

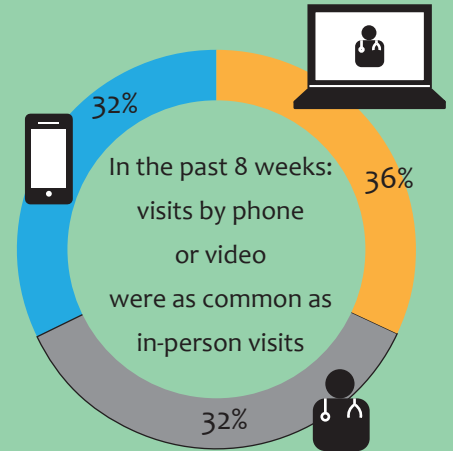
# COVID-19 Survey of Primary Care Clinicians and Patients

## 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

**78%** ...have broadband access at home  
...have a computer or tablet for video visits  
...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](http://www.green-center.org), in partnership with [www.pcpcc.org](http://www.pcpcc.org) and [www.3rdconversation.org](http://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:

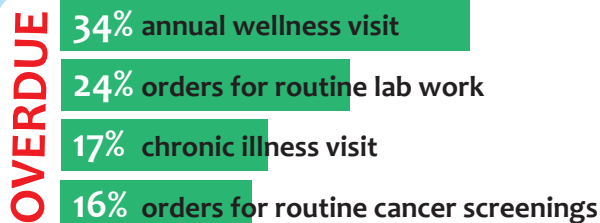
**40%** of surveyed patients had an acute visit in the past 8 weeks, have of those for a non-COVID-19 concern

**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:



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...

**9%** have received donations from patients, suggesting that patients value that connection



**18%** have had digital health billing denied, suggesting a better system is necessary



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