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Cohen Research Group completed a nationwide survey of 1,000 likely voters May 15-17, 2020 on issues related to telehealth during the COVID-19 pandemic and the use of computers, smartphones, tablets, and other mobile devices to meet with doctors, monitor their progress, and share data with their health care teams. Here are the key findings:

Telehealth

Overall, likely voters were able to connect with their healthcare providers during COVID-19 and found it was a helpful experience. Fewer than one quarter of those who said they had not met with a health care provider reported their providers were either reluctant to meet that way or did not have the technical capabilities.

- Most have communicated with or believe they should be able to communicate with their healthcare providers over text message or through a secured messaging service.

Are you able to communicate with your healthcare providers over text message or a secured messaging service?	
Yes, all of them	43%
Yes, some of them	31%
No, but we should be able to do this	16%
No, and we should not be able to do this	9%

- The vast majority who had a remote visit with a healthcare provider by voice or video during the COVID-19 pandemic found meeting this way helped address their health symptoms, concerns, or questions.

Have you had a remote visit with a healthcare provider by voice or video during the COVID-19 pandemic?	
Yes	38%
No	62%

Did meeting with your healthcare provider this way help address your symptoms, concerns, or questions?	
Yes	90%
No	10%

- Among those who did not have a remote visit with a healthcare provider during the COVID-19 pandemic, most said they did not want to or need to do it.

Are you able to communicate with your healthcare providers over text message or a secured messaging service?	
I do not want to meet with my healthcare provider remotely	52%
Other: most said they didn't need to visit a healthcare provider	21%
My healthcare provider is reluctant to conduct visits remotely	13%
My healthcare provider does not have these capabilities	10%
I do not have access to the technology to visit with my healthcare provider remotely	8%

Telehealth Access

Most likely voters want access to their healthcare providers using voice or video technology, and to continue to have it after the public emergency ends.

If someone wants to see their healthcare provider, should they be able to conduct the visit remotely by live voice or video using technology you have at home like your computer, smartphone, or tablet?	
Yes	80%
No	8%
Not sure	12%

During the COVID-19 pandemic temporary federal law changes now allow healthcare providers to visit with patients at home instead of requiring them to come to the office. Should these changes become permanent or should the ability to visit with doctors remotely be taken away after the national public emergency ends?	
Yes, patients should continue to be able to visit healthcare providers from home.	70%
No, patients should be required to see their healthcare providers only at their office.	14%
Not sure	15%

(Memo continues on the next page)

Health Devices and Data

Most likely voters have access to technology that would allow them to have remote visits with healthcare providers. They are widely supportive of federal measures to cover digital health tools under existing FSAs and share data from those devices with their healthcare providers in a private and secure manner.

- More than three-fourths of likely voters reported having a smartphone or a full computer while a majority reported not having broadband access at home.

Which of the following do you have at home?	
Smartphone	80%
Desktop or notebook computer	77%
Broadband internet access	42%
Smart speaker, like the Amazon Echo, Apple HomePod, or Google Nest	24%
Smart watch, like an Apple Watch or a Fitbit	19%
Smart screen, like the Facebook Portal or Google Nest Hub	13%
Healthcare device that is connected to the internet	6%

- Federal policies governing reimbursement for digital health tools, and sharing data with healthcare providers for analysis was broadly supported.

A majority of employers offer flex spending accounts (FSAs) to help cover healthcare expenses. Should digital health tools with life-saving features like built-in electrocardiograms, oxygen sensors, and catastrophic fall detection be eligible for these FSA accounts?	
Yes	66%
No	10%
Not sure	24%

Should you be able to share data about your health securely with a healthcare provider or the digital health service of your choice using your smartphone or wearable device like a smart watch?	
Yes	64%
No	16%
Not sure	21%

If you visited a healthcare provider five years ago, should you be able to securely share information about that visit with another provider?	
Yes	85%
No	15%

Should you be able to securely upload information about the visit to an app of your choice to analyze it against other data about your health, while trusting that your information is kept private?	
Yes	90%
No	10%

Methodology and Sample Characteristics

This national survey of 1,000 likely voters was conducted by internet panel between May 15 and May 17, 2020. The sample drawn for the study was stratified to represent the population of the United States and weighted to reflect the 2020 likely voter universe. The sample’s margin of error is $\pm 3.1\%$ at the 95% confidence interval.

Age	
18 to 24	13%
25 to 34	13%
35 to 44	13%
45 to 54	15%
55 to 64	15%
65 to 74	16%
75+	17%

Which of the following best describes your employment status?	
Retired	34%
Employed, working less than 40 hours per week	29%
Employed, working 40 or more hours per week	24%
Not employed, and looking for work	7%
Not employed, and not looking for work	4%
Disabled, not able to work	3%

Race/Ethnicity	
White	70%
Black or African American	14%
Hispanic or Latino	10%
Asian	6%

Region	
Northeast	18%
South	37%
Midwest	22%
West	23%

Gender	
Female	52%
Male	48%