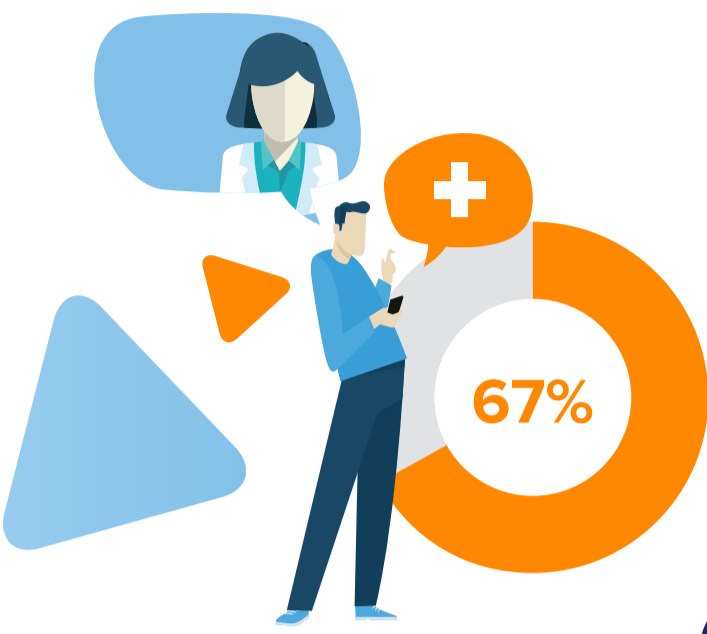


HOW PATIENTS FEEL ABOUT TELEHEALTH TODAY

With a public health crisis and an increase in demand for healthcare services, telehealth adoption rates have skyrocketed. Yet, there's a difference between using a service because you want to do so and because you have to do so. As it turns out, patients quite enjoy using telehealth services. The statistics and comments from patients below illustrate how patients really feel about using telehealth services today.



1

A June 2020 survey from Penn Medicine showed that

67% of hepatology and gastroenterology patients viewed telehealth positively.

2

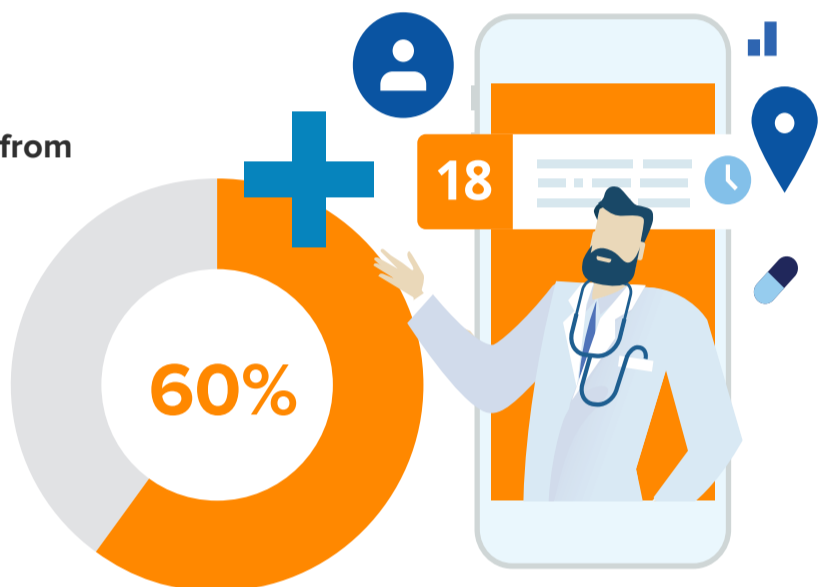
At the end of March 2020, a survey revealed **59%** of patients are more likely to use telehealth services than they were before, and over a third would actually switch healthcare providers if theirs didn't offer telehealth.

"It was reassuring that I was able to be seen from the comfort of my own home."

Emily Shevitz, Kendall, FL

3

According to a July 2020 report from Accenture, **over 60%** of patients want to continue using telehealth services after the public health crisis ends.

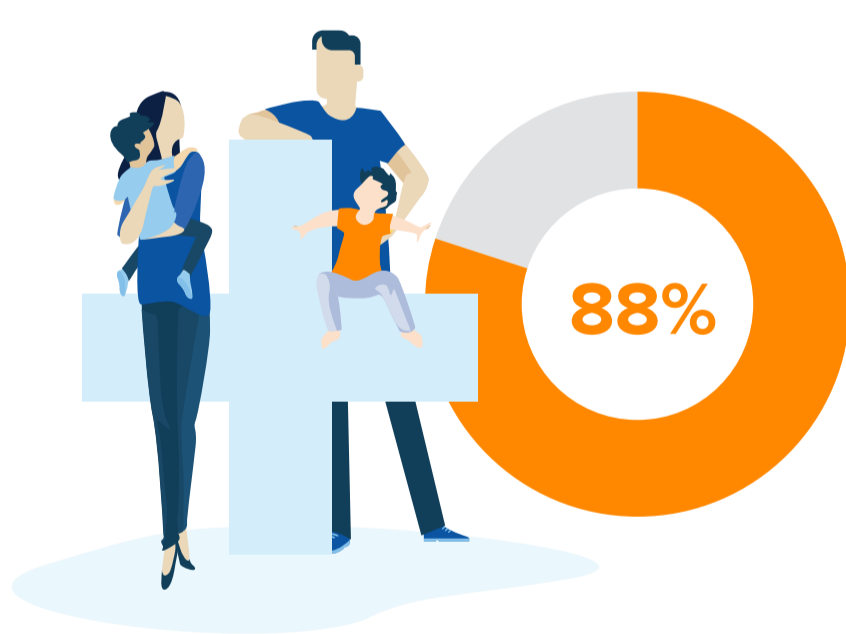


4

An Ipsos poll from June 2020 shows that **34%** of people in the UK are uncomfortable going to their GP for face-to-face visits unrelated to the public health crisis.

"My doctor saved the day for me by offering this wonderful solution."

Pam Koman-Podolak, NJ



5

A solid **88%** of patients felt the telehealth visit was as good as or better than an in-person visit.

6

Almost **25%** of patients in a Massachusetts General Hospital said that the quality of telehealth was better than an in-person visit.

Sources:

- ▶ <https://www.pennmedicine.org/news/news-releases/2020/june/patients-and-clinicians-rated-telemedicine-care-positively-during-covid>
- ▶ https://blackbookmarketresearch.com/administrator/img/0188_SGP_COVID-19%20Market%20Pulse_r2.pdf
- ▶ https://www.washingtonpost.com/health/telemedicine-keeps-doctors-and-patients-connected-at-a-safe-remove/2020/05/14/5f1fa262-742b-11ea-ae50-7148009252e3_story.html
- ▶ <https://www.fiercehealthcare.com/practices/patients-want-to-keep-using-virtual-care-after-covid-19-pandemic-ends-survey-finds>
- ▶ <https://www.healthcareitnews.com/news/survey-americans-perceptions-telehealth-covid-19-era>
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- ▶ <https://www.ipsos.com/sites/default/files/ct/publication/documents/2020-07/the-time-is-now-ipsos.pdf>
- ▶ <https://www.ajmc.com/view/patient-and-clinician-experiences-with-telehealth-for-patient-followup-care>

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