In 2020, the WHIO data included 34.7 million outpatient and telehealth visits with telehealth comprising 6.3% of these visits, a 2,433% increase from 2019.
The COVID-19 pandemic made it problematic for patients to complete an in-person outpatient visit (doctor’s office and clinics) or use urgent care services (emergency department and urgent care facilities). In response, the volume of telehealth services increased rapidly. When provider organizations implemented safety procedures, in-person outpatient and urgent care visits were re-established and telehealth visits continued.

The table shows that in Wisconsin, telehealth services were used most for behavioral health diagnoses. The top seven of 20 diagnosis categories for which telehealth visits occurred are related to behavioral health.

Scientific Notes
A logarithmic scale is used when a large range of events (e.g., visits) occur so that all trends can be compared on one chart.

The Area Deprivation Index (ADI) is a state-level decile ranking from 1-10 where 1 indicates the least disadvantaged and 10 the most disadvantaged neighborhoods.

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