

OFFERED BY COUNCILORS MINIARD CULPEPPER, JOHN FITZGERALD, SHARON DURKAN, BREADON, COLETTA ZAPATA, FLYNN, LOUIJEUNE, MEJIA, MURPHY, PEPÉN, SANTANA, WEBER, AND WORRELL



CITY OF BOSTON

IN THE YEAR TWO THOUSAND TWENTY SIX

ORDER FOR A HEARING TO EXAMINE TELEHEALTH ACCESS AND DIGITAL HEALTH EQUITY IN THE CITY OF BOSTON

WHEREAS, Telehealth services have become an increasingly important tool for delivering healthcare services, enabling patients to access medical consultations, behavioral health services, and follow-up care remotely; *and*

WHEREAS, Telehealth services may improve healthcare access for residents who face barriers to in-person care, including seniors, individuals with disabilities, working families, and residents with limited access to transportation; *and*

WHEREAS, The expansion of telehealth services during and after the COVID-19 pandemic demonstrated the potential of digital health technologies to improve healthcare accessibility and continuity of care; *and*

WHEREAS, Access to telehealth services may be limited by factors including broadband availability, digital literacy, technology access, and disparities in healthcare infrastructure across neighborhoods; *and*

WHEREAS, Understanding how telehealth services are currently utilized by Boston residents and identifying barriers to telehealth access may help improve healthcare equity and expand access to essential medical services; ***NOW, THEREFORE BE IT***

ORDERED: That the appropriate committee of the Boston City Council hold a hearing to examine telehealth access and digital health equity in the City of Boston, including barriers to telehealth utilization, opportunities to expand access to remote healthcare services, and strategies to ensure equitable access to telehealth technologies across neighborhoods, and that the Boston Public Health Commission, the Mayor’s Office of Housing, the Office of Digital Equity and Broadband, local hospitals, community health centers, and other interested parties shall be invited to attend.

Filed on: March 18, 2026