

Telehealth: Here to stay or a momentary blip?

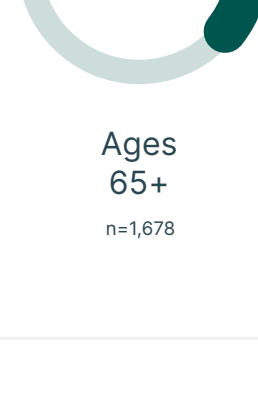
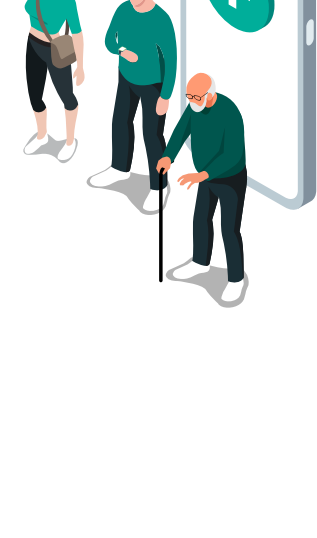


Telehealth use skyrocketed early in the COVID-19 pandemic, accounting for nearly 25% of all doctors' appointments at its peak. And while virtual visits have since dropped off, it remains a popular care medium, supporting millions of appointments each year.

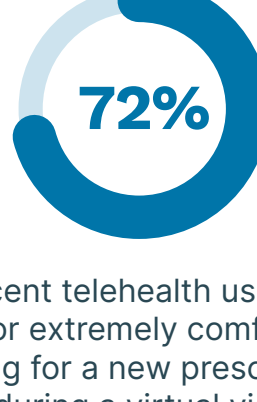
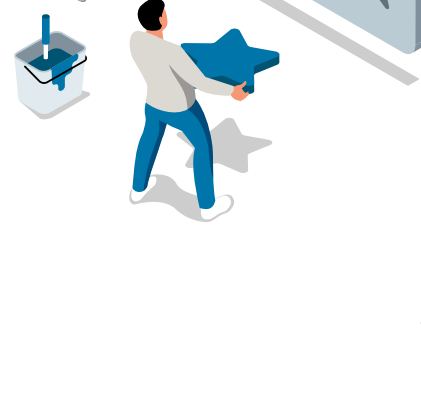
In 2022, more than one-third of patients (36%) who checked in for a doctor's appointment on the Phreesia platform reported having had a virtual healthcare visit in the past 6 months, and that percentage held steady across age groups.

But will the trend continue in the coming years? Data from a Phreesia survey completed by nearly 2,000 patients suggests that it will.

Telehealth is still widely used across age groups ...

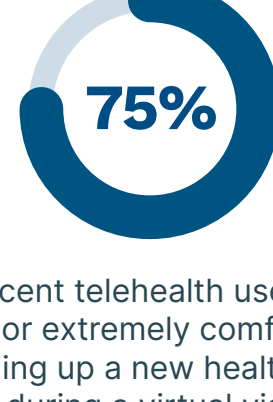


... and general satisfaction
remains high.



of recent telehealth users feel
very or extremely comfortable
asking for a new prescription
during a virtual visit

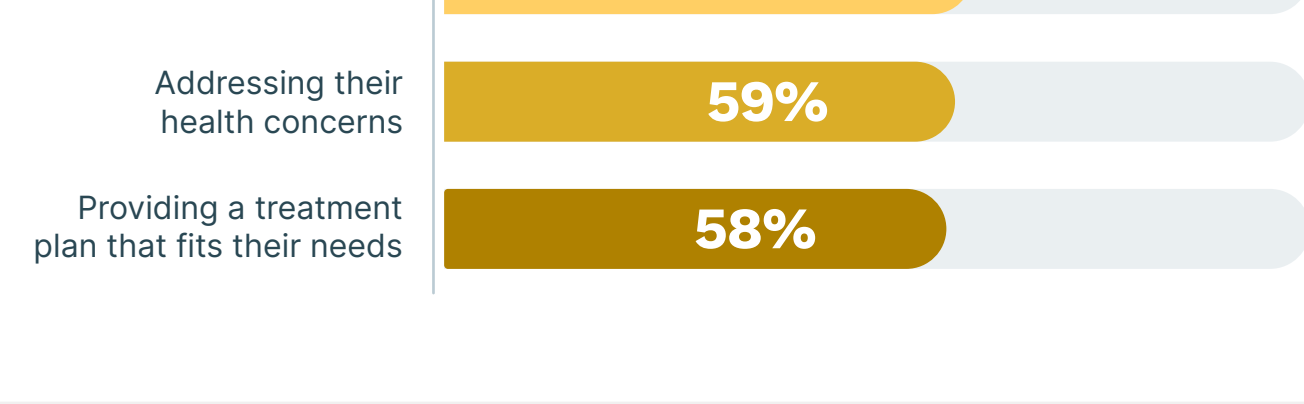
n=2,015



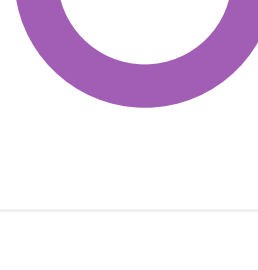
of recent telehealth users feel
very or extremely comfortable
bringing up a new health issue
during a virtual visit

n=2,079

Telehealth users rate their doctor as very good or excellent at:



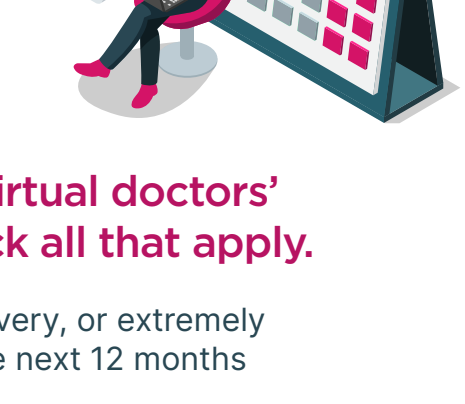
In fact, most recent users say they're likely to use telehealth in the future ...



remain somewhat, very
or extremely likely to use
virtual healthcare visits
in the next 12 months

n=2,010

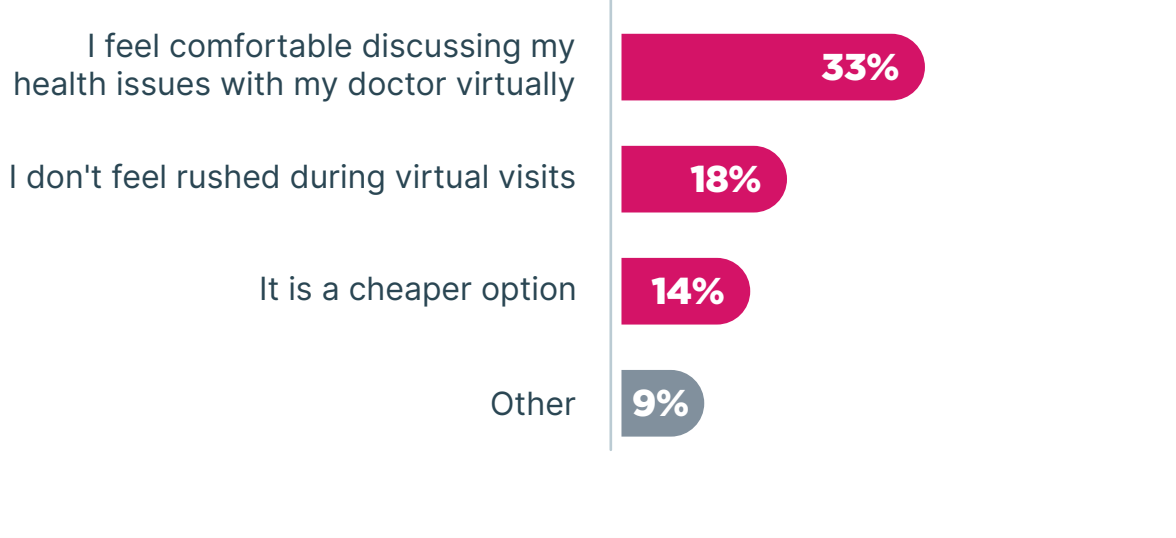
... citing flexibility and efficiency as their top reasons for continued use.



Why are you likely to continue using virtual doctors' visits in the next 12 months? Please check all that apply.

Among recent users in 2022 who were somewhat, very, or extremely likely to continue using virtual doctors' visits in the next 12 months

n=1,578



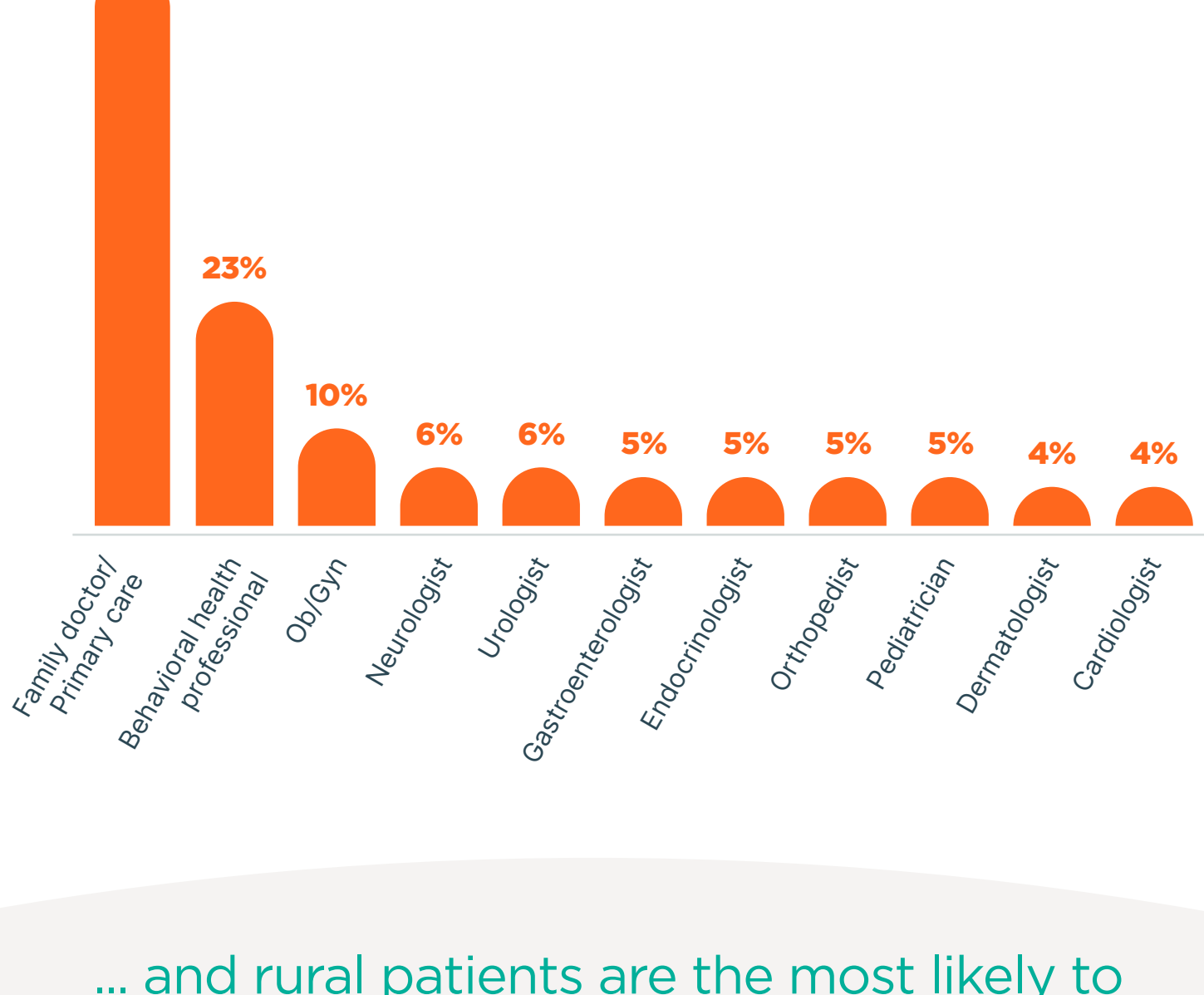
Telehealth users who plan to continue using virtual visits say they're most likely to see their primary care provider or a behavioral health professional virtually ...



What kinds of doctors are you planning to see using virtual visits in the next 12 months? Please check all that apply.

Among recent users in 2022 who were somewhat, very, or extremely likely to continue using virtual doctors' visits in the next 12 months

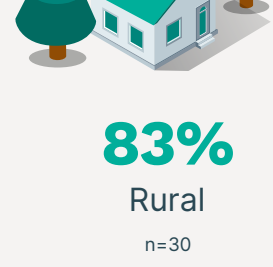
n=1,362



... and rural patients are the most likely to continue using virtual visits in the next year.

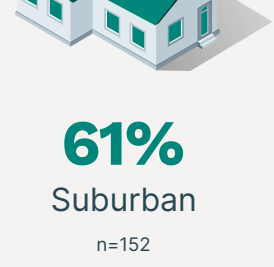
Living area breakdown:

Very or extremely likely to continue using
virtual doctor's visits in the next 12 months



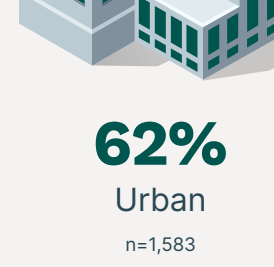
83%

Rural
n=30



61%

Suburban
n=152



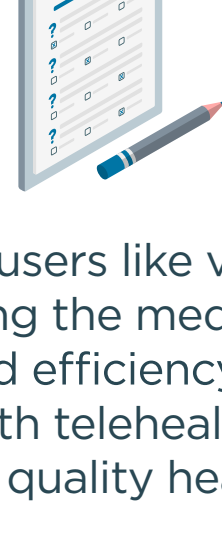
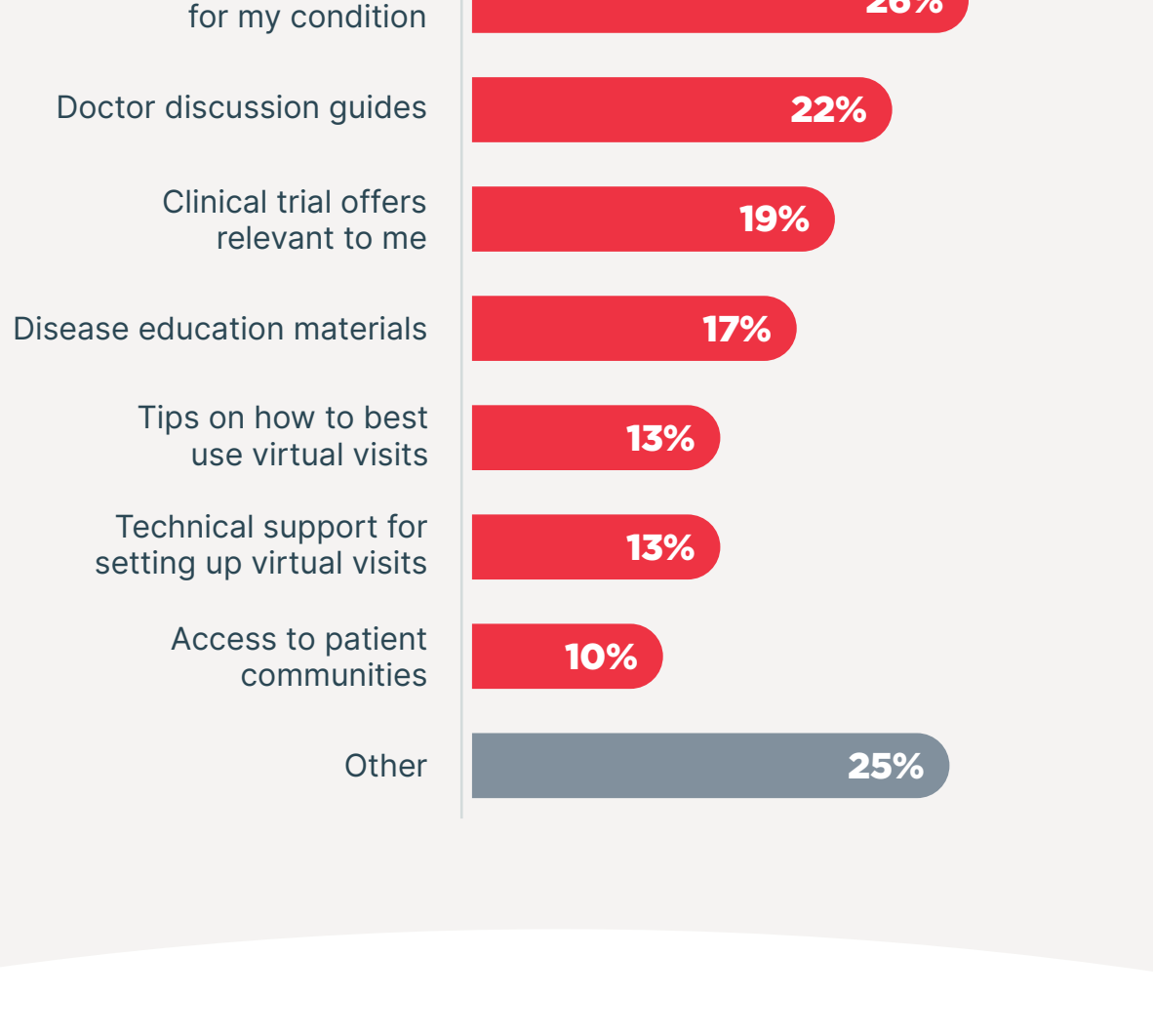
62%

Urban
n=1,583

Telehealth appointments also offer great opportunities to supply patients with personalized resources.

Which of the following resources would you be interested in receiving before, during or after your telehealth appointment? Please check all that apply.

n=1,107



In summary...

Telehealth users like virtual care, and most are likely to continue using the medium in the next year because of its flexibility and efficiency. Rural patients in particular stand to benefit, with telehealth's capacity to bridge access gaps and provide quality healthcare on a convenient platform.

No matter where they live, however, all patients stand to benefit from the continued prevalence and popularity of telehealth. Virtual appointments offer ongoing opportunities to receive personalized resources aligned with each patient's treatment journey, including medication information, support programs and doctor discussion guides.

Find out how Phreesia Life Sciences can help you reach more patients with resources before and after their telehealth appointments.

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