

## Patient Experience Policy Forum (PXPF) Calls for Action on Pending Telemedicine Legislation Before Congress

### The Issue

On June 3<sup>rd</sup>, the Patient and Family Partnership Workgroup of the Patient Experience Policy Forum released a position paper, “*Virtual and Telehealth Recommendations*,” calling for a wide range of improvements to telemedicine services including permanent and appropriate reimbursement for telemedicine services, expansion of broadband so that telemedicine can be accessible to all and other technology improvements to help patients, families and caregivers stay better connected inside and outside of healthcare settings. The paper crystallized both the experience and the best thinking of patients and providers on this critical topic as we emerge from the COVID-19 pandemic.

### Current Legislative Efforts

Currently, there are over 20 bills before the Congress, including some with bi-partisan sponsorship, that call for expansion and improvement of telemedicine services across the nation. These include the **CONNECT for Health Act (S.1512/H.R.2903)** - which calls for a comprehensive expansion of telehealth services nationally, would waive telehealth restrictions in emergencies, and fund testing for new telehealth models, the **Telehealth Modernization Act (S.368/H.R. 1332)** - which would make permanent certain telehealth flexibilities that were introduced during the COVID-19 emergency and the **TREAT Act (S. 168/H.R. 708)** - which would provide licensing reciprocity for telehealth and interstate healthcare treatment, among others. These bills offer an opportunity to solidify gains made in telemedicine over the last two years and address many of the priorities outlined in the PXPF White Paper.

### A Call on Our Leaders to Act

We call on our representatives in Congress to act in a bi-partisan manner with the interest of all constituents in mind. It is time to support and move these pending pieces of legislation forward. At this moment the value of telemedicine and virtual access to care is clearer than ever and the opportunities to make care more equitable for all are more pressing than ever before.

### What You Can Do

We invite the members of the Patient Experience Policy Forum and all members of The Beryl Institute community to do the following:

- Share the PXPF Position Paper - [\*Virtual and Telehealth Recommendations\*](#) - with your Patient Advisory Councils, your healthcare organization’s leaders and, if applicable, your



organization's legislative affairs departments. Ask them to reach out to your legislative leaders and ask them to act on the above pending bills.

- Call your own representative and ask them to work to move this legislation forward.

For more information on the Patient Experience Policy Forum and The Beryl Institute, visit:

[www.pxpolicyforum.org](http://www.pxpolicyforum.org)

[www.theberylinstitute.org](http://www.theberylinstitute.org)

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### **About Patient Experience Policy Forum**

The Patient Experience Policy Forum (PXPF), supported by The Beryl Institute, is a broad-based and diverse coalition of patients, family members, caregivers and healthcare professionals uniquely led by a balanced board of Patient/Family Partners and senior patient experience leaders. Our purpose and commitment is to advocate for and help shape policy at the national and local levels on issues that directly affect patient and family experience and elevate the human experience in healthcare. We do so through convening policy forums, educating policy makers, sponsoring advocacy events, providing communication updates and publishing calls to action.

### **About The Beryl Institute**

The Beryl Institute is a global community of professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

We define the patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care. We believe human experience is grounded in the experiences of patients & families, members of the healthcare workforce and the communities they serve.