

Digital Health Matrix



Omnichannel digital health solutions offer three levels of support that improve health access, convenience, and a continuum of care.

This matrix is a useful tool for healthcare organizations looking to align interventions with care delivery channels. Vet digital health solutions based on level of clinician involvement needed, patient acuity level, and digital implementation goals.

Read our article and how to use the matrix: [Omnichannel Digital Solutions Deliver Mental Health Services Across Acuity Levels](#)

		Digital Health Channel										
		Telemedicine Synchronous Video or Audio	Asynchronous Video or Audio	SMS/Texting	Web-based Education	mHealth Mobile Apps Digital Therapeutics	Wearables RPM	Chatbots	Smart Devices	Social Media Web-based Forums		
Type of Intervention & Level of Clinician Involvement Needed	More ↑	Complements	● ⁴ ● ⁵ ●	● ●	● ⁵ ●	● ⁵ ● ⁶ ●	● ⁴ ● ⁶ ●	● ● ●	● ● ●	● ● ●	● ● ●	
			Extends	● ● ●	● ⁵ ●	● ⁵ ●	● ⁵ ● ⁶ ●	● ⁴ ● ⁶ ●	● ● ●	● ● ●	● ● ●	● ● ●
	Less ↓			Replaces or Triage					● ● ●	● ● ●	● ¹ ● ●	● ² ● ●
		Acuity Level			● Low ● Moderate ● High	Use Cases		1: Triage 2: Triage 3: Triage	4: UPMC HP 5: Centre of Telepsychiatry 6: Medicaid MC plans			