



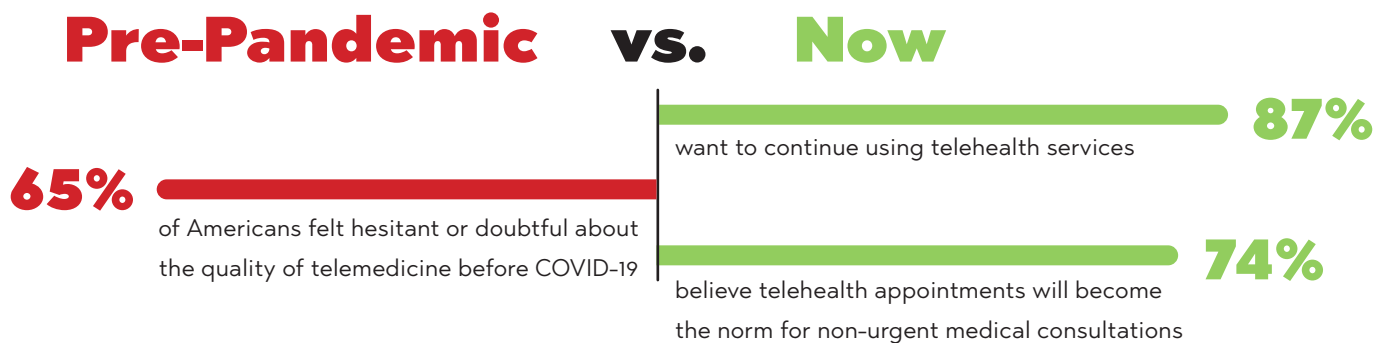
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# Patient Satisfaction with Virtual Care

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



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

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

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

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