

Post-pandemic, boomers would prefer telehealth providers dial back the text messages

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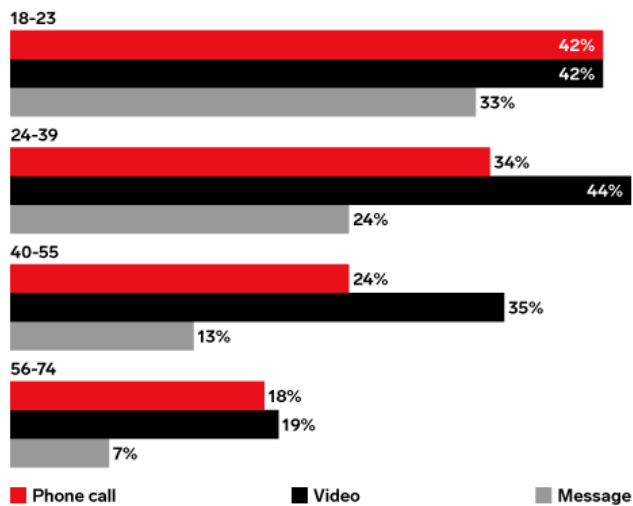
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Boomers want telehealth to feel personal. Of internet users ages 56 to 74—who prefer to use telehealth over in-person office visits post-pandemic—**only 7% said they favor messaging with providers to phone calls or video chats.** That said, plugged-in patients of all ages agree they prefer video or phone telehealth visits, **so for older patients, it's unlikely text messages will tower over the future of healthcare tech.**

US Internet Users Who Prefer to Use Telehealth Post-Coronavirus Pandemic, by Service Type and Age, Sep 2020

% of respondents in each group



Note: respondents were asked how they prefer to see each of their specific providers for a routine or a needs-based visit, post-coronavirus pandemic; preference was established based on those who selected a preference for telehealth among any of their providers for any kind of appointment

Source: Healthcare Information and Management Systems Society (HIMSS), "The Accelerate Health 2020 Consumer Telehealth Survey," Nov 18, 2020

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