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Employers Turning to Telehealth for Onsite Clinics Per National Association of Worksite Health Centers' Survey on COVID-19

PHOENIX – May 4, 2020 – Over 80% of worksite clinics have a telehealth capability, 30% offer only telehealth services and 57% plan to increase telehealth offerings post COVID-19, especially for chronic conditions and primary care. These are among the findings of a benchmark survey of employers conducted by the [National Association of Worksite Health Centers](#) (NAWHC) to understand how onsite clinics are responding to coronavirus challenges.

NAWHC is a non-profit organization for employers, unions, vendors and providers who are developing or expanding onsite, near-site, mobile and virtual worksite health centers for their covered populations. The survey, *Worksite Health Center Responses to COVID-19 Challenges*, was conducted in collaboration with [Mercer](#), a global consulting leader in advancing health, wealth and career, and a wholly owned subsidiary of Marsh & McLennan Companies (NYSE: MMC).

The study offers a snapshot of how clinics are adapting to providing medical, pharmacy and other services to employee populations that may be split between those still working onsite and those who are primarily working remotely. Like other medical settings in the community, worksite clinics must deal with staff safety, shortages of supplies and the continuing medical needs of their patient base.

“The COVID-19 crisis has shone a light on the value of a worksite health center in caring for and responding to the medical needs of an employer’s covered population,” said Larry Boress, executive director of NAWHC. “Having a medical team that is adaptable, quickly available and understands the unique qualities and requirements of a work environment is crucial to maintaining the health and productivity of the workforce.”

Additional findings include:

- While 55% of respondents are only offering limited services, 36% still provide all services that were available prior to the COVID-19 crisis, with 74% repositioning their clinical staff to providing telemedicine services
- Telephonic screening of COVID-19 symptoms is being done by 85% of all centers, with 74% offering virtual office visits for other conditions
- Of those offering pharmacy services through their centers, 81% continue to provide prescription refills, recognizing the critical importance to those with chronic conditions to stay adherent to their medications
- Access to COVID-19 testing kits for those clinics wanting to do testing and safety equipment for their medical staffs are major concerns for worksite centers
- Appointment lines have been transitioned to COVID-19 screening lines for over 60% of respondents

- While 55% are ordering or doing COVID-19 tests, only 11% of worksite centers are conducting mass COVID-19 screenings of their populations, with major barriers to testing being staff safety, obtaining test kits, test accuracy and legal issues
- Considering the IRS rule that allows waiving co-pays for those with Health Savings Accounts, 43% of employers are waiving cost-sharing for COVID-19 testing, and 27% waiving the co-pays for COVID-19 treatment and telehealth services
- A small number (7%) of worksite clinics are being opened to the public, but limited to providing testing or care for COVID-19 conditions

A report on the survey results can be found [here](#).

About the National Association of Worksite Health Centers

The [National Association of Worksite Health Centers \(NAWHC\)](#) is the nation's only non-profit organization focused on assisting public and private employers and their vendor partners in developing and getting the greatest return from their onsite, near-site, shared and virtual health centers, onsite pharmacies, worksite fitness and wellness centers. NAWHC offers educational programs, networking opportunities, resources, benchmarking and support for those interested and involved with worksite clinics. NAWHC serves as a clearinghouse of information on worksite health centers and the marketplace, providing educational programs, resources, benchmarking surveys, and employer case studies.

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