

# COVID-19 PANDEMIC ADVANCES ADOPTION OF TELEMEDICINE

A Burke-conducted survey from April 1-April 5, 2020 captures an early snapshot of Healthcare related attitudes and behaviors among US Adults

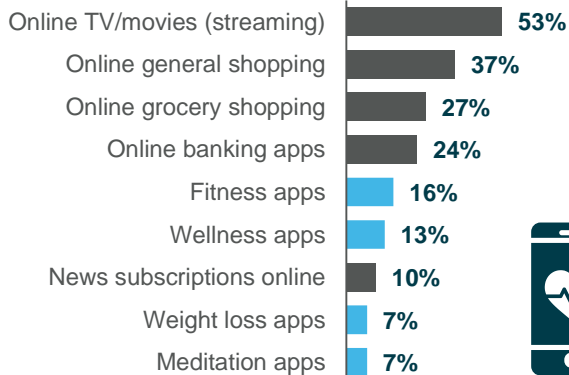
Although most consumers trust their health insurance and think they would be covered if they contracted COVID-19, some feel that **insurance companies could provide better information** about the disease.

- 66%** Trust their health insurance company
- 65%** Have confidence in the coverage their health insurance company would provide if they were to contract COVID-19
- 49%** Find it easy to find information regarding COVID-19 from their health insurance company
- 46%** Believe their insurance company provides quality information about COVID-19

Since the start of the pandemic, some consumers have **increased usage of health-related apps, but to a lesser extent than apps for streaming TV/movies or shopping.**

## % WHO HAVE INCREASED USAGE

● Health-Related App  
● Other App



## TELEMEDICINE USAGE IS STILL LOW, BUT WILLINGNESS TO USE IS GROWING, INDICATING THAT THIS MAY BE HERE TO STAY.



OF US ADULTS HAVE EVER USED TELEMEDICINE



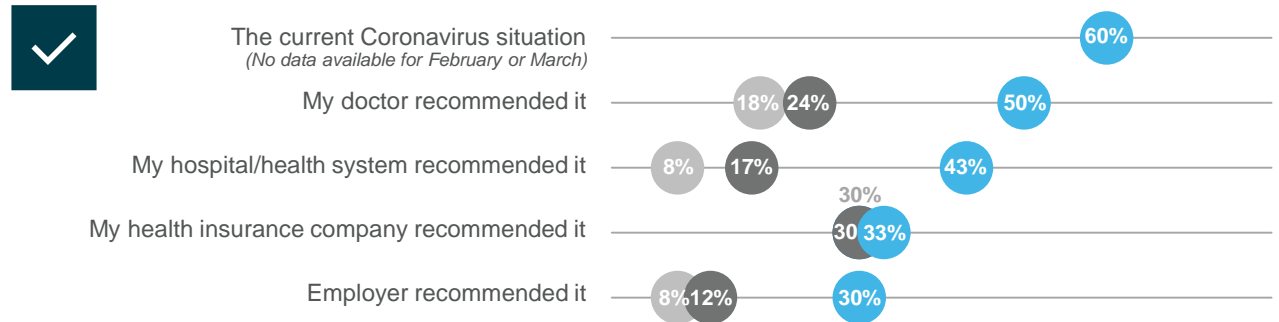
WOULD BE WILLING TO USE TELEMEDICINE IN THE FUTURE

*with at least one of the physician types listed*

**Those who have used Telemedicine did so primarily as a result of COVID-19.** Doctors have been increasingly recommending Telemedicine in the past few months.

### % WHO WERE INFLUENCED BY FACTOR

● February ● March ● April



Most would be **willing to have a virtual visit** with their PCP, and many would obtain mental health care remotely.

### % WILLING TO USE TELEMEDICINE BY PHYSICIAN TYPE

