

# Telehealth expectations during and beyond COVID-19: What patients really want

After The World Health Organization officially declared COVID-19 a pandemic, U.S. providers nationwide began implementing telehealth solutions in order to continue seeing patients despite lockdowns and social distancing orders. Many patients have grown accustomed to telehealth - and plan to continue using it long after COVID.

But what do patients really want from telehealth providers? **Convenience and seeing or speaking with their provider of choice top the list.**



## Telehealth use since March

**42%** Of Americans have used telehealth since the COVID-19 pandemic began

Over 8 in 10 (82%)\* of those who have used telehealth services say they love/like it

**82%**

\*Source: Harris Poll

## Patients have specific needs and expectations of telehealth

**CONVENIENCE**  
Of patients who like using telehealth services, 65% say it's more convenient. Plus, 51% of Americans say that if they were to use telehealth services post COVID-19, convenience would be most important to them.

**SAFETY**  
Of patients who like using telehealth services, 63% say they like it because they don't have to worry about being exposed to other potentially sick patients.

**CHOICE**  
Nearly half of Americans say that if they were to use telehealth services post COVID-19, seeing or speaking with a healthcare professional of their choice rather than someone assigned to them (49%) would be important to them.

## Battle of the Sexes Male vs. female preferences



**47% vs. 38%**  
More males reported using telehealth services since the COVID-19 pandemic than females

**72% vs. 54%**  
Of those who like using telehealth services, females were more likely than males to state they like telehealth due to **not having to worry about being exposed** to other potentially sick patients

**41% vs. 28%**  
Males were more likely than females to state they like telehealth due to its **cost-effectiveness**

## Patient age makes a difference



Americans age **18-44** are more likely than those age 45+ to have **used telehealth** since COVID-19 began

More than a quarter of Americans (26%) and 30% of those aged 55+ say not having to download any special apps or programs would be important to them when thinking about the use of telehealth post COVID-19



Of consumers who like telehealth services, those between the ages of 35-64 were most likely to say they like telehealth services due to follow-ups/communications post-appointment being more streamlined



Americans ages 55+ who like telehealth services were more likely to say they like telehealth due to not having to worry about being exposed to other potentially sick patients