

Telemedicine in America

Current Trends



20%

of Americans use online resources or mobile apps as their first health resource.¹



25%

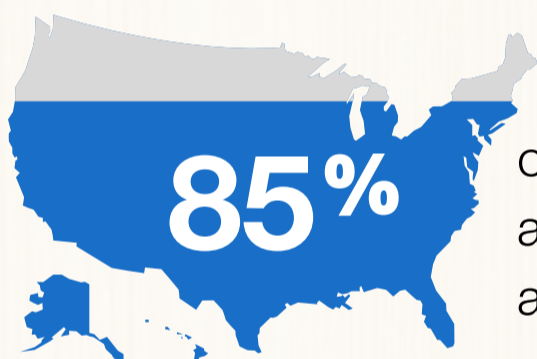
of emergency room issues could have been diagnosed and treated through a virtual visit.²



74%

of telemedicine users had their care concerns resolved during the visit.³

High Demand



of Americans would consider using a telemedicine service if it were available at an affordable cost.¹



68%

of patients **rated their telemedicine visit a “nine” or “ten”** on a ten-point satisfaction scale.⁴



51%

of companies consider implementing virtual solutions a top health priority.⁵

Lower Costs



\$19–\$121

in net cost savings for consumers for every telemedicine visit.³

¹ 2019 UnitedHealthcare Consumer Sentiment Survey

² UnitedHealthcare data; Based on analysis of 2016 UnitedHealthcare ER claim volumes, where ER visits are low acuity and could be treated in a Virtual Visit, primary care physician or urgent/convenient care setting.

³ The American Journal of Emergency Medicine, [https://www.ajemjournal.com/article/S0735-6757\(18\)30653-3/abstract](https://www.ajemjournal.com/article/S0735-6757(18)30653-3/abstract)

⁴ Massachusetts General Hospital, <https://www.massgeneral.org/about/pressrelease.aspx?id=2338>

⁵ National Business Group on Health, <https://www.businessgrouphealth.org/pub/?id=6B0FADBD-0570-B014-6775-E3C8413D3233>