

PROS AND CONS OF TELEHEALTH FOR PATIENTS

In Barton Associate's 2021 client survey, we asked Staffing Managers and Administrators across the U.S. what they viewed as potential obstacles for patients' use of telehealth as well as how telehealth has positively affected their patients.*

**The following results reflect the percentages of responses received which agree with statements about patient obstacles to telehealth, and ways that telehealth has benefitted their patients.*



PROS

QUALITY OF CARE

61.2%

of respondents said that telehealth improved the quality of care across 28 listed areas of medicine

TIMELINESS OF CARE

58%

of respondents said that telehealth improved the timeliness of care across their departments

COST OF CARE

35.1%

of respondents said that telehealth improved the cost of care for patients

PATIENT HEALTH

51.2%

of respondents said that telehealth improved the health of their patients

PATIENT SAFETY

48.9%

of respondents said that telehealth improved the safety of their patients

PATIENT ACCESS

64.1%

of respondents said that telehealth improved patient access to care



CONS

ACCESS TO TECHNOLOGY

57.3%

of respondents perceive lack of patient access to technology as a barrier to patient utilization of telehealth

DIGITAL LITERACY

51.2%

of respondents perceive lack of patient digital literacy as a barrier to patient utilization of telehealth

INTERNET ACCESS

49.6%

of respondents perceive lack of patient access as a barrier to patient utilization of telehealth

PATIENT PREFERENCE

44.3%

of respondents perceive patient preference for in-person visits as a barrier of patient utilization of telehealth

PATIENT AWARENESS

39.7%

of respondents perceive lack of patient awareness or understanding as a barrier to patient utilization of telehealth

ORGANIZATIONAL USAGE

75.8%

of respondents said that they anticipate barriers or challenges related to their facility's usage/maintenance of telehealth for patients