

New data shows what doctors think of telehealth—we detail how they are underutilizing virtual care

Article

The data: The **AMA** released results of its 2021 Telehealth [Survey](#), which examined telehealth-related insights and experiences of 2,232 US physicians to highlight how doctors are using telehealth and how they plan to use it in the future.

- The survey found that doctors are enthusiastic about the tech. **85% of the doctors** surveyed reported **using telehealth**, and **70%** said their organization is motivated to **keep using it**.
- Most practices view **patient satisfaction (50%)**, **access to care (48%)**, **clinical outcomes (34%)**, and **operational efficiency and effectiveness (32%)** as top measures of value for telehealth.

Physician Perspectives on Telehealth

AMA's 2021 Telehealth Survey Report



85%

of physicians currently use telehealth



56%

of respondents are motivated to increase telehealth use in their practices



60%

agree or strongly agree that telehealth helped them provide high-quality care



8%

were using remote patient monitoring technologies with patients in their homes



54%

indicated that telehealth improved their satisfaction with their work

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The opportunities: These survey findings elucidate three areas where providers aren't realizing the full value of virtual care.

1. Patient engagement.

Most physicians (63%) said 75% or more of their telehealth visits are with returning patients. Providers can tap patient engagement tools to foster stronger patient-provider relationships and drive up telehealth usage among the patient population they treat.

- For example, tools like [b.well Connected Health's](#) that emphasize patient centricity and streamline the patient experience could help.

2. Remote patient monitoring (RPM).

A large number of the doctors surveyed (76%) reported that RPM data is usually shared manually (over the phone or via email). So it's unsurprising that just 8% were actually using RPM tech with their patients.

- It appears RPM tools are not integrated well enough to become an easy part of doctors' regular workflows. Manually sharing data versus automatically capturing is a clunky process that can lead to self-reported/human errors—and it's a symptom of poor integration.
- User-friendly RPM tools that automatically populate health dashboards and alert doctors when health metric patterns are less common, but would deliver much higher value to patients and doctors. [Current Health](#), for example, collects health data and uses AI to predict disease progression to help clinicians deliver more tailored care.

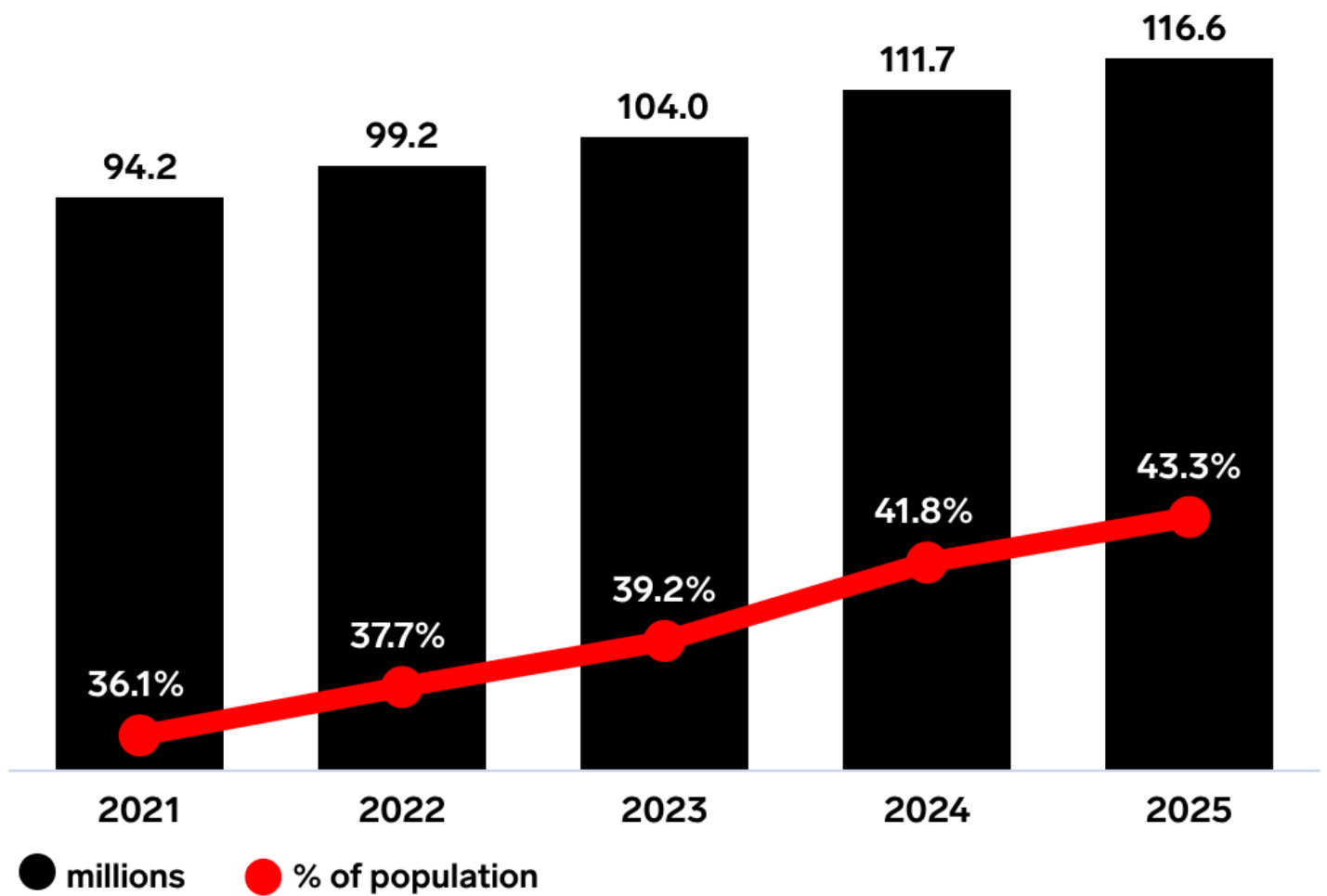
3. Hospital and emergency department follow-up care.

Doctors are mostly using telehealth for medical (72%), chronic disease (68%), specialty care (49%), and mental health (44%) management. Hospital-level care and ED follow-up care are not being delivered as much through telehealth (33%). This underscores the opportunity for hospital-at-home solutions to make virtual hospital-level care more widely possible.

This would be even more valuable as the senior population rises and providers struggle to meet demand: Older adults(65+) are more than twice as likely to be hospitalized than middle aged adults (45-64), [per](#) the CDC.

Telehealth Users

US, 2021-2025



Source: eMarketer, August 2021

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