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SYKES Releases Second Annual Telehealth Survey Report

TAMPA: A new survey report from Sykes Enterprises, Incorporated finds that a majority of Americans believe that they can receive quality care through telehealth—and a majority of Americans who have tried telehealth during the pandemic believe telehealth makes it easier to get access to medical care.

SYKES' new survey report, "[How Americans Feel About Telehealth: One Year Later](#)," shares insights from a survey of 2,000 U.S. adults regarding how their perspectives on and experiences with telehealth have changed over the past year.

"In March 2020, 60% of Americans indicated the pandemic increased their willingness to try telehealth—one year later, the number of Americans who said COVID-19 made them more willing to try telehealth jumped significantly to 77%," said A.J. Hanna, Vice President Client Advocacy at SYKES. Hanna added: "While telehealth usage has surged this past year, our research makes it clear that Americans' positive experiences with telehealth have also greatly increased. Our respondents told us that telehealth has made it easier for them to get the medical care they need, they meet with their physicians *more* often now that they have the option for virtual appointments, and an overwhelming majority plan to continue using telehealth even after the pandemic ends."

Survey data highlights from the report include:

- Before the pandemic, 66% of all respondents were doubtful of the quality of care someone could receive in a telehealth appointment.
- 80% of all respondents now believe that people can receive quality care through telehealth.
- 18% of respondents who tried telehealth during the pandemic were persuaded by people they know after hearing about their positive experiences, and 12% indicated they were convinced after learning about telehealth via local broadcast news.
- 31% of respondents who tried telehealth during the pandemic feel their physician is more empathetic via telehealth compared to an in-person clinic appointment.

- 86% of respondents who tried telehealth during the pandemic believe telehealth makes it easier to get the medical care they need.
- 52% of respondents who tried telehealth during the pandemic report seeing their physician *more often* now that they have the option for telehealth appointments.
- 31% of respondents who tried telehealth during the pandemic say telehealth has *decreased* their healthcare expenses.
- 64% of all respondents would prefer parts of their annual exam to be completed via telehealth.
- 74% of all respondents would be open to sharing their digital fitness tracker or smart medical device health data with their physician during a telehealth appointment.
- 19% of all respondents worry about the privacy of their personal health information with telehealth.

To access the full report, visit

<https://www.sykes.com/resources/reports/how-americans-feel-about-telehealth-now>.

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About SYKES

Sykes Enterprises, Incorporated is a leading provider of customer engagement services for Global 2000 companies and their end customers. With more than 20 years of experience supporting healthcare services organizations, SYKES helps healthcare partners deliver the best support outcomes for members/patients.