Telehealth Consumer Survey Results
Survey on telehealth experiences during the Coronavirus disease 2019 (COVID-19) public health emergency. The survey was administered in 11 languages and distributed on various NYSDOH communication channels.

Where Most Telehealth Users Live
- 36% New York City
- 15% Mid-Hudson
- 10% Capital District
- 9% Long Island

8,765 consumers responded

84% of people surveyed who are Medicaid consumers have used a telehealth service in the last two years

81% of people surveyed who are non-Medicaid consumers have used a telehealth service in the last two years

Telehealth Usage
- 48% Video conference or cellphone application (FaceTime, Facebook Messenger video, Google Hangouts video, Zoom, Skype, etc.)
- 25% Telehealth accessed through provider's patient portal
- 15% Audio-only telephone
- 10% Telehealth service application (Teladoc, Doctor on Demand, StationMD, etc.)

Telehealth Benefits
- 95% reported lowered travel time and costs
- 90% were comfortable sharing private health information and using the internet
- 78% preferred more privacy and no waiting room
- More than 80% can easily use the application or software provided for the visit

Reasons for Using Telehealth
- Mental Health (counseling, medication management, etc.) 41%
- Acute (new symptoms, rash, cold, flu, etc.) 40%
- Preventive (annual visit/physical examination, etc.) 37%
- Chronic (diabetes, high blood pressure, etc.) 21%

Reasons for Not Using Telehealth
- Prefer in-person visits 54%
- Need more information about telehealth 13%
- Limited access to service or data plan 5%
- Not suitable for health needs 15%
- Doctor does not offer telehealth 14%

All questions should be directed to telehealth.policy@health.ny.gov