



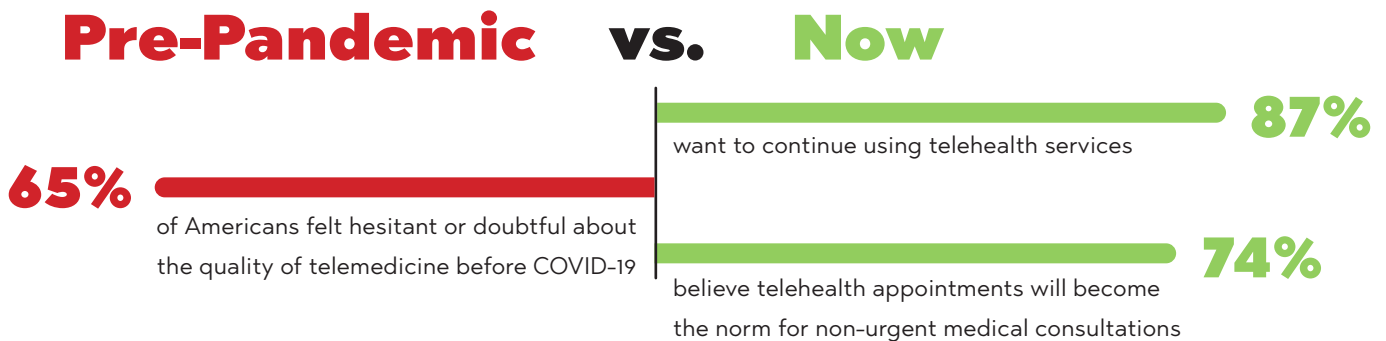
americantelemed.org

# 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. <sup>1</sup>
- 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. <sup>2</sup>
- Levels of **patient satisfaction for telehealth services are among the highest** of all healthcare, insurance, and financial service industries. <sup>3</sup>
- **85.52% say telemedicine has made it easier** to get the care they need. <sup>4</sup>
- **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. <sup>5</sup>
- **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. <sup>6</sup>
- **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. <sup>7</sup>
- **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. <sup>8</sup>

## Patient Trust in Virtual Care Rapidly Growing <sup>9</sup>



1. Orlando JF, Beard M, Kumar S. Systematic review of patient and caregivers' satisfaction with telehealth videoconferencing as a mode of service delivery in managing patients' health. *PLoS One*. 2019;14(8)

2. J.D. Power, 2020 U.S. Telehealth Satisfaction Study, October 1, 2020.

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

4. Patient Perspectives on Virtual Care, Report from Kryuus, June 24, 2020.

5. Patient Perspectives on Virtual Care, Report from Kryuus, June 24, 2020.

6. Koonin LM, Hoots B, Tsang CA, et al. Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic — United States, January–March 2020. *MMWR Morb Mortal Wkly Rep* 2020;69:1595–1599.

7. Ramaswamy A, Yu M, Drangsholt S, Ng E, Culligan PJ, Schlegel PN, Hu JC, Patient Satisfaction With Telemedicine During the COVID-19 Pandemic: Retrospective Cohort Study, *J Med Internet Res* 2020;22(9)

8. Telehealth Impact Study: Physician Survey, COVID-19 Healthcare Coalition, Nov. 16, 2020. Workgroup includes: American Medical Association, American Telemedicine Association

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