Table 1: Telehealth Modules

Consumer-to-Provider (C2P)	Provider-to-Consumer (P2C)	Provider-to-Provider (P2P)
Key Characteristics ✓ Patient (consumer) initiated ✓ Often episodic ✓ On demand/acute ✓ At patient discretion ✓ New provider selected or assigned based upon availability ✓ Single encounter medical record **Service Line Examples** ✓ Online patient consultations ✓ Primary care ✓ Urgent care ✓ Nursing or clinical triage ✓ Telepsychiatry, Telemental health **Common Originating Sites** ✓ Home or mobile online applications ✓ Typically non-clinical sites ✓ Employer worksites ✓ Kiosks/health stations	**Key Characteristics** ✓ Provider initiated ✓ Either a pre-existing relationship or ongoing relationship ✓ Typically single provider and scheduled ✓ Continuity of medical records **Service Line Examples** ✓ Primary care ✓ Urgent care ✓ Specialty care ✓ Telepsychiatry, Telemental health ✓ Case management ✓ Telerehabilitation ✓ Pre- and post-surgical consultations **Common Originating Sites** ✓ Provider clinics ✓ Kiosks ✓ Retail health clinics ✓ Schools ✓ Corrections and institutions ✓ Post-acute care facilities ✓ Employer worksites ✓ Home-based services	**Key Characteristics** ✓ Provider initiated, minimum two treating providers ✓ Either episodic or ongoing ✓ Includes specialty consultations **Service Line Examples** ✓ Includes comprehensive specialty services ✓ Primary care provider (PCP) to specialist ✓ Specialist to specialist ✓ Specialist to hospitals (e.g., TeleICU, Telepsychiatry, Telestroke) ✓ Teleradiology ✓ Telepathology ✓ Ambulance services (e.g., first responders) **Common Originating Sites** ✓ Hospitals ✓ Health systems ✓ Provider clinics ✓ Correctional facilities ✓ Post-acute care facilities