Patient Satisfaction with Virtual Care

Telehealth has experienced an unprecedented adoption rate by providers and patients, along with a surge in patient satisfaction regarding the quality, convenience, and the safety of care offered. The ATA supports state legislation that creates a patient-centered policy to expand access to care and allow providers to offer care with any technology that meets the standard of care.

- Cleveland Clinic is expecting **20 percent of visits to remain remote in 2021**, while **30 to 40 percent remain remote** at Stanford Healthcare despite the system resuming in-person visits.  
  
- In a literature review of academic and clinical studies on patient satisfaction with telehealth, **28 studies found that greater than 80% of [patients] indicated satisfaction with telehealth,** including in general practice, gynecology, psychiatry, neurology, prenatal, oncology, diabetes, and rheumatology.  
  
- Levels of **patient satisfaction for telehealth services are among the highest** of all healthcare, insurance, and financial service industries.  
  
- **85.52% say telemedicine has made it easier** to get the care they need.  
  
- **77% of patients** surveyed said they were **very or completely satisfied** with the virtual care they received. The top three drivers of satisfaction were convenience, the safety of being seen at home, and speed of access.  
  
- **75% of patients** surveyed said they **expect virtual care to be a standard part of their care** moving forward, with 50% indicating they would switch providers to have virtual care visits on a regular basis.  
  
- **Telehealth visits were up 154%** in the last week of March 2020 compared with the same period the previous year.  
  
- In a study of over 45,000 patients and using the most current Press Ganey satisfaction scores, researchers found that video visits were associated with **greater patient satisfaction when compared to in-person visits,** which was not what they initially hypothesized.  
  
- **73% of physicians** said they would like to continue offering chronic disease management visits to patients via telehealth and **94% of mental health clinicians** said they would like to continue offering telehealth services.

Patient Trust in Virtual Care Rapidly Growing

**Pre-Pandemic** vs. **Now**

- **65%** of Americans felt hesitant or doubtful about the quality of telemedicine before COVID-19

- **87%** want to continue using telehealth services

- **74%** believe telehealth appointments will become the norm for non-urgent medical consultations

3. How Americans Feel About Telehealth: One Year Later, SYKES’ 2021 Telehealth Survey Report, April 9, 2021