



Patient experiences with telehealth

Poll conducted by Morning Consult on behalf of the PAN Foundation

April 2024

PAN Foundation

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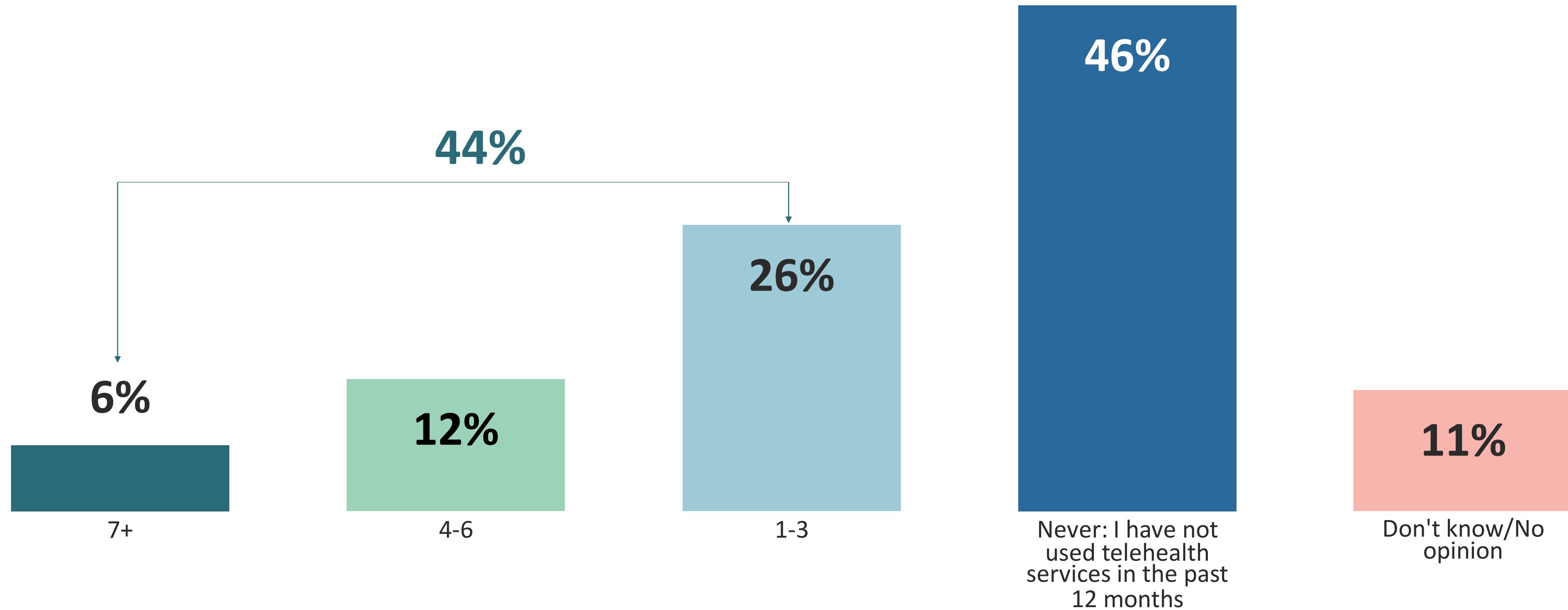
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Methodology: This poll was conducted between April 5-7, 2024 among a sample of 2,202 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on age, gender, race, educational attainment, region, gender by age, and race by educational attainment. Results from the full survey have a margin of error of plus or minus 2 percentage points.

Experiences with telehealth

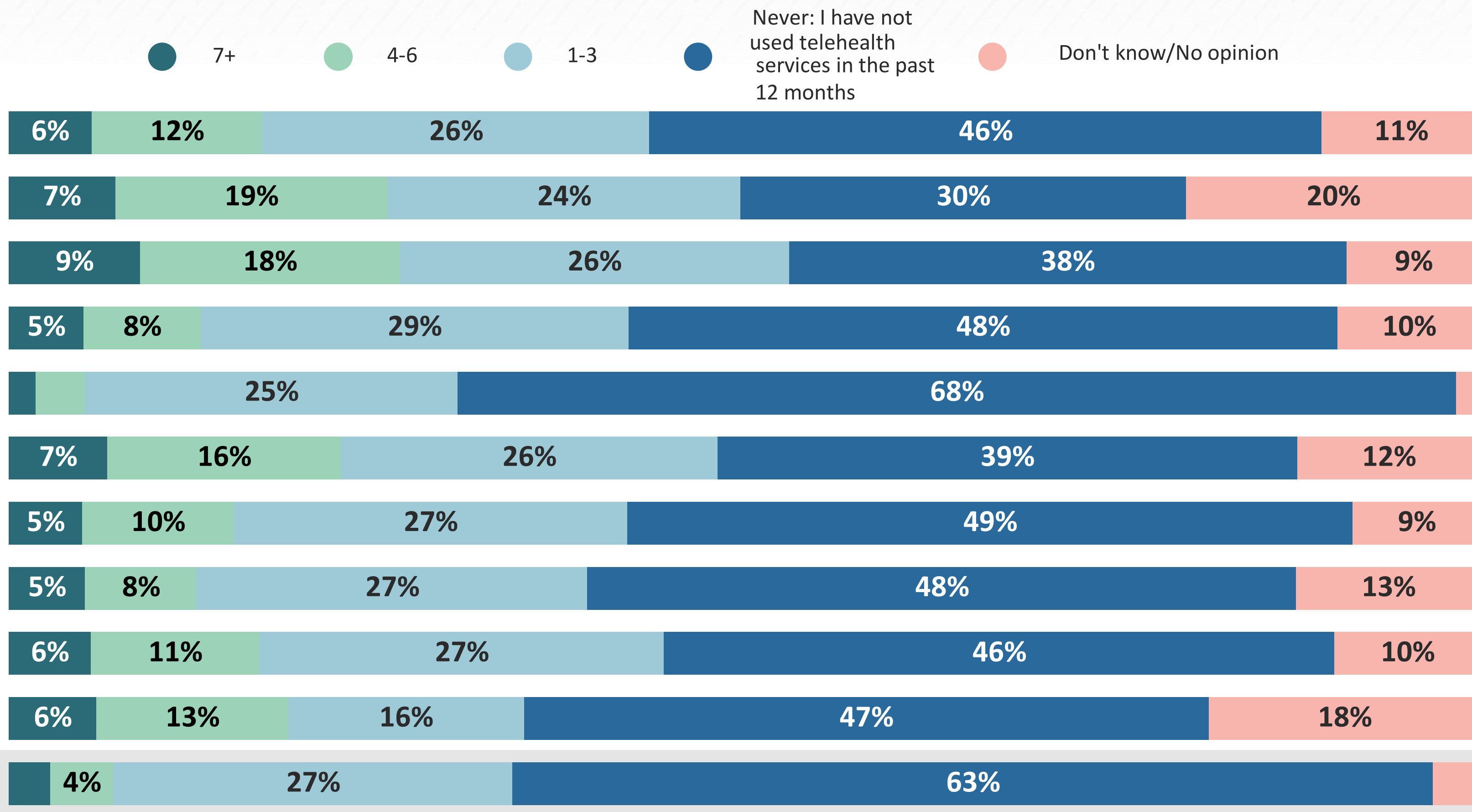
Just under half (44%) of adults say they have used telehealth services in the past year, while a similar share (46%) have never used these services.

How many times have you accessed health care services through **telehealth** in the **past 12 months**? *Telehealth refers to health care services (including mental health care) received through an app, by phone, or video conferencing.*



Telehealth usage is less common among Medicare beneficiaries—two-thirds (63%) of Medicare beneficiaries have never used telehealth services in the past year.

How many times have you accessed health care services through **telehealth** in the **past 12 months**? *Telehealth refers to health care services (including mental health care) received through an app, by phone, or video conferencing.*

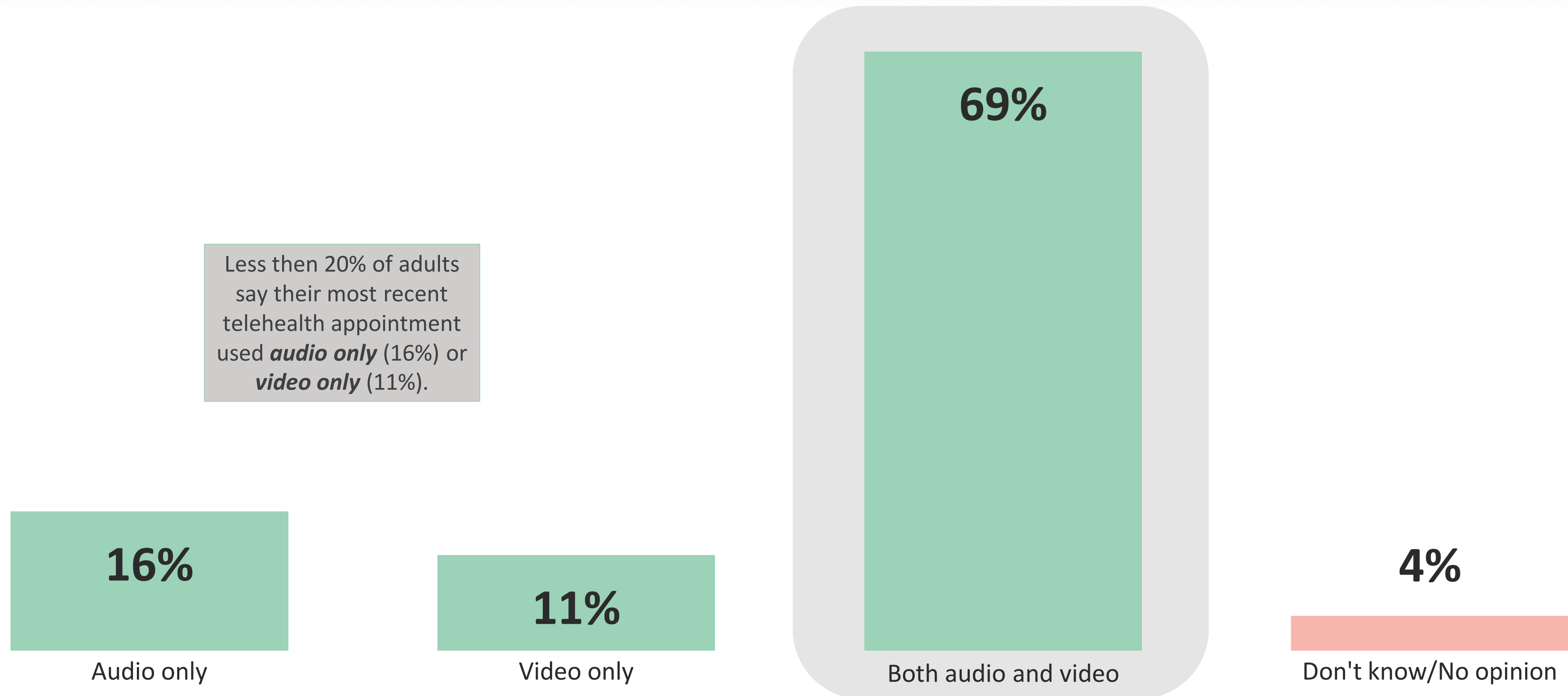


Younger adults (ages 18-44) and those living in **urban communities** are especially likely to have used telehealth services in the past year.

The large majority (69%) of adults who have used telehealth services in the past year say their most recent telehealth appointment used both audio and video technology.

Thinking back to your last telehealth appointment, which of the following best describes the technology used?

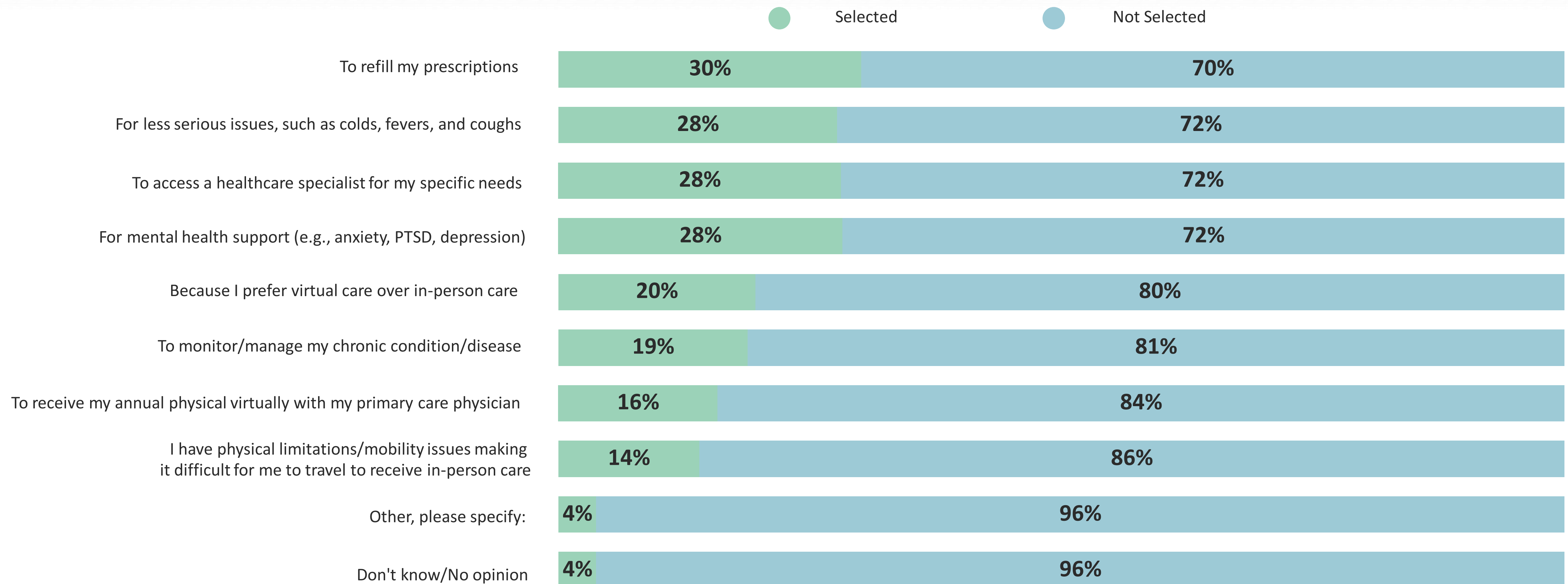
Among adults who have used telehealth services in the past year (n=959, MOE: 3%)



Nearly one-third of adults who use telehealth services say they do so *to refill their prescriptions (30%), for less serious issues (28%), to access healthcare specialists (28%), and for mental health support (28%).*

Which of the following are reasons why you use telehealth services? Select all that apply.

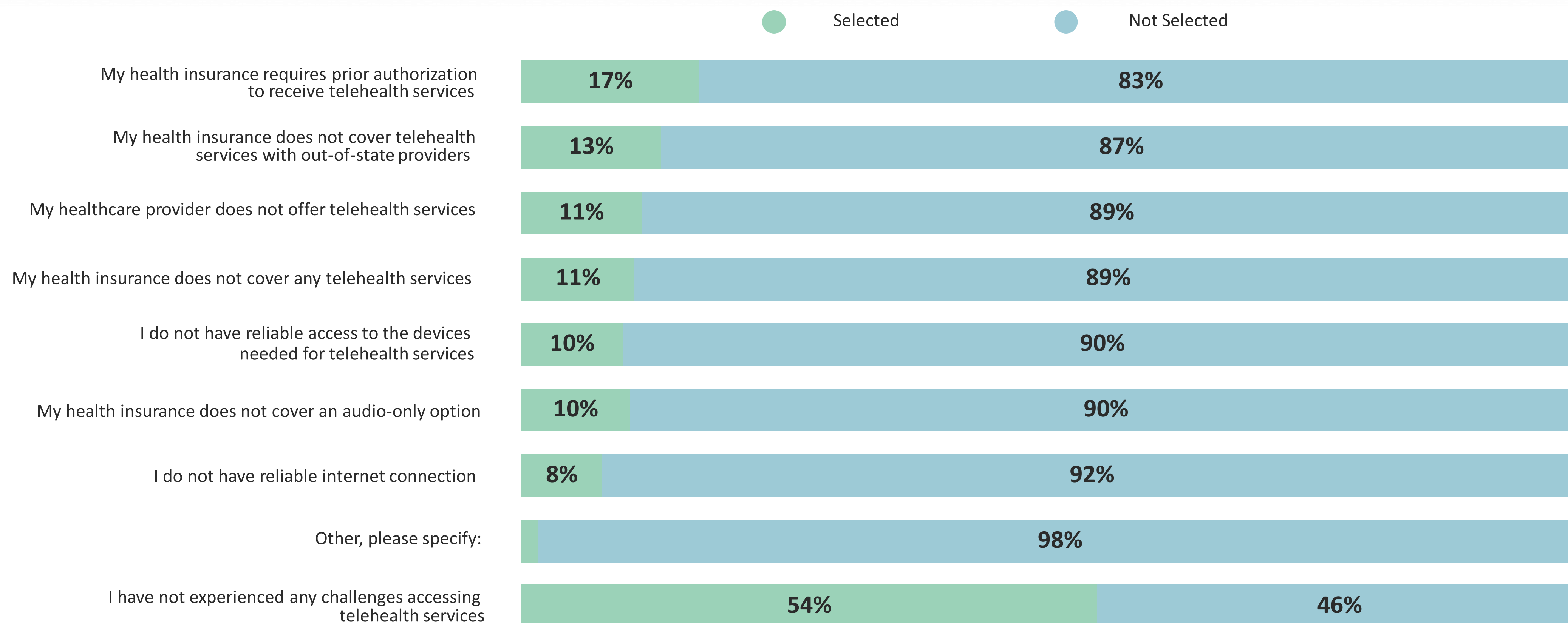
Among adults who have used telehealth services in the past year (n=959, MOE: 3%)



Nearly half (46%) of adults who have used telehealth services in the past year have experienced challenges accessing these services—most commonly because their *health insurance requires prior authorization to receive telehealth services (17%)*.

Which of the following challenges have you experienced when accessing telehealth services? Select all that apply.

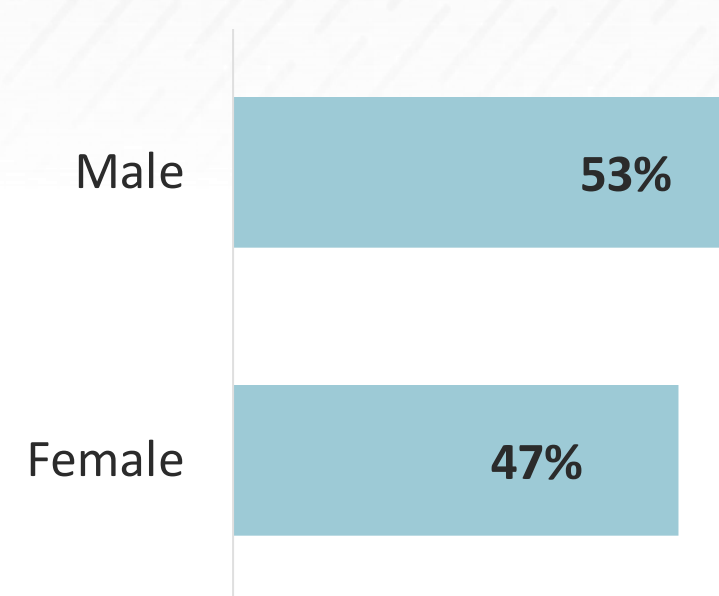
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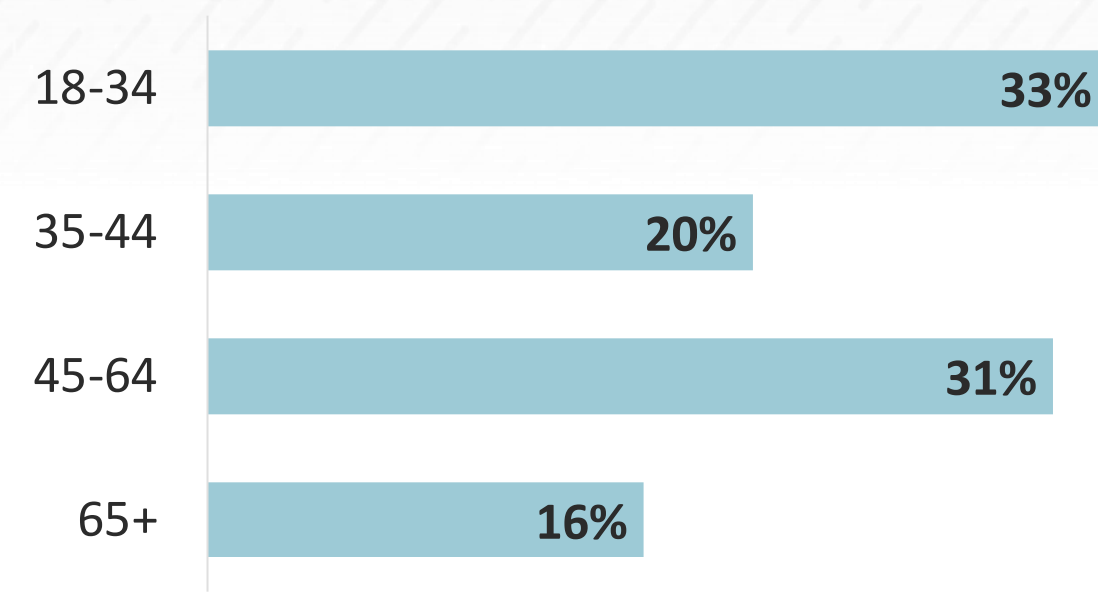
Appendix

Sample distribution—adults who have used telehealth services in the past year

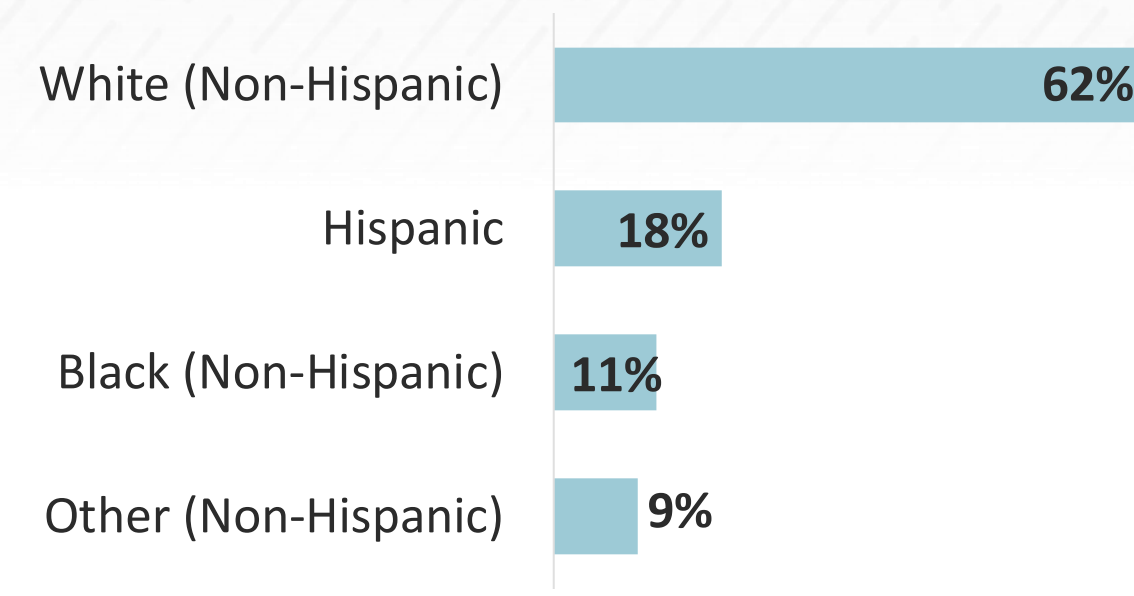
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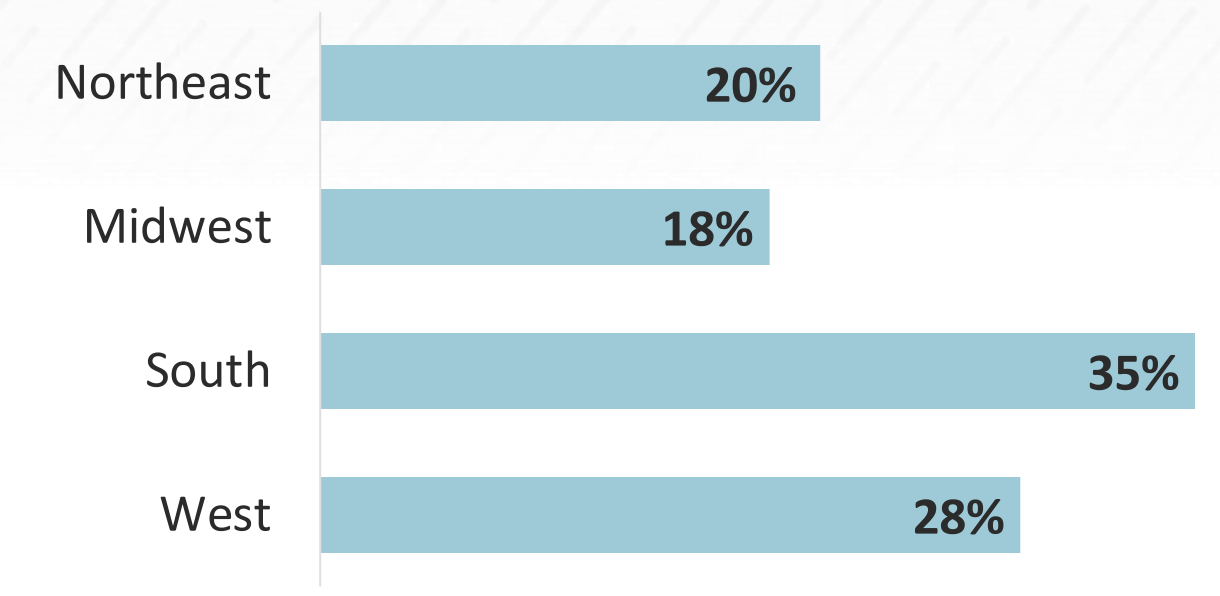
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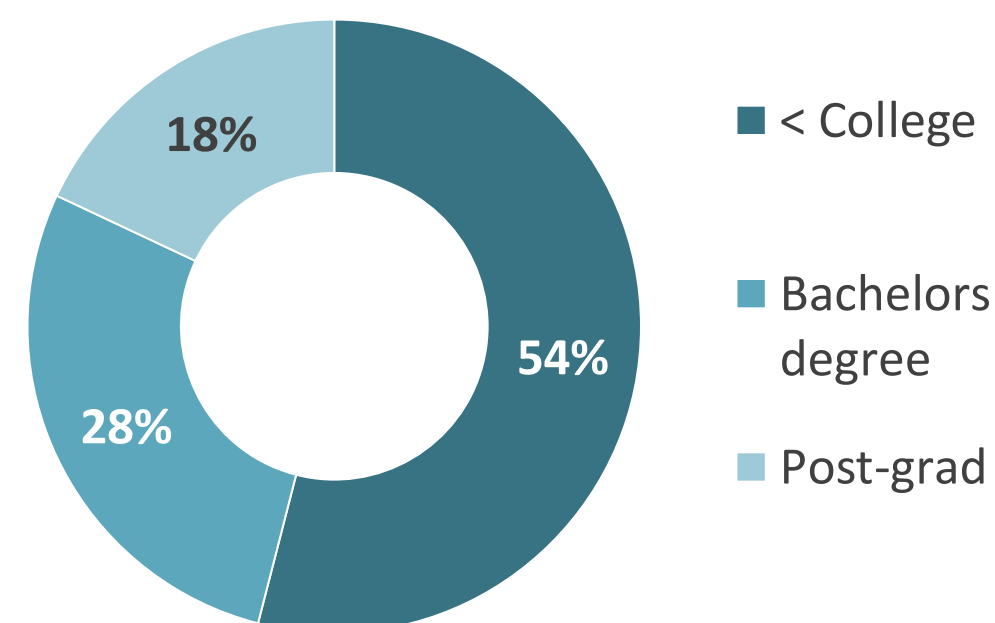
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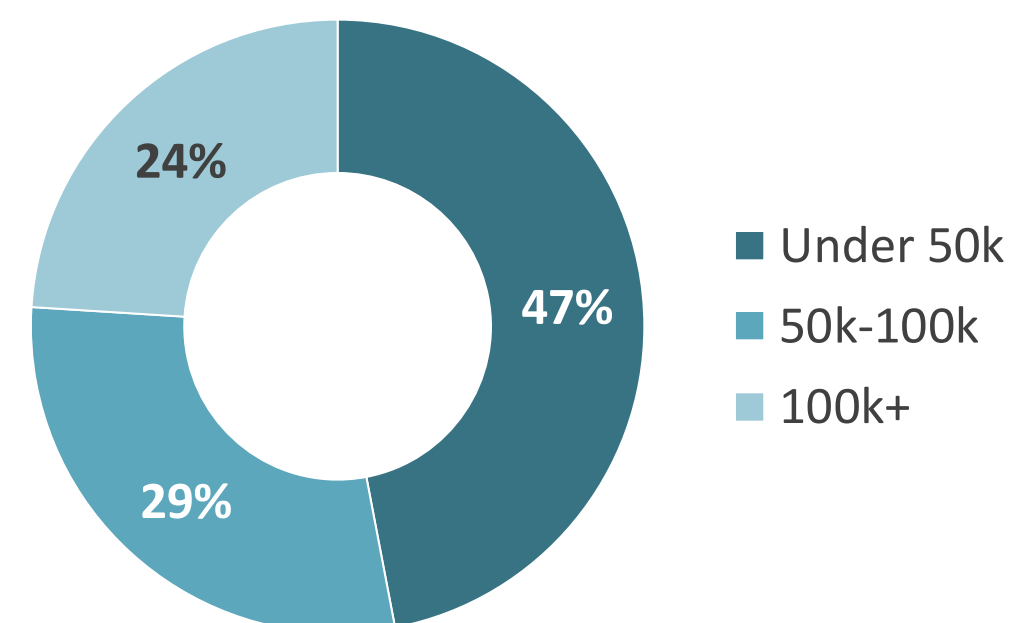
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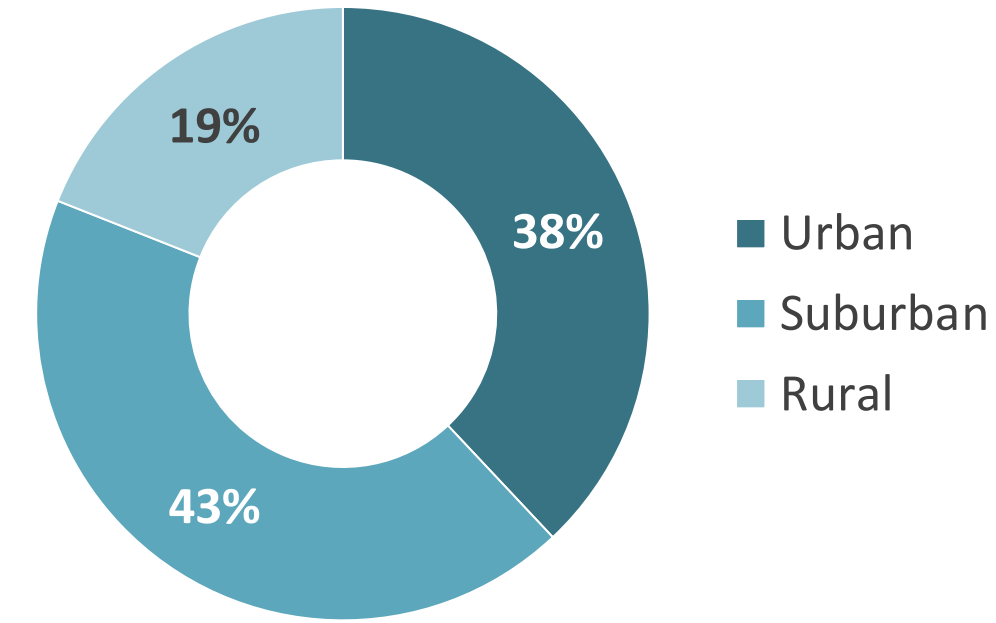
EDUCATION



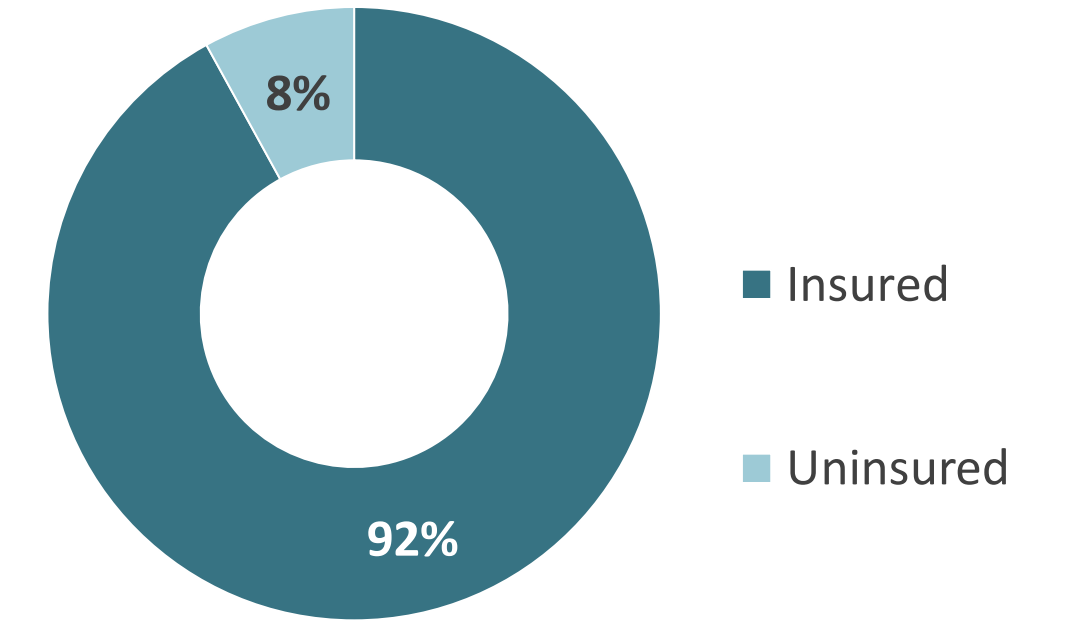
INCOME



COMMUNITY



HEALTH INSURANCE COVERAGE



n=959; MOE: 3%