Connecting for Health: The Importance of Broadband in Digital Health

Reliable and affordable internet access is a critical requirement for consumers and patients that need to access digital health resources. This Fact Sheet provides a starting point for consumer questions about broadband internet.
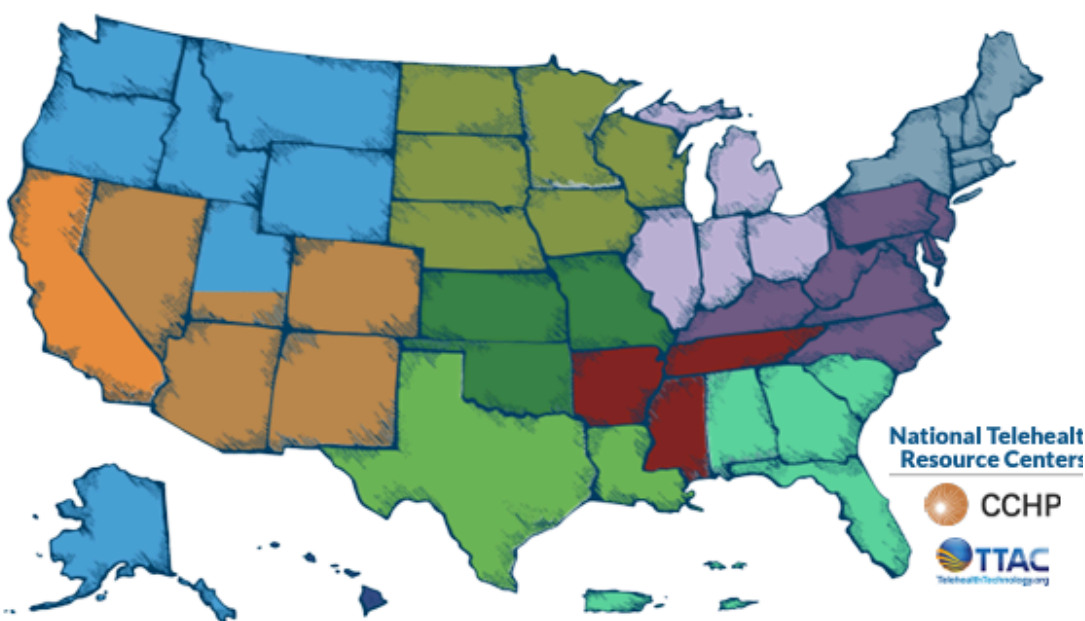
TelehealthResourceCenter.org

TRC RESOURCES

How do you check your connection for better health?

1. Take a Speed Test
2. Find Broadband Resources
3. Learn More about Telehealth

Find resources for all of these here at: https://telehealthresourcecenter.org/resources/fact-sheets/consumer-broadband-fact-sheet/

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WHAT IS BROADBAND?

Definition
Broadband is Internet access that is always on and faster than the traditional dial-up access.

Broadband Speed

- The FCC measures broadband speeds in megabits per second (Mbps) for both Download and Upload speeds
- FCC Broadband Definition:
  - 100 Mbps Download Speed: How fast you can get information from the internet (like videos or files)
  - 20 Mbps Upload Speed: How fast you can send info to the internet (like videos or files.)

Broadband
Broadband is the internet connection from an internet service provider (ISP).

VS

Wi-Fi
Wi-Fi is a wireless connection that lets you use the internet on different devices at home, work , school, or anywhere Wi-Fi is available.

What is Digital Health?

Digital Health uses technology like apps and devices to track exercise, check heart rate or blood pressure, and even have video calls with your healthcare providers. All of these tools require connectivity for the following reasons.

Internet Connectivity that is stable, fast, and high-quality allows digital health to work well.

Broadband Connected Devices enable virtual visits, providing access to clinicians who may not be geographically nearby.

Good Internet is crucial for just in-time services like emergency consultations, urgent care, and mental health visits.

Examples of Digital Health include Telehealth, Mobile Health, Remote Patient Monitoring, Wearable Devices and more!

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Is My
Internet
Fast Enough?

Use the QR code to take this speed test so you can see if you're getting the upload and download speeds you expect, along with important quality measures like loss and latency.

How Fast Should My

Internet Be?*

*These values represent suggested safe speeds for live video connection

Safe speeds for 2 people:

- 5 Mpbs Download
- 3 Mpbs Upload

Safe speeds for multiple people:

- 10 Mpbs Download
- 5 Mpbs

Speed isn't the only consideration

Does your internet:

- Slow down or stop working?
- Get worse at certain times of the day?
- Cost more than you can afford?
- Get shared across multiple people?

If your connection often stops working or has other problems, it might make it hard to use digital health services. Consider all instances of Internet use that may be happening all at once in your home like streaming, gaming and browsing.

DEVICES FOR
DIGITAL HEALTH

Computer, Phone, or Tablet
This is the internet equipped device that connects to the service.

Modem, Router, or Cellular Connection
A modem and router allow you to connect to the internet for Digital health. These are often provided by the Internet Service Provider (ISP)

Headphones
Headphones help to create more privacy during your virtual visit.

Other Digital Health Devices
Other tools like smart watches, fitness trackers, and digital peripherals like blood pressure cuffs and glucometers can enhance your visit.

RESOURCES FOR
BROADBAND
ACCESS & EDUCATION

QR CODE LINKS

Follow this QR code to access more information & helpful resource links.

WHAT IF I DONT HAVE INTERNET?

- Check with Local Libraries and Social Service Organizations in your area
- FCC Lifeline Program
- NDIA Free & Low-Cost Internet Plans

DIGITAL SAFETY

Digital Safety is about keeping your online identity and communications safe. Some good habits include using secure websites, creating strong and unique passwords, updating your software, and using extra security steps like multi-factor authentication and cybersecurity tools.

BROADBAND LABELS

Just like nutrition labels on food packages, these useful labels provide important details about the internet plans that service providers offer.

https://www.fcc.gov/broadbandlabels-

Broadband Facts
Provider Name
Service Plan Name and/or Speed Tier
Fixed or Mobile| Broadband Consumer Disclosure

Monthly Price	$00.00
This monthly price is an introductory rate	Yes / No
Time the introductory rate applies	YY months
Monthly price after the introductory rate	$00.00
Length of contract	YY months
Link to Terms of Contract https://www.example.com/terms-of-contract	

Additional Charges & Terms
Provider Monthly Fees

Fee description	$00.00
Fee description	$00.00
Fee description	$00.00
Fee description	$00.00

One-Time Purchase Fees

Fee description	$00.00
Fee description	$00.00
Early Termination Fee	$00.00
Government Taxes	Included/Varies by Location/$00.00

Discounts & Bundles
Visit the link below for available billing discounts and pricing options for broadband services bundled with other services like video, phone, and wireless service, and use of your own equipment.
https://www.example.com/discounts

Speeds Provided with Plan

Typical Download Speed	000 Mbps
Typical Upload Speed	000 Mbps
Typical Latency	00 ms

Data Included with Monthly Price	000 GB
Charges for Additional Data Usage	$/GB
https://www.example.com/data-usage	

Network Management Policy
https://www.example.com/network-management
Privacy Policy
https://www.example.com/privacy

Customer Support
Phone: (555) 555-5555
Website: https://www.example.com

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.
fcc.gov/consumer

Unique Plan Identifier: F000S93?X9R1234B3R9ERMC789

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