

A Student Perspective, Quality In Telehealth

Youth Voices in Rural Communities



Why Telehealth Matters

1

Ease

Online setting allow for simple access to healthcare in rural areas.

2

No Barriers

Reasons for not being able to attend medical visits like transport or schooling are reduced.

3

Flexibility

Having online access makes things more flexible for both the student and the family.

4

Service

It overall can expand access to mental health services whether students or adults.



What students define as Quality telehealth

01

Feeling
Heard

02

Supportive
Communication

03

Privacy And
Comfort

04

Trust In The
Provider

05

Easy-to-use
Technology

06

Flexibility And
Convenience

High School

- Greater dependence on parents/guardians
- School-based health centers may be the easiest access point
- Transportation barriers affect in-person care
- Students may need more guidance understanding telehealth
- Comfort and trust are especially important



College

- More independence in managing healthcare
- Balancing school, work, and appointments
- Telehealth saves time and travel
- Mental health resources may still be limited nearby
- Privacy and flexibility become more important

What Makes Students Likely To Use Telehealth?



What will encourage engagement the best is easy - to-understand information, relatable outreach, hearing from peers, social media awareness, trusted adults introducing it appropriately, knowing what telehealth actually is, feeling in control of decisions

Main Challenges Rural Students Still Face

internet access

technology issues

privacy at home

stigma

fear of judgment

adults misunderstanding youth

experiences

some students not being

comfortable with technology

Ways To Combat These Challenges

Expand wifi access and school based health programs

Normalize conversations about seeking help

increase education and outreach in schools and rural areas

INCLUDE YOUTH VOICES

Overall...

To improve the quality of telehealth for students in rural communities, it is important to include youth voices in planning and decision-making, improve awareness and understanding of telehealth services, make technology easier and more accessible to use, expand reliable internet access in rural areas, encourage supportive and respectful communication from adults and providers, and continue expanding youth mental health resources and support systems.

