-management of incessant maladies. Streamlined care forms: Telemedicine streamlines authoritative forms, decreases hold-up times, and progresses care coordination between numerous care groups. Moreover, telemedicine stages encourage secure communication, electronic well-being record (EHR) integration, and further conferencing, expanding productivity and asset utilization.

## **Challenges of Utilizing Telemedicine**

Despite its benefits, telemedicine faces numerous challenges that prevent its selection and supportability. Based nurse's observational evidence and master opinions, Table 1 summarizes the most challenging aspects of utilizing telemedicine.

Figure: Challenges in Executing Telemedicine



(Basu et. al 2021).

- a. Innovative Boundaries: Innovative obstructions such as insufficient Web networks, the need for computerized education, and gadget compatibility issues make it critical to get to and utilize phones, particularly for older people (Nitiema, 2022).
- b. Advanced disparities: Financial disparities in access to innovation and computerized well-being proficiency lead to disparities in broadcast communications and restrain the reach and viability of telehealth in marginalized communities. Administrative Complexity: The administrative system for telemedicine shifts by law and is, as often as possible, overhauled and reexamined, creating vulnerability and compliance issues for suppliers and suppliers alike. Protection issues: protection and security issues, information breaches, and patient's security encompassing telemedicine stages pose genuine moral and legitimate challenges; there must be solid information assurance and compliance with legitimate standards (Chike-Harris et. al 2021).

## **Best practices for Utilizing Telemedicine**

To overcome the challenges and maximize the benefits of telemedicine, it is vital to receive the best health care. Based on master exhortation and case studies, Figure 1 appears to be the best practices for telemedicine.

Figure 1: Best practices for Executing Telemedicine



(Van Citters et. al 2021).

- a. Innovation Foundation: Contributing to solid innovation, counting a secure telemedicine stage, high-speed web association, and client interface to guarantee interoperability in telemedicine and progress the client experience.
- b. Administrative Compliance: Remain mindful of changing telemedicine directions and compliance guidelines to comply with security laws, information security conventions, and authorizing necessities over the locale.
- C. Instruction and Preparing: Give preparation and bolster to nurses, staff, and patients to make strides in innovation aptitudes, advanced well-being education, and move forward authority practices in telemedicine to empower cooperation in and appropriation of telemedicine administrations.
- D. patients Cooperation: Including patients in shared decision-making forms, care plans, and self-management techniques through telemedicine stages empowers patient's cooperation in travel treatments and empowers them to create educated choices around their health (Der-Martirosian et. al 2021).
- e. Repayment Show: Advance the budgetary reasonability and supportability of suppliers and organizations by pushing for cost-effective repayment models that bolster the selection of telemedicine and guarantee impartial utilization of telemedicine administrations.

1.1 Care fillinwing a hospitalization epinisms

1.2 Hyperospecialty Care

1. Chronic Health Management

1. Trens-based needstare

Features of Telemedicine for Healthcare

2.1 Remons follow-up visits

2.2 More flesible practices

2. Throughout Tare

4. Store-and-Forward

2.2 Effective thesible disease care

4.3 Edectore

4.4 Store-and-Forward

4.5 Edectore

4.5 Edectore

4.5 Edectore

4.5 Edectore

Figure: Telemedicine for healthcare: Capabilities, features, barriers, and applications

(Scheibner et. al 2021).

By tending to these issues and actualizing best practices, nurses and organizations can maximize the benefits of telemedicine in a moral, adjusted, and fruitful way while minimizing dangers and expanding effectiveness. In expansion, continuous inquiry about and collaboration among partners and approach pioneers are essential to cultivating advancement in telemedicine, advancing administrative clarity, and creating an empowering environment for the appropriation and integration of telemedicine into healthcare frameworks. At last, by leveraging the transformative potential of telemedicine, well-being frameworks can progress asset allotment, improve collaboration, and move forward in patients care within the computerized age.

#### Discussion

The discourse highlights the effects of telemedicine on healthcare access, productivity, and value and interprets the effects within the context of existing information. The benefits of telemedicine in growing healthcare, decreasing healthcare expenditures, and advancing patient-centered care models are being investigated. Furthermore, challenges such as the advanced partition, mechanical restrictions, administrative limitations, and moral decision-making are inspected, and methodologies are used to address these issues. The role of telemedicine in driving healthcare development, making strides in care coordination, and empowering patient engagement highlights its potential to change healthcare in the computerized age (Khodadad-Saryazdi, 2021).

Telemedicine has become an effective instrument in extending care, particularly for individuals in provincial and underserved regions. By overcoming geographical boundaries and diminishing the burden of travel, telemedicine permits patients to associate with specialists remotely and get opportune therapeutic advice, interviews, and post-treatment care. Moreover, telemedicine encourages get-to-work preparation and mental well-being administrations regularly constrained in rustic communities (Alipour & Hayavi-Haghighi 2021). Growing access to well-being care can move well-being results forward and diminish abbreviations in well-being care access and use.

Telemedicine can decrease well-being care incongruities by tending to get to issues, counting inaccessible ranges, constrained transportation, and lacking suppliers. By empowering virtual interviews and inaccessible care, telemedicine makes strides toward destitute and defenseless people's access to specialized care, chronic illness administration, and mental well-being administration. Moreover, telemedicine mediation can be customized to distinctive patients' social, phonetic, and well-being needs, advancing collaboration and value in healthcare (Rajkumar et. al 2023).

Telemedicine bolsters the patients care demonstrated by permitting patients to take an interest in therapeutic choices and self-management. Through telemedicine stages, patients can access their therapeutic data, communicate with specialists, and take an interest in shared decision-making forms. Furthermore, telemedicine encourages the inaccessible observation of crucial signs, pharmaceutical adherence, and indication checking, permitting compelling interventions and personalized care plans. Telemedicine advances self-management, strengthening, and progression of care by putting patients at the center of care, subsequently expanding patient's fulfillment and outcomes.

# **Challenges and Strategies for Addressing**

Despite its benefits, the use of telemedicine still faces issues. To realize its full potential, numerous issues had to be addressed. Computerized separation is characterized as the dissimilarity in access to innovation and computerized well-being education that impedes groups from taking advantage of telemedicine. To address these issues, methodologies such as giving

advanced proficiency preparation, extending frameworks, and giving community phone administrations can increase observing get-to and guarantee equity (Zhang et. al 2021).

Limitations include destitute arranged networks, gadget compatibility issues, and ease of use issues that prevent phones from getting to and utilized, particularly in countries and low-lying ranges. Contributing to capable innovation instruments, creating user-friendly telemedicine stages, and providing benefit suppliers can diminish these impacts and increase telemedicine availability and use (Dhaliwal et. al 2022).

Regulatory directions such as permitting, repayment approaches, and protection laws shift by purview and may affect the selection and maintainability of telemedicine. Pushing for approach change, advancing telemedicine-friendly arrangements, and streamlining the repayment handle can make compelling administrative systems for the utilization of telemedicine.

Ethical considerations regarding patient privacy, information security, and educated consent are imperative when using telemedicine. Moral compliance, confidentiality, guaranteeing patient's independence, and informed consent are the fundamental standards of telemedicine practice.

Telemedicine is vital in advancing healthcare using modern advances: standardized care, computerized wellbeing advances, and data-driven approaches. Telemedicine grows healthcare administrations beyond the physical environment by supporting phone discussions, further checking, telemedicine, and virtual care stages. In addition, telemedicine energizes collaboration between specialists, analysts, experts, and policymakers, cultivating development, information trade, and collaboration (Fryer et. al 2020).

Telemedicine moves forward coordination in care, progresses adjustment, and diminishes restorative blunders by empowering viable communication and coordination between multidisciplinary teams. Additionally, telemedicine energizes patients support by including patients in therapeutic decision-making, self-management, and well-being advancement (Lieneck et. al 2021). By utilizing telemedicine to improve care coordination and patient's engagement, nurses can provide more personalized, successful, patient-centered care, improving wellbeing and satisfaction

#### **Conclusion**

In summary, telemedicine speaks to a transformative worldview that allows healthcare to grow its scope, move forward with patient's results, and increment healthcare productivity. This article gives a comprehensive survey highlighting the different suggestions for receiving telemedicine, counting its benefits, challenges, and best practices. Whereas telemedicine holds extraordinary promise for changing healthcare, realizing its full potential will require collaborative exertion to overcome specialized, administrative, and moral challenges. By utilizing telemedicine to aid conventional healthcare models, well-being frameworks can make strides in asset allotment, improve collaboration, and diminish exchange between patients and specialists in an increasingly advanced world (Al-Sharif et. al 2021).

#### Recommendations

To reinforce the integration of telemedicine into healthcare and increase its viability, the following proposals are made:

- ➤ Solid innovation to back healthcare, counting secure communications, electronic well-being records (EHRs), and further checking instruments to invest (Gajarawala & Pelkowski 2021).
- ➤ Disentangle administrative forms and repayment approaches to energize the selection of telemedicine administrations and guarantee value in telemedicine services.
- > Give training and support to healthcare suppliers to empower them to supply telehealth administrations and associate with patients remotely.
- Address the computerized isolation and obstructions by advancing broad access, giving advanced proficiency instruction, and energizing community wellbeing administrations without service (Helleman et. al 2020).
- Advance collaboration and collaborative endeavors among healthcare suppliers, policymakers, innovation designers, and patients support group to progress telemedicine developments and best practices.

## Reference

- Zhang, T., Mosier, J., & Subbian, V. (2021). Identifying barriers to and opportunities for telehealth implementation amidst the COVID-19 pandemic by using a human factors approach: a leap into the future of health care delivery? *JMIR human factors*, 8(2), e24860. https://humanfactors.jmir.org/2021/2/e24860/
- Rajkumar, E., Gopi, A., Joshi, A., Thomas, A. E., Arunima, N. M., Ramya, G. S., ... & Abraham, J. (2023). Applications, benefits and challenges of telehealth in India during COVID-19 pandemic and beyond: a systematic review. *BMC Health Services Research*, *23*(1), 7. <a href="https://link.springer.com/article/10.1186/s12913-022-08970-8">https://link.springer.com/article/10.1186/s12913-022-08970-8</a>
- Alipour, J., & Hayavi-Haghighi, M. H. (2021). Opportunities and challenges of telehealth in disease management during COVID-19 pandemic: a scoping review. *Applied clinical informatics*, 12(04), 864-876. <a href="https://www.thieme-connect.com/products/ejournals/html/10.1055/s-0041-1735181">https://www.thieme-connect.com/products/ejournals/html/10.1055/s-0041-1735181</a>
- Achenbach, S. J. (2020). Telemedicine: benefits, challenges, and its great potential. *Health L. & Pol'y Brief*, 14, 1. <a href="https://heinonline.org/hol-cgi-bin/get\_pdf.cgi?handle=hein.journals/heallaw14&section=6">https://heinonline.org/hol-cgi-bin/get\_pdf.cgi?handle=hein.journals/heallaw14&section=6</a>
- Bunnell, B. E., Barrera, J. F., Paige, S. R., Turner, D., & Welch, B. M. (2020). Acceptability of telemedicine features to promote its uptake in practice: a survey of community telemental health providers. *International journal of environmental research and public health*, 17(22), 8525. https://www.mdpi.com/1660-4601/17/22/8525

- Butzner, M., & Cuffee, Y. (2021). Telehealth interventions and outcomes across rural communities in the United States: narrative review. *Journal of medical Internet research*, 23(8), e29575. https://www.jmir.org/2021/8/e29575/
- Spelten, E. R., Hardman, R. N., Pike, K. E., Yuen, E. Y., & Wilson, C. (2021). Best practice in the implementation of telehealth-based supportive cancer care: Using research evidence and discipline-based guidance. *Patient education and counseling*, 104(11), 2682-2699. <a href="https://www.sciencedirect.com/science/article/pii/S0738399121002445">https://www.sciencedirect.com/science/article/pii/S0738399121002445</a>
- Scheibner, J., Sleigh, J., Ienca, M., & Vayena, E. (2021). Benefits, challenges, and contributors to success for national eHealth systems implementation: a scoping review. *Journal of the American Medical Informatics Association*, 28(9), 2039-2049. https://academic.oup.com/jamia/article-abstract/28/9/2039/6307182
- Khodadad-Saryazdi, A. (2021). Exploring the telemedicine implementation challenges through the process innovation approach: A case study research in the French healthcare sector. *Technovation*, *107*, 102273. https://www.sciencedirect.com/science/article/pii/S0166497221000547
- Nitiema, P. (2022). Telehealth before and during the COVID-19 pandemic: analysis of health care workers' opinions. *Journal of Medical Internet Research*, 24(2), e29519. <a href="https://www.jmir.org/2022/2/e29519/">https://www.jmir.org/2022/2/e29519/</a>
- Chike-Harris, K. E., Durham, C., Logan, A., Smith, G., & DuBose-Morris, R. (2021). Integration of telehealth education into the health care provider curriculum: a review. *Telemedicine and e-Health*, 27(2), 137-149. <a href="https://www.liebertpub.com/doi/abs/10.1089/tmj.2019.0261">https://www.liebertpub.com/doi/abs/10.1089/tmj.2019.0261</a>
- Basu, A., Kuziemsky, C., de Araújo Novaes, M., Kleber, A., Sales, F., Al-Shorbaji, N., ... & Udayasankaran, J. G. (2021). Telehealth and the COVID-19 pandemic: international perspectives and a health systems framework for telehealth implementation to support critical response. *Yearbook of medical informatics*, 30(01), 126-133. <a href="https://www.thieme-connect.com/products/ejournals/html/10.1055/s-0041-1726484">https://www.thieme-connect.com/products/ejournals/html/10.1055/s-0041-1726484</a>
- Duane, J. N., Blanch-Hartigan, D., Sanders, J. J., Caponigro, E., Robicheaux, E., Bernard, B., ... & Ericson, J. (2022). Environmental considerations for effective telehealth encounters: a narrative review and implications for best practice. *Telemedicine and e-Health*, 28(3), 309-316. https://www.liebertpub.com/doi/abs/10.1089/tmj.2021.0074
- Der-Martirosian, C., Wyte-Lake, T., Balut, M., Chu, K., Heyworth, L., Leung, L., ... & Dobalian, A. (2021). Implementation of telehealth services at the US Department of Veterans Affairs during the COVID-19 pandemic: mixed methods study. *JMIR Formative Research*, 5(9), e29429. <a href="https://formative.imir.org/2021/9/e29429/">https://formative.imir.org/2021/9/e29429/</a>

- Bailey, J. E., Gurgol, C., Pan, E., Njie, S., Emmett, S., Gatwood, J., ... & Shah, V. O. (2021). Early patient-centered outcomes research experience with the use of telehealth to address disparities: scoping review. Journal of medical Internet research, 23(12), e28503. https://www.jmir.org/2021/12/e28503/
- Kho, J., Gillespie, N., & Martin-Khan, M. (2020). A systematic scoping review of change management practices used for telemedicine service implementations. BMC health services research, 20, 1-16. https://link.springer.com/article/10.1186/s12913-020-05657-
- Van Citters, A. D., Dieni, O., Scalia, P., Dowd, C., Sabadosa, K. A., Fliege, J. D., ... & Ren, C. L. (2021). Barriers and facilitators to implementing telehealth services during the COVID-19 pandemic: a qualitative analysis of interviews with cystic fibrosis care team members. Journal Cystic Fibrosis, 20, 23-28. https://www.sciencedirect.com/science/article/pii/S1569199321014041
- Thomas, E. E., Taylor, M. L., Ward, E. C., Hwang, R., Cook, R., Ross, J. A., ... & Caffery, L. J. (2024). Beyond forced telehealth adoption: a framework to sustain telehealth among allied health services. Journal of Telemedicine and Telecare, 30(3), 559-569. https://journals.sagepub.com/doi/abs/10.1177/1357633X221074499
- Nittari, G., Khuman, R., Baldoni, S., Pallotta, G., Battineni, G., Sirignano, A., ... & Ricci, G. Telemedicine practice: review (2020).of the current ethical and legal challenges. Telemedicine and e-Health, 26(12), 1427-1437. https://www.liebertpub.com/doi/abs/10.1089/tmj.2019.0158
- Anderson, J., & Singh, J. (2021, June). A case study of using telehealth in a rural healthcare facility to expand services and protect the health and safety of patients and staff. In Healthcare (Vol. 9, No. 6, p. 736). MDPI. https://www.mdpi.com/2227-9032/9/6/736
- McGrowder, D. A., Miller, F. G., Vaz, K., Anderson Cross, M., Anderson-Jackson, L., Bryan, S., ... & Dilworth, L. (2021, October). The utilization and benefits of telehealth services by health care professionals managing breast cancer patients during the COVID-19 pandemic. In Healthcare (Vol. 9, No. 10, p. 1401). MDPI. https://www.mdpi.com/2227-9032/9/10/1401
- Dhaliwal, J. K., Hall, T. D., LaRue, J. L., Maynard, S. E., Pierre, P. E., & Bransby, K. A. (2022). Expansion of telehealth in primary care during the COVID-19 pandemic: benefits and barriers. Journal of the American Association of Nurse Practitioners, 34(2), 224-229. https://journals.lww.com/jaanp/fulltext/2022/02000/Expansion of telehealth in primary care during the.5.aspx

- Fryer, K., Delgado, A., Foti, T., Reid, C. N., & Marshall, J. (2020). Implementation of obstetric telehealth during COVID-19 and beyond. *Maternal and child health journal*, *24*, 1104-1110. <a href="https://link.springer.com/article/10.1007/s10995-020-02967-7">https://link.springer.com/article/10.1007/s10995-020-02967-7</a>
- Lieneck, C., Weaver, E., & Maryon, T. (2021). Outpatient telehealth implementation in the United States during the COVID-19 global pandemic: a systematic review. *Medicina*, 57(5), 462. https://www.mdpi.com/1648-9144/57/5/462
- Al-Sharif, G. A., Almulla, A. A., AlMerashi, E., Alqutami, R., Almoosa, M., Hegazi, M. Z., ... & Ho, S. B. (2021). Telehealth to the rescue during COVID-19: A convergent mixed methods study investigating patients' perception. *Frontiers in public health*, *9*, 730647. <a href="https://www.frontiersin.org/journals/public-health/articles/10.3389/fpubh.2021.730647">https://www.frontiersin.org/journals/public-health/articles/10.3389/fpubh.2021.730647</a>
- Gajarawala, S. N., & Pelkowski, J. N. (2021). Telehealth benefits and barriers. *The Journal for Nurse Practitioners*, 17(2), 218-221. <a href="https://www.sciencedirect.com/science/article/pii/S1555415520305158">https://www.sciencedirect.com/science/article/pii/S1555415520305158</a>
- Helleman, J., Kruitwagen, E. T., van den Berg, L. H., Visser-Meily, J. M., & Beelen, A. (2020). The current use of telehealth in ALS care and the barriers to and facilitators of implementation: a systematic review. *Amyotrophic lateral sclerosis and frontotemporal degeneration*, 21(3-4), 167-182. <a href="https://www.tandfonline.com/doi/abs/10.1080/21678421.2019.1706581">https://www.tandfonline.com/doi/abs/10.1080/21678421.2019.1706581</a>
- Naik, A., & Sarkar, B. Health and Policy Innovations in India: Exploring the Potential of Telehealth. <a href="https://aims-international.org/aims21/21AProceedings/PDF/A1163-done.pdf">https://aims-international.org/aims21/21AProceedings/PDF/A1163-done.pdf</a>