

Insurance Solutions July Newsletter



SHOULD YOU USE TELEHEALTH?

Effects on Patient Access

Physicians Report Improved Access, Reduced Wait Time for Patients

Patient access appears to be a leading contributor to telemedicine adoption. Nearly 88% of physicians surveyed said telemedicine has increased patient access to health care, particularly among populations that may have faced barriers to care previously. Similarly, 87% of physicians reported telemedicine has enabled them to provide care to patients who face obstacles visiting their office in person. As additional benefits, nearly 44% of physicians found that telemedicine has actually reduced wait times for their patients, while 41% said telemedicine has expanded their community reach and referral network.

Telemedicine Use Among Patients

Patients Report Recurring Use of Telemedicine Within One-Year Period

In 2022, telemedicine reached the 80% adoption mark overall, becoming the preferred channel for prescription care and minor illness. While this is a significant milestone, the frequency of telemedicine use is also noteworthy. Based on survey results, nearly 60% of patients who had a telemedicine visit in the past year participated in a minimum of three virtual visits.

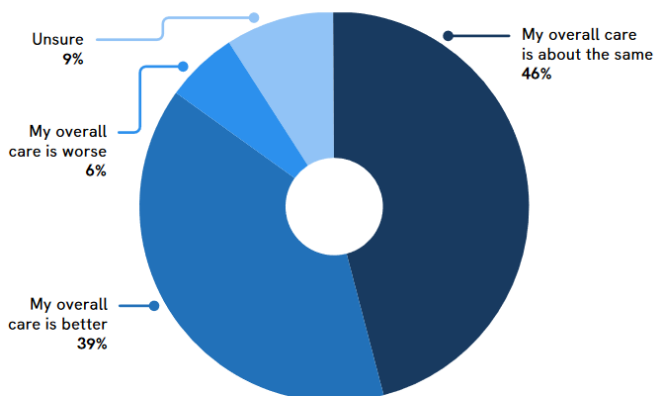
Over one in five (21%) participated in six or more visits, and this frequency was similar among patients with and without chronic illnesses. Further, nearly 76% of patients who had a telemedicine visit reported it improved their access to health care services.

Telemedicine Satisfaction, Quality of Care

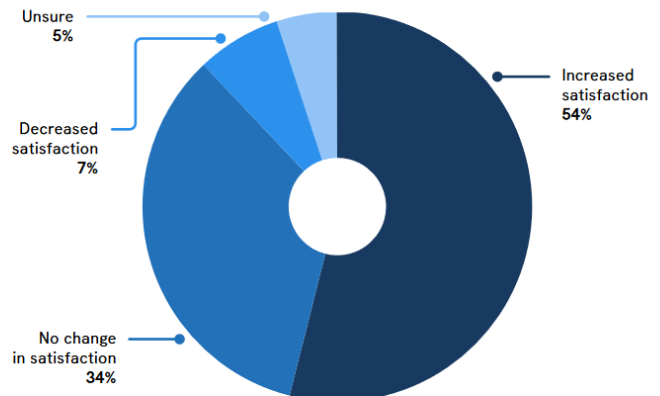
Patients Report Increased Satisfaction, Equivalent or Superior Quality of Care

Consistent with prior year findings, patients continue to report equivalent or superior quality of care as the result of their experience with telemedicine. Among patients who participated in a telemedicine visit within the past year, 85% reported their overall care was better or about the same as virtual care, and over half indicated increased satisfaction. These results underscore telemedicine's ability to enhance patient experiences and outcomes, making it a valuable tool in modern health care delivery.

Which of the following best represents your experience with virtual care overall?*



How has virtual care affected your satisfaction with your care?*



*Percentages confined to respondents who participated in a telemedicine visit in the past year.