

Covid-19 and the Evolving Role of Telehealth

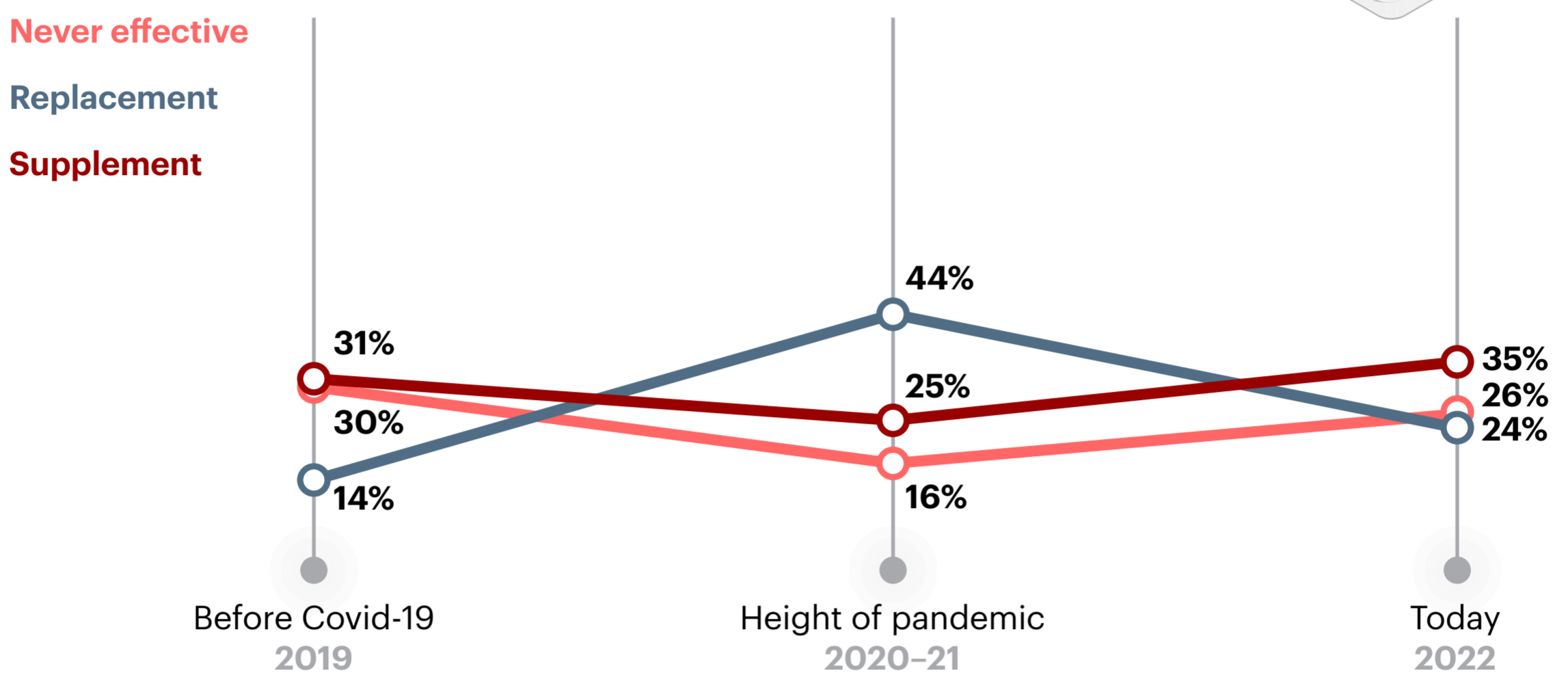
The pandemic rapidly accelerated telehealth adoption. But will it stick?

Telehealth is taking on a new role

Today, more patients see virtual care as a supplement to in-person care, not a replacement

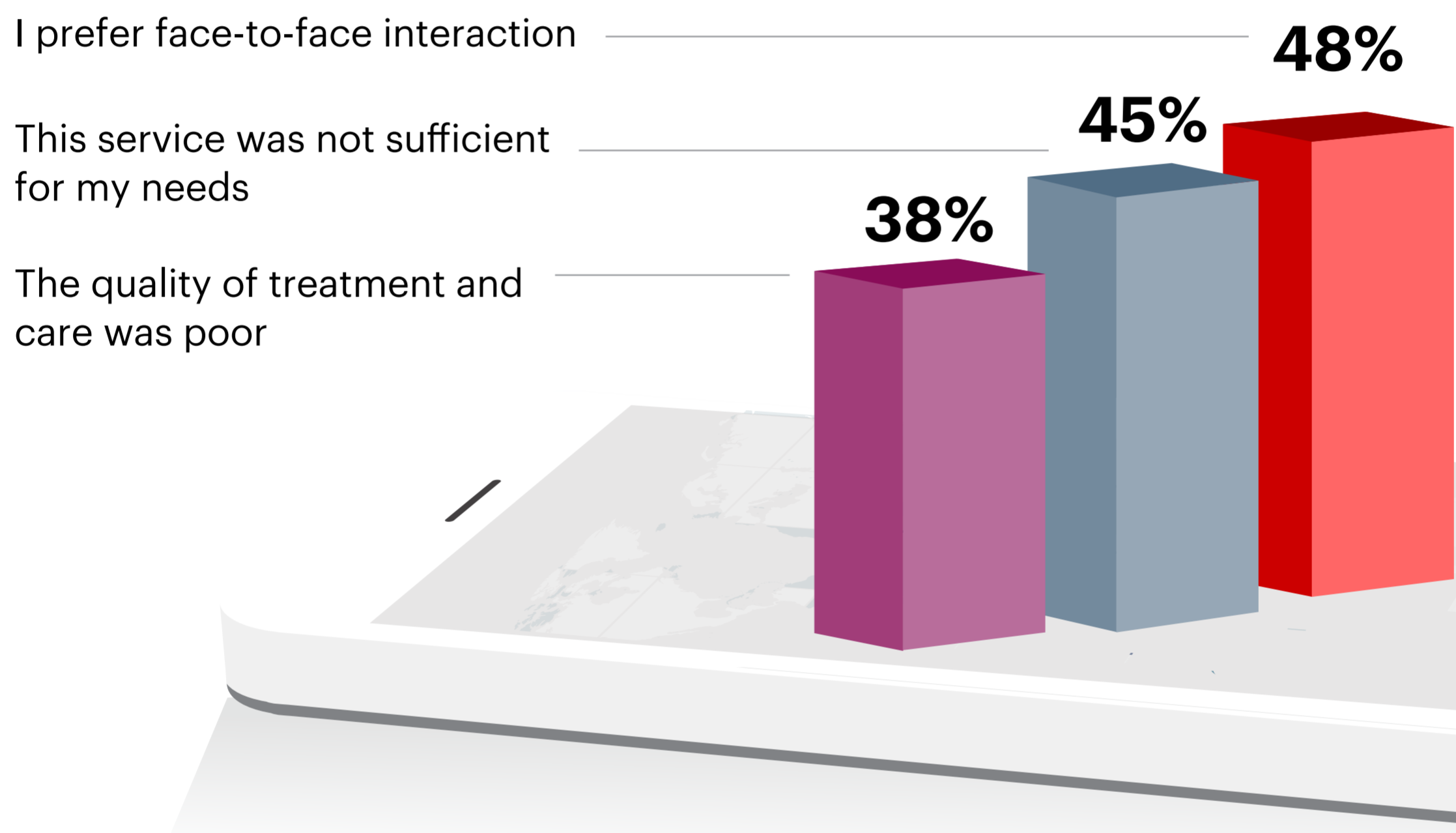


Percentage of patients by perception of telehealth vs. in-person care



67% of current users expect to rely less on telehealth in the future

They cite three reasons:



But patients are more satisfied with telehealth when they see their own doctor

Average satisfaction with telehealth experience



How to win with an omnichannel approach

Leading providers will strike a new balance between virtual and in-person care by ...

