

# These health needs give telemedicine an edge over in-person care

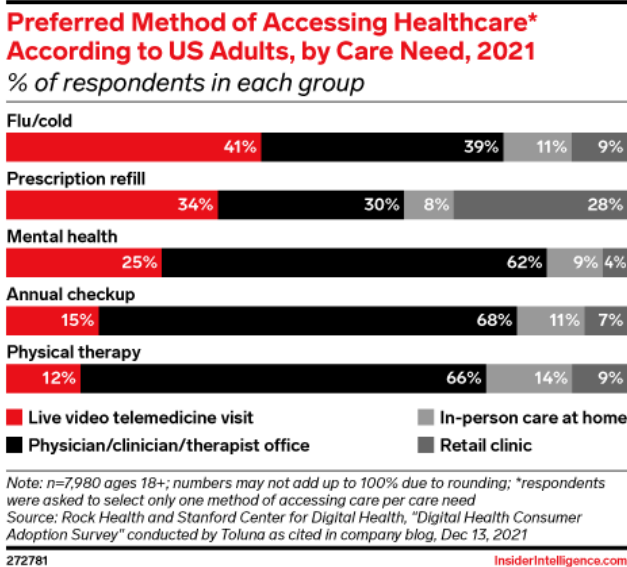
Article

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**Telemedicine is not the way most US adults prefer to access care.** For only two healthcare needs—flu or cold treatment, and prescription refills—live video visits held an edge over in-

office visits in 2021, and this margin was slim. US adults were more inclined to travel to their providers for mental health services, annual checkups, and physical therapy.

**Beyond the chart:** Acute care changes the picture, however. Most who had accessed telemedicine for a medical emergency found it more satisfactory than in-person care. About **30%** of US adults use telemedicine, which will grow in popularity even as COVID-19 caution wanes. To capture the **83.4 million** using these services in 2022, providers should first understand how the pandemic has shaped the digital needs of healthcare consumers.



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