

When health care moves online, many patients are left behind.

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<https://psnet.ahrq.gov/issue/when-health-care-moves-online-many-patients-are-left-behind>

The emergence of [telemedicine](#) as a primary mode of health care delivery in response to the COVID-19 pandemic is seen as a tool to improve safety and access, yet [gaps in access](#) to the requisite technologies exist. This article examines how technological limitations present safety issues to patients, such as unreliable access to personal computers, cell phones and robust internet connections.