COVID-19 Survey of Primary Care Clinicians and Patients
Topic: Telehealth

Telehealth is a useful strategy at a time when patients are worried about face to face visits

More than three-fourths have the means to access digital health

- have broadband access at home
- have a computer or tablet for video visits
- have a data plan allowing video visits

32% have broadband access at home
36% have a computer or tablet for video visits
32% have a data plan allowing video visits

Many patients are avoiding in-person primary care:

- 42% are unlikely to visit unless their situation is really serious
- 17% are not being seen even when sick or injured

Results from surveys conducted by www.green-center.org, in partnership with www.pcpcc.org and www.3rdconversation.org.

For many patients, telehealth can help relieve pent up demand for some types of care

The need for acute care appears increased:

- 40% of surveyed patients had an acute visit in the past 8 weeks, have of those for a non-COVID-19 concern
- 81% of practices have limited wellness and chronic care visits
- 56% of clinicians are worried about pent up demand
- 61% are worried about avoidable illness due to delayed care

Patients report being overdue for:

- 34% annual wellness visit
- 24% orders for routine lab work
- 17% chronic illness visit
- 16% orders for routine cancer screenings

While 69% of patients prefer to meet with their doctor in-person, 70% are comfortable adapting to telehealth during the pandemic.

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Telehealth enables the connections patients want, but current payment makes it difficult

Patients say...

- 65% it is important or very important that they feel known by their doctor
- 86% have a doctor they can trust
- 80% feel connected to their doctor

Clinicians say...

- have received donations from patients, suggesting that patients value that connection
- have had digital health billing denied, suggesting a better system is necessary

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