



# Telehealth Consumer Survey Results

Survey on telehealth experiences during the Coronavirus disease 2019 (COVID-19) public health emergency. The survey was administered in 11 languages and distributed on various NYSDOH communication channels.

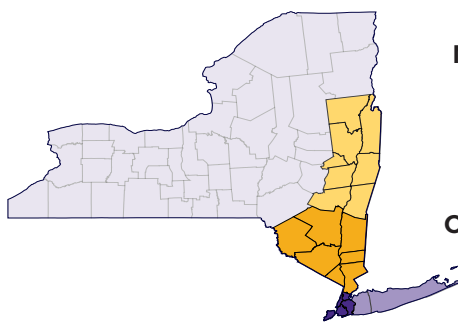
## Where Most Telehealth Users Live

8,765 consumers responded

84% of people surveyed who are Medicaid consumers have used a telehealth service in the last two years



81% of people surveyed who are non-Medicaid consumers have used a telehealth service in the last two years



36% New York City  
15% Mid-Hudson  
10% Capital District  
9% Long Island

## Telehealth Usage

- 48% Video conference or cellphone application (FaceTime, Facebook Messenger video, Google Hangouts video, Zoom, Skype, etc.)
- 25% Telehealth accessed through provider's patient portal
- 15% Audio-only telephone
- 10% Telehealth service application (Teladoc, Doctor on Demand, StationMD, etc.)

## Telehealth Benefits

- 95% reported lowered travel time and costs
- More than 80% can easily use the application or software provided for the visit
- 90% were comfortable sharing private health information and using the internet
- 78% preferred more privacy and no waiting room

## Reasons for Using Telehealth

- 41% Mental Health (counseling, medication management, etc.)
- 40% Acute (new symptoms, rash, cold, flu, etc.)
- 37% Preventive (annual visit/physical examination, etc.)
- 21% Chronic (diabetes, high blood pressure, etc.)

## Reasons for Not Using Telehealth

- 54% Prefer in-person visits
- 14% Not suitable for health needs
- 15% Need more information about telehealth
- 13% Doctor does not offer telehealth
- 5% Limited access to service or data plan