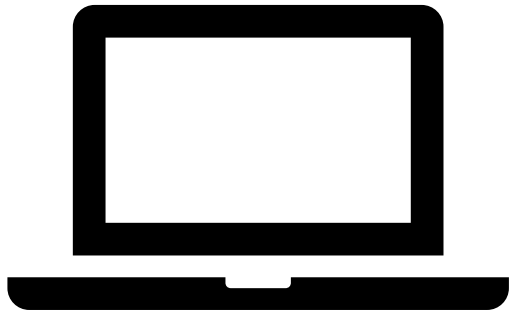




Client Telehealth Survey



June 17, 2020





MADC promotes **Equity** and **Excellence** in the treatment of behavioral healthcare and specializing in substance use disorders (SUD) throughout Maryland.

- We believe every patient should have access to a high-quality treatment system that is informed by scientifically-proven best practices and has the capacity to meet the needs of all Marylanders.
- While our efforts directly address the urgent crisis our State faces related to the opioid epidemic, all initiatives are strategically aligned to cultivate long-term, systemic change.



Client Telehealth Survey

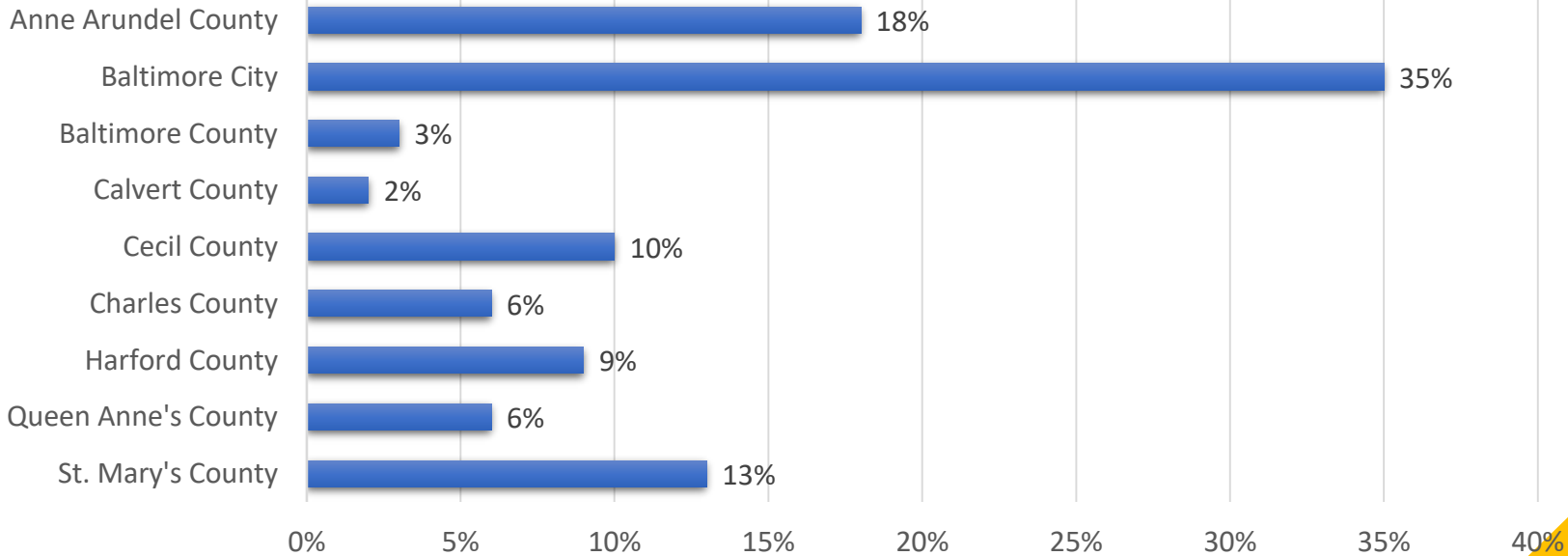
Survey Demographics

- 439 respondents
 - Average age of the respondents was 41 years old (age range of 18 to 73 years old)
 - 32% were female, 68% were male
 - 85% had Medicaid, 15% had private insurance



Client Telehealth Survey

Geographic Regions of Respondents





Client Telehealth Survey

Length of Time in Treatment

- First 60 days 36%
- 60 to 90 days 16%
- 90 to 120 days 9%
- More than 120 days 39%

In addition to Substance Use Treatment

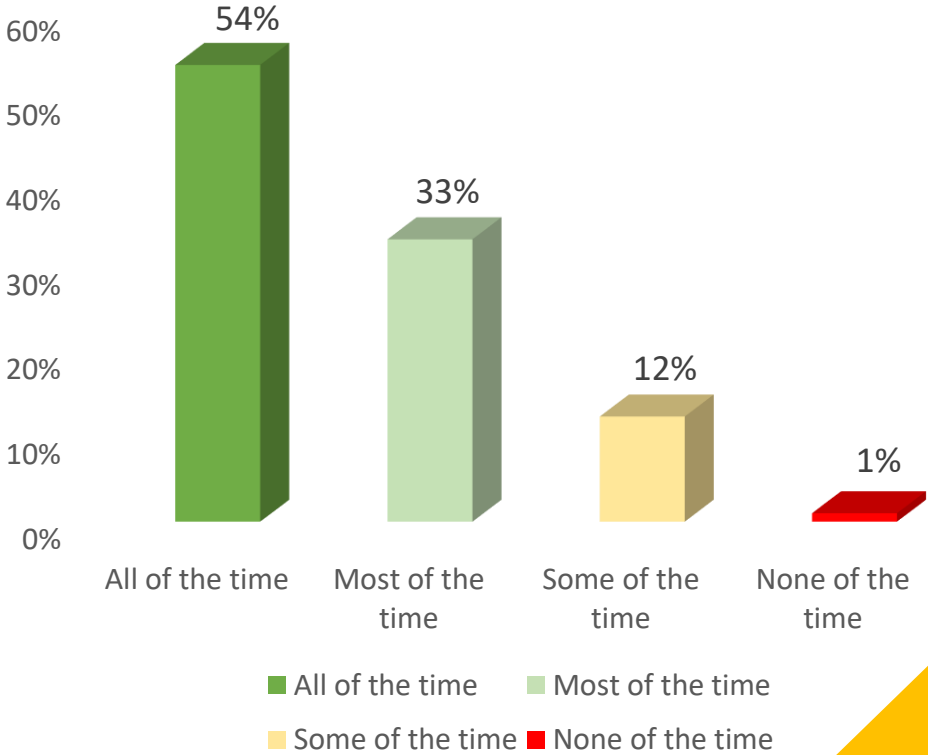
- 235 respondents or 54% also received Mental Health services via telehealth
- 58 respondents or 13% also received PRP services via telehealth

***All 439 respondents received SUD services via telehealth**



Client Telehealth Survey

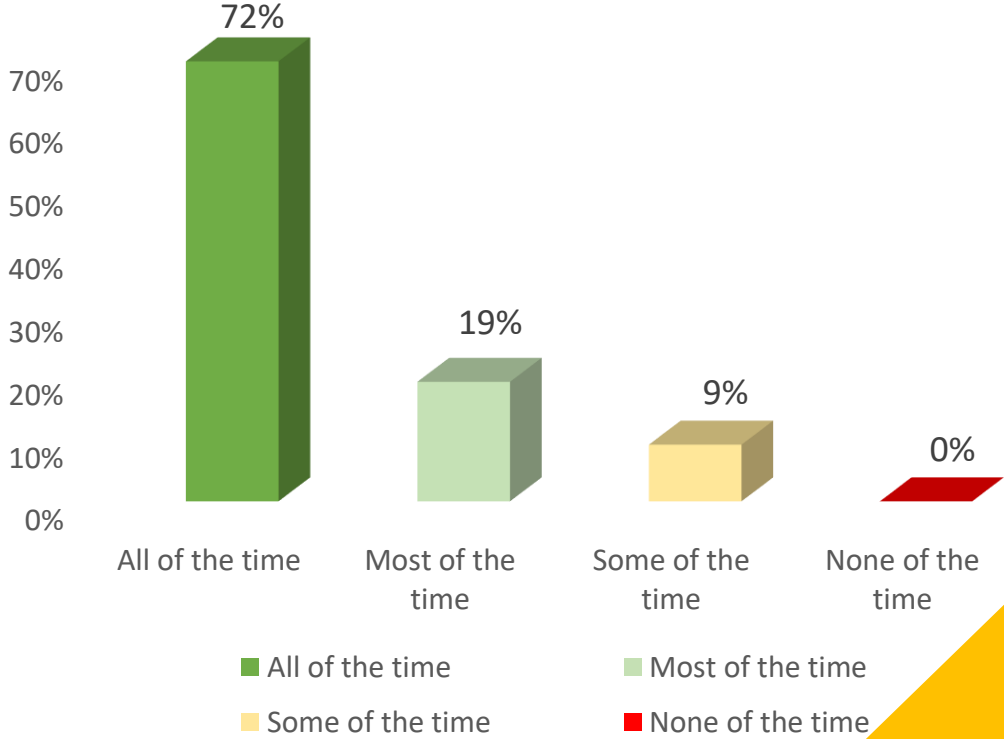
My experience with televideo group sessions has been positive (N=420)





Client Telehealth Survey

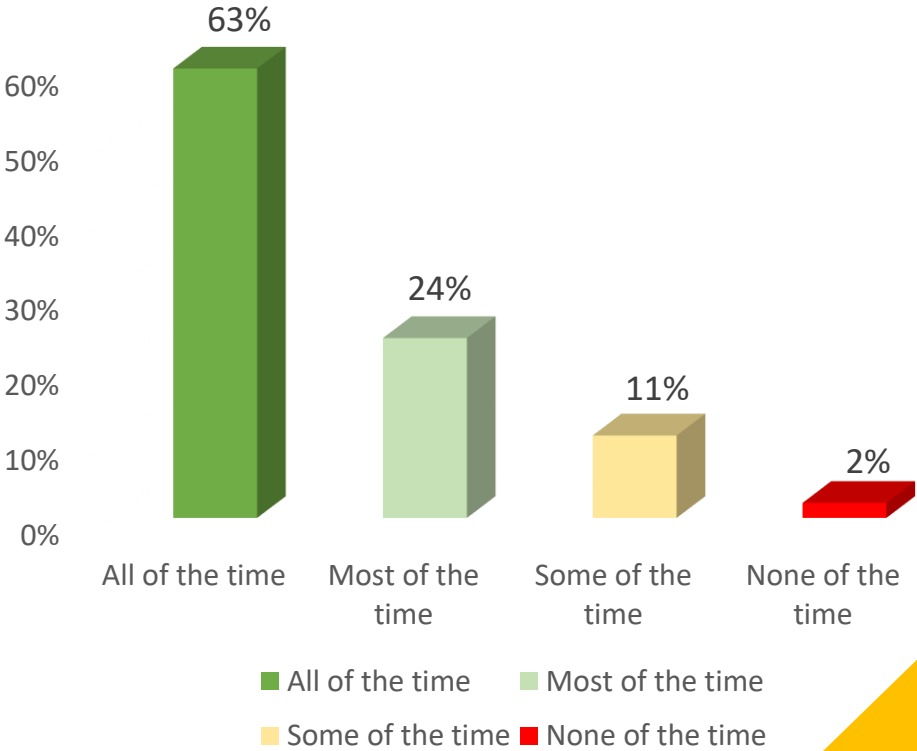
My experience with televideo individual sessions has been positive (N=275)





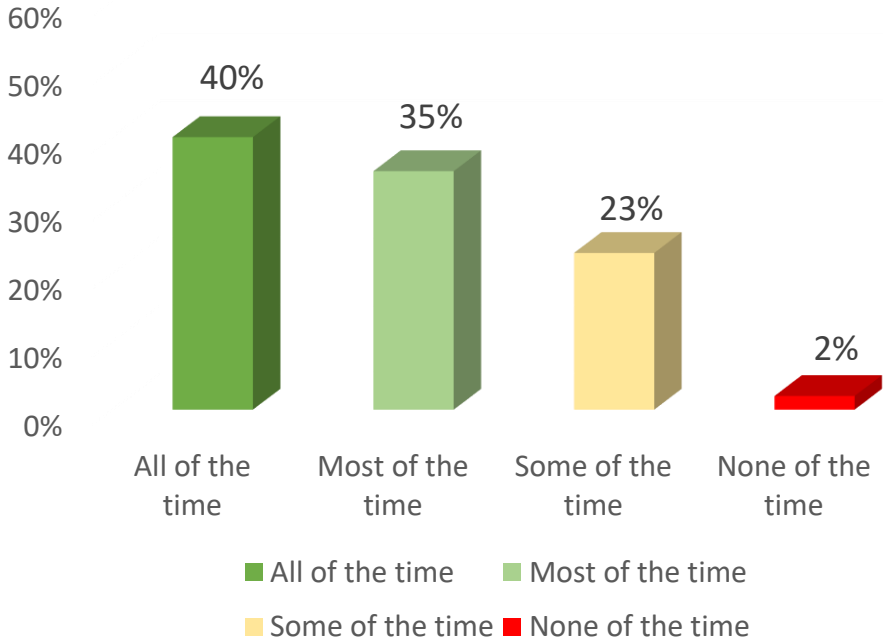
Client Telehealth Survey

My experience talking on the phone
with an individual provider has been
positive (N=430)

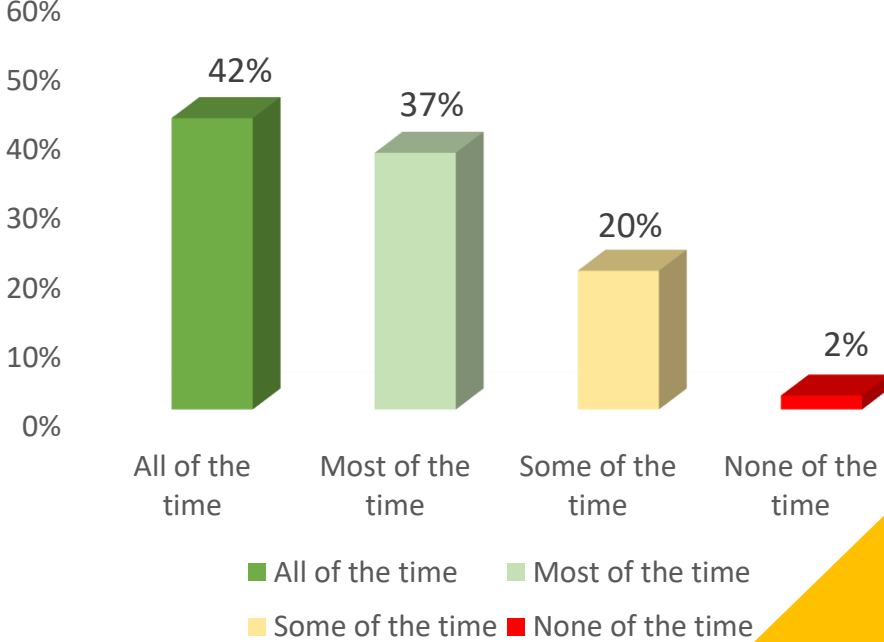




I am satisfied with the sound quality of the telehealth system (N=431)



I am satisfied with the video quality of the telehealth system (N=432)





Client Telehealth Survey

My overall experience with telehealth
has been mostly positive (N=433)

