



## AARP Telehealth Omni Survey, January 2024

### Annotated Questionnaire by Race/Ethnicity

<b>STUDY POPULATION:</b>	General Population Ages 50+
<b>FIELD DATES:</b>	January 18 - 23, 2024
<b>DATA COLLECTION VENDOR:</b>	Foresight 50+ Panel
<b>TOTAL SAMPLE SIZE (and breakout of any subgroups):</b>	Total = 1,774; AA/B = 452; H/L = 440; White = 826; Other= 56
<b>MOE or appropriate estimate of error:</b>	National sample: $\pm 3.43$ ; AA/B sample: $\pm 6.66$ ; H/L sample: $\pm 6.08$ ; White sample: $\pm 4.40\%$
<b>NOTES:</b>	<ul style="list-style-type: none"><li>○ Data is weighted to represent the 50+ general population in the U.S.</li><li>○ Percentages may not add to 100%.</li><li>○ Default base for all tables is total sample size unless otherwise stated.</li><li>○ Cell values of “-“ mean 0%.</li><li>○ Cell values of “*” mean less than .5% but greater than 0%.</li></ul>

## Main

### Q1. How comfortable are you participating in video calls on your device(s)?

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Very comfortable	24	21	25	22	43
Somewhat comfortable	30	32	31	30	22
Somewhat uncomfortable	15	13	18	15	12
Very uncomfortable	8	5	8	9	1
Don't do video calling	20	29	19	23	22
DON'T KNOW/SKIPPED ON WEB/REFUSED	-	-	-	-	-

### Q2. Are telehealth services available to you from any of your medical providers?

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Yes	70	73	79	67	75
No	8	8	8	7	8
DON'T KNOW/SKIPPED ON WEB/REFUSED	23	19	13	25	17

### Q3. Are these telehealth services available from these medical providers by video or by telephone or both?.

Base: Telehealth services available	Total	AA/B	H/L	White	Other
Unweighted n	1326	345	348	591	42
Video only	8	5	11	8	9
Telephone (audio) only	9	16	9	9	6
Both video and telephone	66	73	71	63	68
DON'T KNOW/SKIPPED ON WEB/REFUSED	17	6	9	21	17

### Q4. Does your current insurance plan pay for telehealth services??

Base: Telehealth services available	Total	AA/B	H/L	White	Other
Unweighted n	1326	345	348	591	42
Yes	72	67	76	71	81

No	3	3	1	4	1
DON'T KNOW/SKIPPED ON WEB/REFUSED	25	30	22	26	17

**Q5. About how many times have you used healthcare services (physical or mental) either in-person or telehealth in the past 12 months?**

Base: Telehealth services available	Total	AA/B	H/L	White	Other
Unweighted n	1326	345	348	591	42
0	26	21	23	27	32
1-5	55	65	59	53	52
6+	17	14	16	19	14
DON'T KNOW/SKIPPED ON WEB/REFUSED	2	1	2	2	2

**Q6. When was the last time you used telehealth services?**

Base: Has telehealth and used healthcare services in past 12 months	Total	AA/B	H/L	White	Other
Unweighted n	1004	280	261	434	29
Within the past 6 months	39	38	47	37	40
Between 6 months and a year	18	27	18	16	24
Between a year and two years ago	19	18	17	19	28
Over two years ago	8	6	7	8	5
Have never used telehealth services	16	10	10	19	3
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	-	1	1	-

**Q7. How often have you used telehealth services in the past year??**

Base: Used telehealth in the past 12 months	Total	AA/B	H/L	White	Other
Unweighted n	856	249	236	344	27
0	24	16	21	26	26
1-5	67	73	73	64	60
6+	9	11	6	9	13
DON'T KNOW/SKIPPED ON WEB/REFUSED	0	1	1	0	-

**Q8. How satisfied are you with the care you receive via telehealth?**

Base: Used telehealth in the past 12 months	Total	AA/B	H/L	White	Other
Unweighted n	856	249	236	344	27
Very satisfied	50	55	50	47	65
Somewhat satisfied	40	38	41	44	10
Not too satisfied	9	5	7	8	25

Not at all satisfied	2	2	2	2	0
DON'T KNOW/SKIPPED ON WEB/REFUSED	-	-	-	-	-

**Q9 What are some reasons why you say you are [very satisfied/somewhat satisfied/not as satisfied/not at all satisfied] with the care you receive via telehealth?**

[OPEN END]

**Q10. Which of the following types of telehealth would you prefer to receive medical services in the future?**

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Video only	9	5	12	9	10
Telephone (audio) only	21	22	19	21	19
Both video and telephone	47	50	46	46	53
DON'T KNOW/SKIPPED ON WEB/REFUSED	24	22	23	25	18

**Q10b.**How likely would you use the following types of telehealth to receive medical services in the future if they were available?

**1. Video**

Base: Telehealth not currently available	Total	AA/B	H/L	White	Other
Unweighted n	445	107	91	233	14
Very likely	16	15	19	15	26
Somewhat likely	32	41	24	31	33
Not too likely	22	16	29	24	2
Not at all likely	29	25	27	28	40
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	2	-	1	-

**2. Audio only**

Base: Telehealth not currently available	Total	AA/B	H/L	White	Other
Unweighted n	445	107	91	233	14
Very likely	24	30	25	24	7
Somewhat likely	42	45	31	40	72
Not too likely	15	15	15	17	2
Not at all likely	16	8	27	16	19
DON'T KNOW/SKIPPED ON WEB/REFUSED	3	2	2	3	-

**Q11. How comfortable are you or would you be using telehealth services?**

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Very comfortable	28	32	36	25	38
Somewhat comfortable	42	44	39	43	38
Somewhat uncomfortable	19	15	15	21	11
Very uncomfortable	10	8	9	10	13
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	0	1	-

**Q12. What are some reasons why you say you are or would be [very comfortable/somewhat comfortable/somewhat uncomfortable/very uncomfortable] using telehealth services?**

[OPEN END]

**Q13. Comparing [a telehealth visit to an in-person visit/an in-person visit to a telehealth visit] to what extent would you say either is better or the same on the following measures?**

**A. Comfort**

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	19	12	20	21	14
They are about the same	37	41	33	37	38
In person is better 3	43	45	47	42	48
DON'T KNOW/SKIPPED ON WEB/REFUSED	0	1	0	0	-

**B. Providing a personal touch**

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	2	4	2	2	1
They are about the same	25	24	27	25	22
In person is better 3	73	70	72	73	75
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	2	0	0	2

**C. Thoroughness**

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	2	6	2	1	1
They are about the same	29	34	31	28	26
In person is better 3	68	59	67	70	70

DON'T KNOW/SKIPPED ON WEB/REFUSED	1	0	0	0	4
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#### D. Diagnosis accuracy

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	2	6	1	1	1
They are about the same	26	31	28	25	27
In person is better 3	72	63	71	73	69
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	-	1	4

#### E. Personal safety

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	29	24	28	30	29
They are about the same	38	33	40	40	27
In person is better 3	31	41	32	29	41
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	-	2	4

#### F. Convenience

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	60	42	55	64	53
They are about the same	21	31	23	19	20
In person is better 3	18	26	21	16	23
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	1	1	3

#### G. Privacy

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	10	12	9	10	10
They are about the same	52	49	50	52	57
In person is better 3	37	38	40	37	33
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	0	2	-

#### H. Keeping your information safe

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Telehealth is better	4	5	8	3	3

They are about the same	60	53	58	61	57
In person is better 3	36	41	34	35	40
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	0	1	1	-

*I. Amount of time spent with the healthcare provider*

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Telehealth is better	14	11	11	15	15
They are about the same	45	45	48	45	39
In person is better 3	40	43	41	39	45
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	1	1	1

*J. Overall quality of service*

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Telehealth is better	3	4	3	2	3
They are about the same	37	41	39	37	34
In person is better 3	59	54	57	60	63
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	1	1	-

**Q14. When would you most likely opt for a telehealth visit over an in-person visit with your primary healthcare provider(s)?**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
To check in test results	57	53	58	58	50
To report my vitals (like blood pressure, temperature, etc.)	30	29	31	31	25
If the facility is too far away	45	53	43	44	51
If I can't get an in-person appointment right away	56	55	61	55	59
If it's just to ask a simple question	66	56	62	68	67
If it is hard to get to the office (lack of transportation, traffic, inclement weather, etc.)	53	57	47	53	61
If it is a follow-up to an in-person visit	54	48	46	58	45
If it is related to an existing condition	40	34	40	43	29
If it is cheaper (i.e., no co-pay, reduced co-pay, etc.)	36	31	33	38	35
If I can't find someone to watch those I care for (i.e., children, older adults)	17	24	20	16	16
To get prescription refills	63	57	61	64	58

To talk about medication options	44	41	44	45	41
For a regular mental health visit	18	20	18	17	19
Other	2	3	1	2	2
Never, I will always want an in-person visit	9	7	7	9	9
DON'T KNOW/SKIPPED ON WEB/REFUSED	0	-	-	1	-

**Q15. How much do you agree or disagree with the following statements?**

**A. Telehealth has made/can make it easier for me to seek out health care when I need it**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	20	25	25	19	20
Somewhat agree	52	51	51	52	58
Somewhat disagree	16	14	16	18	6
Strongly disagree	10	9	7	10	16
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	0	1	1	-

**B. Telehealth takes away the personal aspects of a healthcare visit**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	27	25	24	28	27
Somewhat agree	40	41	41	40	42
Somewhat disagree	23	24	26	23	19
Strongly disagree	8	9	8	8	13
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	0	1	-

**C. There is an increased chance of misdiagnosis and misinformation with telehealth**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	21	17	18	22	24
Somewhat agree	47	41	47	49	37
Somewhat disagree	23	25	28	22	29
Strongly disagree	7	11	7	6	9
DON'T KNOW/SKIPPED ON WEB/REFUSED	2	5	0	2	-

**D. Telehealth only makes sense when there is a situation like the pandemic**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	13	20	18	10	26
Somewhat agree	29	31	35	28	21



Somewhat disagree	37	28	27	40	28
Strongly disagree	21	19	20	21	24
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	2	0	1	1

**E. Telehealth prevents providers from giving patients their undivided attention**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	11	16	13	10	15
Somewhat agree	30	26	30	31	29
Somewhat disagree	39	33	40	40	35
Strongly disagree	18	22	16	17	20
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	1	1	1

**F. Telehealth has its place, but it should not be the primary way to interact with their health care providers**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	45	43	43	45	45
Somewhat agree	38	37	37	38	43
Somewhat disagree	11	12	14	11	7
Strongly disagree	5	6	6	4	3
DON'T KNOW/SKIPPED ON WEB/REFUSED	1	1	-	1	2

**G. Telehealth is best with your known healthcare provides rather than a new healthcare provider**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Strongly agree	37	41	41	35	41
Somewhat agree	44	37	41	46	42
Somewhat disagree	12	12	10	13	11
Strongly disagree	5	7	5	4	3
DON'T KNOW/SKIPPED ON WEB/REFUSED	2	2	2	1	3

**Q32.Are you now covered by any form of health insurance or health plan?**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Yes	96	94	98	96	92
No	4	6	2	4	8
DON'T KNOW/SKIPPED ON WEB/REFUSED	-	-	-	-	-

**HLINS. What type of health insurance coverage do you have? Please select all that apply.**

Base: Has health insurance coverage	Total	AA/B	H/L	White	Other
Unweighted n	1709	433	429	795	52
Through your current employer	26	22	28	24	44
Through your spouse's current employer	10	3	10	11	13
Individually full-purchased health insurance	2	4	4	2	2
Medicaid	8	14	8	6	14
Medicare	46	48	40	49	22
State/Obama care/Affordable Care Act	5	3	6	5	1
Other	3	5	4	2	6
DON'T KNOW/SKIPPED ON WEB/REFUSED	0	0	1	0	-

### MEMBERAARP. AARP membership status

Proprietary

### GENDER. Gender

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
Male	47	40	44	48	58
Female	53	60	56	52	42

### AGE4. Age - 4 Categories

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
50-64	53	52	55	49	79
66+	47	48	45	51	21

### RACETHNICITY. Combined race/ethnicity

	Total	AA/B	H/L	White	Other
Unweighted n	1774	452	440	826	56
AA/B, non-H/L	11	100	-	-	-
Asian-Pacific Islander, non-H/L	4	-	-	-	50
H/L	12	-	100	-	-
Other, non-H/L	1	-	-	-	17
White, non-H/L	69	-	-	100	-
2+, non-H/L	3	-	-	-	38

### EDUC3. Education (highest degree received)

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
HS or less	39	62	39	37	22
Some College/Tech	26	33	25	26	22
College degree+	35	6	36	37	56

#### **MARITAL. Marital status**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Married	58	31	60	62	52
Widowed	6	10	8	5	8
Divorced	19	22	15	19	15
Separated	5	9	6	5	1
Never married	12	27	12	8	24

#### **EMPLOY. Current employment status**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Working - as a paid employee	35	30	38	33	53
Working - self-employed	8	2	8	9	8
Not working - on temporary layoff from a job	1	1	0	1	0
Not working - looking for work	2	4	4	1	2
Not working - retired	41	41	36	44	18
Not working - disabled	10	20	9	8	13
Not working - other	3	2	4	3	6

#### **INCOME4. 4-level household income**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Less than \$30,000	23	55	18	20	22
\$30,000 to under \$60,000	27	24	29	28	15
\$60,000 to under \$100,000	22	15	24	24	18
\$100,000 or more	27	6	29	28	45

#### **REGION4. Region - 4 level**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Northeast	18	14	13	21	12

Midwest	21	16	8	24	15
South	38	58	47	35	27
West	23	11	32	20	46

### **METRO. Metropolitan area flag**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Non-Metro Area	15	8	8	19	5
Metro Area	85	92	92	81	95

### **INTERNET. Household internet access**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Non-internet household	10	18	13	8	7
Internet Household	90	82	87	92	93

### **HOUSING. Home ownership**

	<b>Total</b>	<b>AA/B</b>	<b>H/L</b>	<b>White</b>	<b>Other</b>
Unweighted n	1774	452	440	826	56
Owned or being bought by you or someone in your household	78	54	73	83	76
Rented for cash	19	43	22	15	19
Occupied without payment of cash rent	3	3	5	2	6