

# Poll Questions

October 2019

## Virtual Visits: Telehealth and Older Adults

Questions were answered by respondents age 50–80.



*Telehealth is when patients and health care professionals have health care visits by video using smartphones or computers.*

### Q1. Do your health care professionals offer telehealth visits?

	Yes	No	Don't know	Don't see this type of provider
a. Doctor, physician assistant, or nurse practitioner who provides your primary care				
b. Specialist (such as cardiologist, dermatologist, ophthalmologist, etc.)				
c. Mental health professional (such as therapist, psychologist, social worker, psychiatrist, etc.)				
d. Other type of health care professional (such as foot doctor, optometrist, chiropractor, etc.)				

Sponsored by



Directed by



# Poll Questions

If Q1 = Yes for either a, b, c or d then populate Q2 statements in rows

**Q2. In the past year, have you had a telehealth visit with any of the following health care professionals?**

	Yes	No
a. Doctor, physician assistant, or nurse practitioner who provides your primary care		
b. Specialist (such as cardiologist, dermatologist, ophthalmologist, etc.)		
c. Mental health professional (such as therapist, psychologist, social worker, psychiatrist, etc.)		
d. Other type of health care professional (such as foot doctor, optometrist, chiropractor, etc.)		

If Q2 = YES for either a, b, c or d

**Q3. Why did you have a telehealth visit instead of an in-person visit?** Select all that apply

1. Convenience
2. Transportation issues (unable to travel, no vehicle, don't drive etc.)
3. More private
4. Needed care when health care professional's office wasn't open
5. Health care professional requested it
6. Cost was less
7. Wanted to see what it was like
8. Other

If Q2 = YES for either a, b, c or d

**Q4. For your most recent telehealth visit, where were you?**

1. At home (yours or someone else's)
2. At a health care professional's office/health care facility
3. Work/office
4. Somewhere else



# Poll Questions

If Q2 = YES for either a, b, c or d

**Q5. How does a telehealth visit compare to an office visit, in terms of:**

	Telehealth visit better	Doctor visit better	Telehealth/office visit about the same
a. Communicating with your health care professional			
b. Feeling cared for by your health care professional			
c. Feeling connected to your health care professional			
d. Amount of time the entire visit takes			
e. Comfort discussing sensitive topics			
f. Amount of time spent with the health care professional			
g. Your out-of-pocket cost			
h. Overall convenience			
i. Overall quality of care			

If Q1\_a = No or don't know (2 or 3), show row a;  
If Q1\_b = No or don't know (2 or 3), show row b;  
If Q1\_c = No or don't know (2 or 3), show row c

**Q6. How interested would you be in having a telehealth visit with:**

	Very interested	Somewhat interested	Not interested
a. Primary care doctor, nurse practitioner or physician assistant			
b. Specialist (such as cardiologist, dermatologist, ophthalmologist, etc.)			
c. Mental health professional (such as therapist, psychologist, social worker, psychiatrist, etc.)			



# Poll Questions

**Q7. If offered, would you want a telehealth visit in any of the following circumstances?**

	Definitely Yes	Probably Yes	Probably No	Definitely No
a. For a one-time follow-up after a medical procedure or surgery				
b. For a new patient visit to discuss a new health problem that has come up				
c. For a visit with a health care professional you have already seen in the past				
d. For a mental health concern				
e. For a sensitive health concern				
f. For an unexpected illness while traveling				

**Q8. Do you have any of the following concerns about telehealth visits?**

	Yes	No
a. Privacy		
b. Difficulty seeing or hearing the health care professional		
c. Technical difficulties using the technology		
d. Not feeling personally connected to the health care professional		
e. Health care professional not being able to do a physical exam		
f. Quality of care not being as good as a face-to-face visit		

*Findings from the National Poll on Healthy Aging do not represent the opinions of the University of Michigan. The University of Michigan reserves all rights over this material.*

**National Poll on Healthy Aging Team**

**Preeti Malani, MD, MSJ, MS**  
Director

**Jacob Kurlander, MD**  
Faculty Collaborator

**Sameer Saini MD, MS**  
Faculty Collaborator

**Jeffrey Kullgren, MD, MS, MPH**  
Associate Director

**Erica Solway, PhD, MPH, MSW**  
Associate Director

**Dianne Singer, MPH**  
Production Manager

**Matthias Kirch, MS**  
Data Analyst

**The Regents of the University of Michigan**

Jordan B. Acker, Huntington Woods  
Michael J. Behm, Grand Blanc  
Mark J. Bernstein, Ann Arbor  
Paul W. Brown, Ann Arbor  
Shauna Ryder Diggs, Grosse Pointe  
Denise Illitch, Bingham Farms  
Ron Weiser, Ann Arbor  
Katherine E. White, Ann Arbor  
Mark S. Schlissel (ex officio)

The University of Michigan is a Non-discriminatory, Affirmative Action Employer.

© 2019, The Regents of the University of Michigan