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?

**What patients really want**

Convenience and seeing or speaking with their provider of choice top the list.

**Telehealth expectations during and beyond COVID-19**

- **Telehealth use since March**
  - 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 it.

**Patients have specific needs and expectations of telehealth**

- **Convenience**
  - 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.

**Battle of the Sexes**

- **Male vs. female preferences**
  - More males reported using telehealth services since the COVID-19 pandemic than females.
  - More females were more likely than males 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**

**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**

**Telehealth Platform for Practices**

Ready to start your telehealth journey? Updox’s telehealth solution requires no downloads, is HIPAA-compliant, and connects patients with their own providers. Schedule a demo today to see just how simple Updox makes getting started with Telehealth.

Visit our Telehealth Information page to learn more.

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