

# Telemedicine in America

## Current Trends



**20%**

of Americans use online resources or mobile apps as their first health resource.<sup>1</sup>



**25%**

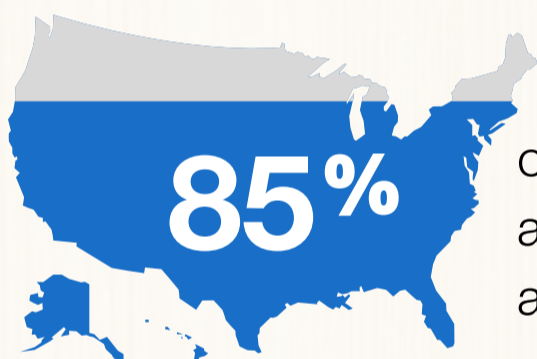
of emergency room issues could have been diagnosed and treated through a virtual visit.<sup>2</sup>



**74%**

of telemedicine users had their care concerns resolved during the visit.<sup>3</sup>

## High Demand



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



**68%**

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



**51%**

of companies consider implementing virtual solutions a top health priority.<sup>5</sup>

## Lower Costs



**\$19–\$121**

in net cost savings for consumers for every telemedicine visit.<sup>3</sup>

<sup>1</sup> 2019 UnitedHealthcare Consumer Sentiment Survey

<sup>2</sup> 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.

<sup>3</sup> 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)

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

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