Views on Telehealth

June 2020

Methods

- SSRS Telephone Omnibus
- RDD landline and cell phones (40/60% split)
- Conducted in English and Spanish
- General adult population, age 18+ (100% incidence)
- March 10-22, 2020: n=2,014 adults 18 and over (n=1,140 adults 50 and over)
- April 21-May 2020: n=1,829 adults 18 and over (n=1,026 adults 50 and over)

Vendor

AUS Marketing Research Systems, Inc. conducted this survey on behalf of AARP.

For further information, please visit their website: http://ausinc.com/ssrs/

https://doi.org/10.26419/res.00388.002
Questionnaire

HEAL4. Have you heard of the following terms?

A. Telehealth  
B. Telemedicine  
C. Teledoc

<table>
<thead>
<tr>
<th></th>
<th>March 2020</th>
<th>April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth</td>
<td>18+ (n=2,014)</td>
<td>18+ (n=1,829)</td>
</tr>
<tr>
<td>Percentage Yes</td>
<td>35%</td>
<td>46%a</td>
</tr>
<tr>
<td>Telemedicine</td>
<td>37%</td>
<td>45%a</td>
</tr>
<tr>
<td>Teledoc</td>
<td>32%</td>
<td>35%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>March 2020</th>
<th>April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth</td>
<td>18-49 (n=1,091) *</td>
<td>50-64 (n=482) *</td>
</tr>
<tr>
<td>Percentage YES</td>
<td>36%</td>
<td>40%c</td>
</tr>
<tr>
<td>Telemedicine</td>
<td>36%c</td>
<td>43%ac</td>
</tr>
<tr>
<td>Teledoc</td>
<td>33%c</td>
<td>36%c</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>April 2020</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telehealth</td>
<td>18-49 (n=987) *</td>
<td>50-64 (n=439) *</td>
</tr>
<tr>
<td>Percentage YES</td>
<td>45%c</td>
<td>53%ac</td>
</tr>
<tr>
<td>Telemedicine</td>
<td>45%</td>
<td>50%c</td>
</tr>
<tr>
<td>Teledoc</td>
<td>35%c</td>
<td>41%ac</td>
</tr>
</tbody>
</table>

HEAL5. Tele-health is another way for people to have one-on-one interactions with their health care providers without having to be in the same location at the same time by using technologies like cell phones, computers, and tablets. Examples of how tele-health provides more connected care include a patient wearing a monitoring device that tracks vital signs or alerts a family caregiver if there is a serious injury, or an online conversation between patients and their doctors to get a diagnosis, get advice, get a prescription filled, or to get a second opinion.

How interested are you in using tele-health services for yourself or a loved one if needed?

<table>
<thead>
<tr>
<th></th>
<th>March 2020</th>
<th>April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely interested</td>
<td>18+ (n=2,014)</td>
<td>18+ (n=1,829)</td>
</tr>
<tr>
<td>Very interested</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>Somewhat interested</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>Not very interested</td>
<td>35%</td>
<td>33%</td>
</tr>
<tr>
<td>Not at all interested</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Questions 3-8 asked only in April fielding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q3. (Among those who said they are extremely, very, or somewhat interested in tele-health services) What would you want to use tele-health services for? (Select all that apply.)

<table>
<thead>
<tr>
<th>Service</th>
<th>18+ (n=1,173)</th>
<th>18-49 (n=668) *</th>
<th>50-64 (n=267) *</th>
<th>65+ (n=237) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>To renew prescriptions</td>
<td>85%</td>
<td>84%</td>
<td>88%</td>
<td>86%</td>
</tr>
<tr>
<td>For a routine visit to the doctor</td>
<td>74%</td>
<td>76%</td>
<td>74%</td>
<td>70%</td>
</tr>
<tr>
<td>For diagnosing an illness</td>
<td>64%</td>
<td>65%</td>
<td>62%</td>
<td>66%</td>
</tr>
<tr>
<td>To discuss a new medical issue</td>
<td>76%</td>
<td>76%</td>
<td>73%</td>
<td>78%</td>
</tr>
<tr>
<td>To get help in providing care to a loved one</td>
<td>79%</td>
<td>79%</td>
<td>80%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Q4. If you were interested in using tele-health, what are some of the barriers you might experience in trying to use it?

<table>
<thead>
<tr>
<th>Barrier</th>
<th>18+ (n=1,829)</th>
<th>18-49 (n=987) *</th>
<th>50-64 (n=439) *</th>
<th>65+ (n=402) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t have a computer</td>
<td>23%</td>
<td>19%</td>
<td>25%</td>
<td>33%</td>
</tr>
<tr>
<td>Don’t have access to high-speed internet service</td>
<td>24%</td>
<td>19%</td>
<td>27%</td>
<td>34%</td>
</tr>
<tr>
<td>Don’t know how to use tele-health</td>
<td>40%</td>
<td>37%</td>
<td>39%</td>
<td>48%</td>
</tr>
<tr>
<td>Am concerned about my health information remaining confidential</td>
<td>50%</td>
<td>51%</td>
<td>52%</td>
<td>46%</td>
</tr>
<tr>
<td>Am concerned about the possibility of medical errors</td>
<td>55%</td>
<td>59%</td>
<td>51%</td>
<td>47%</td>
</tr>
<tr>
<td>Am not sure that my doctor’s office offers tele-health services</td>
<td>45%</td>
<td>46%</td>
<td>48%</td>
<td>41%</td>
</tr>
</tbody>
</table>
Q5. Have you or a family member used tele-health in the past month? Yes/ No

<table>
<thead>
<tr>
<th></th>
<th>18+ (n=1,829)</th>
<th>18-49 (n=987) *</th>
<th>50-64 (n=439) *</th>
<th>65+ (n=402) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20%</td>
<td>18%</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>No</td>
<td>79%</td>
<td>81%</td>
<td>77%</td>
<td>77%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Q6. If yes, how comfortable were you using it? Extremely, very, somewhat, not very, not at all.

<table>
<thead>
<tr>
<th></th>
<th>18+ (n=361)</th>
<th>18-49 (n=182) *</th>
<th>50-64 (n=93) *</th>
<th>65+ (n=86) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely comfortable</td>
<td>29%</td>
<td>29%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>Very comfortable</td>
<td>40%</td>
<td>40%</td>
<td>38%</td>
<td>40%</td>
</tr>
<tr>
<td>Somewhat comfortable</td>
<td>23%</td>
<td>25%</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>Not very comfortable</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Not at all comfortable</td>
<td>5%</td>
<td>2%</td>
<td>7%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Q7. If yes, did you experience any difficulties in using tele-health? Yes/No

<table>
<thead>
<tr>
<th></th>
<th>18+ (n=361)</th>
<th>18-49 (n=182) *</th>
<th>50-64 (n=93) *</th>
<th>65+ (n=86) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>18%</td>
<td>17%</td>
<td>23%</td>
<td>13%</td>
</tr>
<tr>
<td>No</td>
<td>82%</td>
<td>83%</td>
<td>76%</td>
<td>86%</td>
</tr>
</tbody>
</table>

Q8. If you were looking for more information on tele-health services, which of the following sources would you turn to? [Select all that apply]

<table>
<thead>
<tr>
<th></th>
<th>18+ (n=1,829)</th>
<th>18-49 (n=987) *</th>
<th>50-64 (n=439) *</th>
<th>65+ (n=402) *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social media, such as Facebook, Twitter, or Instagram</td>
<td>20%</td>
<td>25%bc</td>
<td>16%</td>
<td>13%</td>
</tr>
<tr>
<td>Your family and friends</td>
<td>51%</td>
<td>52%</td>
<td>50%</td>
<td>51%</td>
</tr>
<tr>
<td>Your health care providers</td>
<td>81%</td>
<td>79%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>Your health insurance company</td>
<td>63%</td>
<td>65%c</td>
<td>66%c</td>
<td>57%</td>
</tr>
<tr>
<td>Your employer</td>
<td>27%</td>
<td>34%c</td>
<td>29%c</td>
<td>9%</td>
</tr>
<tr>
<td>Public health officials</td>
<td>45%</td>
<td>50%bc</td>
<td>38%</td>
<td>41%</td>
</tr>
<tr>
<td>Newspapers</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>News organizations</td>
<td>24%</td>
<td>25%</td>
<td>22%</td>
<td>24%</td>
</tr>
<tr>
<td>AARP</td>
<td>24%</td>
<td>18%</td>
<td>26%a</td>
<td>37%ab</td>
</tr>
<tr>
<td>None of these</td>
<td>4%</td>
<td>4%</td>
<td>5%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Methodology

SSRS conducted telephone interviews for AARP among nationally representative samples of U.S. adults ages 18 and older in March and April 2020. Interviews were conducted from March 10-22, 2020 among 2,014 adults age 18 or older, including 1,140 age 50 or older. In April, interviewing took place between April 21 and May 2 among 1,829 adults age 18 or older, including 1,026 age 50 or older. Random Digit Dialing (RDD) was used for both landlines and cell phones. The data were weighted by age, race, sex, region, education, and marital status to reflect national population estimates. Overall results have a margin of sampling error of plus or minus 2.5 percentage points (for the March fielding) and 2.7 percentage points (for the April fielding), including design effects due to weighting. Sampling, data collection, and tabulation by SSRS of Glen Mills, PA. More information about SSRS can be obtained by visiting www.ssrs.com.