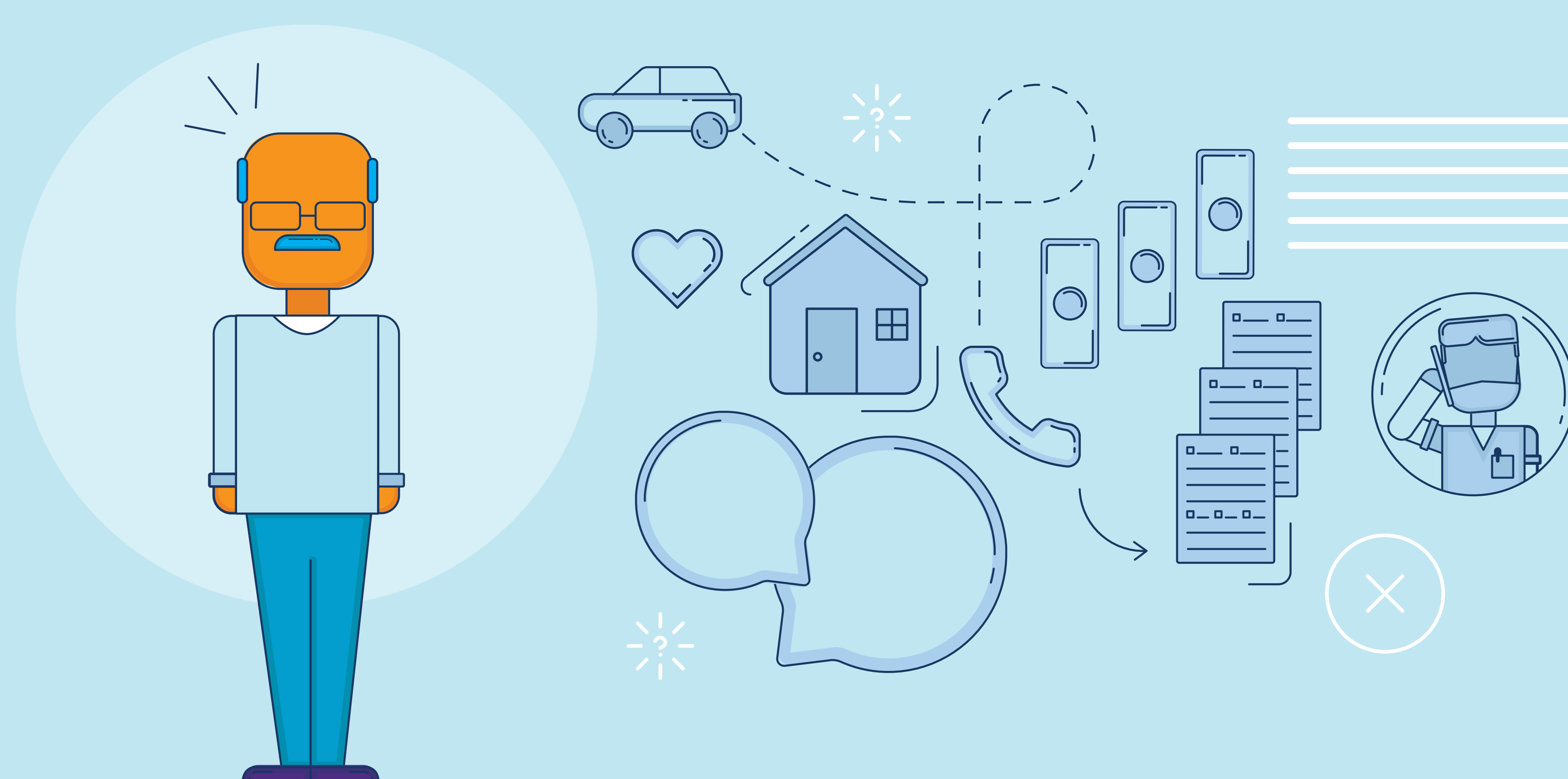


Telehealth expectations during and beyond COVID-19: What patients really want

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

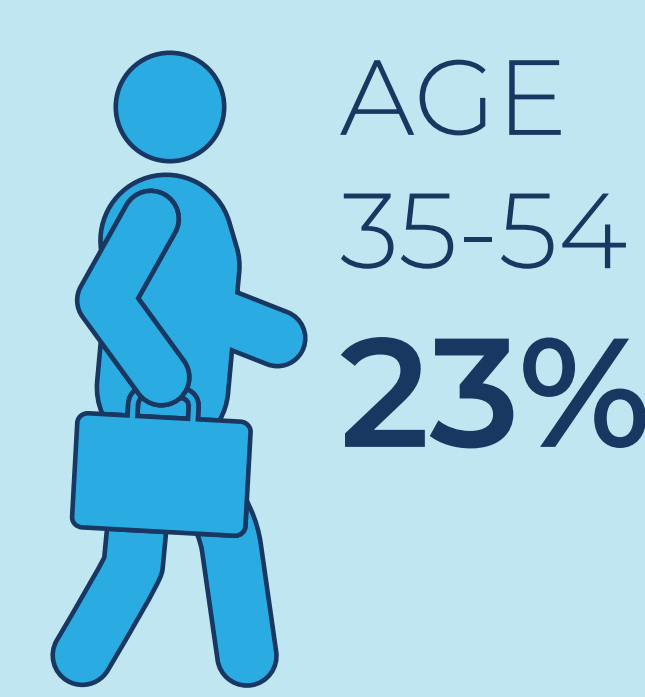
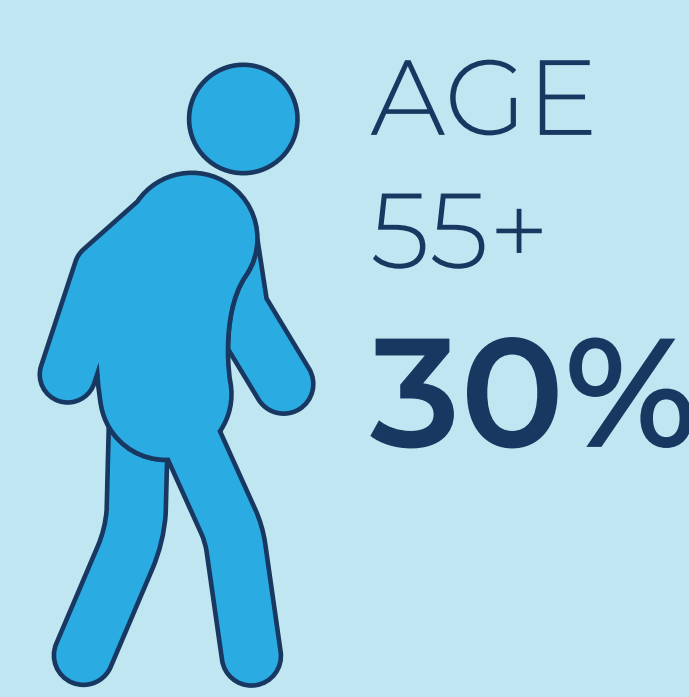
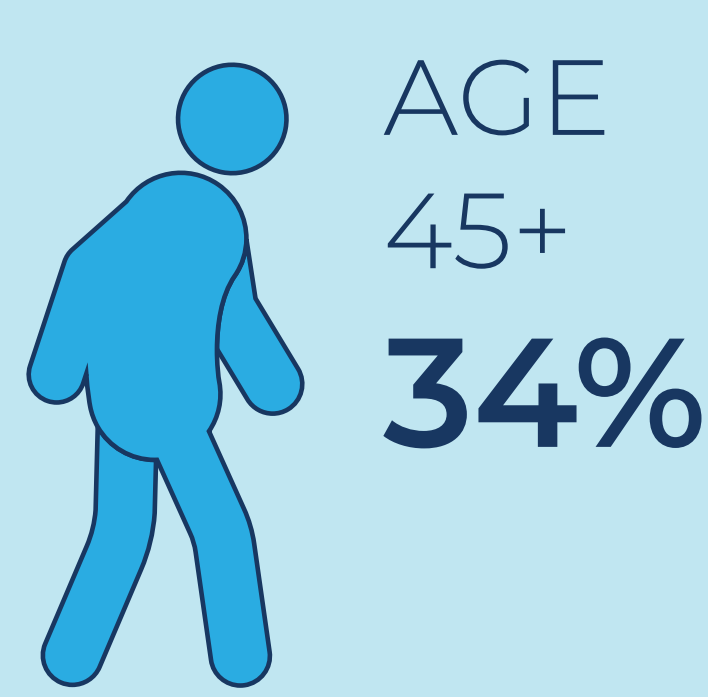
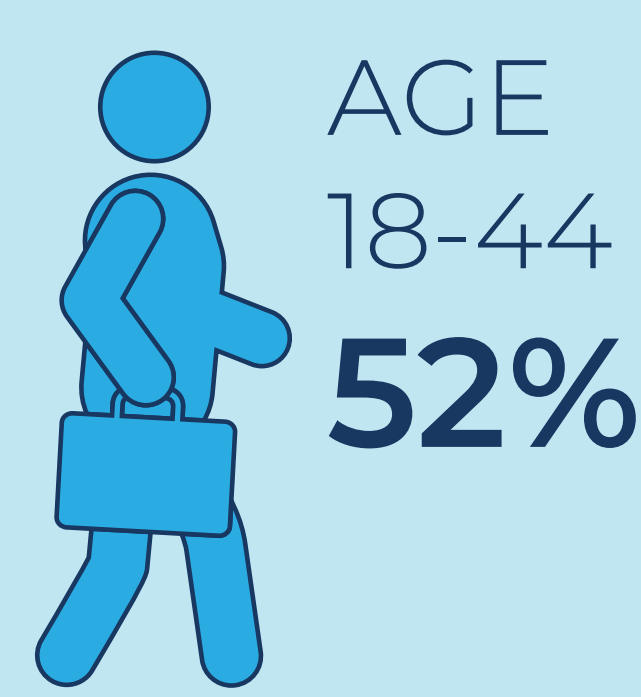


47% vs. 38%
More males reported using telehealth services since the COVID-19 pandemic than females

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

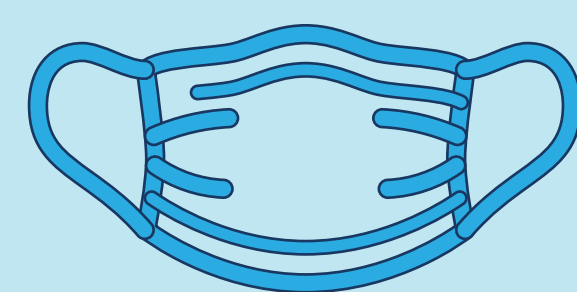


Americans age **18-44** are more likely than those age 45+ to have **used telehealth** since COVID-19 began

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