




FROST & SULLIVAN
INSTITUTE



COVID-19 Pandemic Ignites Enthusiasm For Virtual Care

Related Thought Leadership: Healthcare





There is no one definition for virtual care, but Frost & Sullivan defines it in this research as a technical platform that maintains an interactive connectivity between patients, providers, and payers where various processes and services may be scheduled, accessed, monitored, and entered into the medical record without the need for manual calls or paper-based actions initiated by the stakeholders. The COVID-19 pandemic has changed the dynamics of healthcare. Requirements to ensure social distancing have transformed virtual care from an important innovation to a must-have model. Although some organizations consider virtual care to be a component of telehealth, Frost & Sullivan concludes that virtual care includes telehealth along with various workflow and clinical processes that are vital but often slowed down by inefficient technology and archaic communications systems

