

Telehealth Use Among Older Adults Before and During COVID-19

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

Questions were answered by respondents age 50–80.

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.)				

If Q1 a, b, c OR d = Yes

Q2. Have you had a telehealth visit with any of the following health care professionals?

Select all that apply

	Yes, after March 1, 2020	Yes, before March 1, 2020	No
a. Doctor, physician assistant, or nurse practitioner who provides 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 a, b, c, OR d = Yes (after or before March 1, 2020)

Q3. How was your most recent telehealth visit conducted?

1. By video on phone
2. By video on tablet or computer
3. Audio only by phone

If Q2 a, b, c, OR d = Yes (after or before March 1, 2020)

Q4. Why did you have a telehealth visit?

Select all that apply

1. Only option available when scheduling the appointment
2. In-person appointment was cancelled by healthcare provider and rescheduled for telehealth visit
3. Fear of COVID-19 led me to request or reschedule a telehealth visit
4. Other

If Q2 a, b, c, OR d = Yes (after or before March 1, 2020)

Q5. How easy or difficult was it for you to use the technology necessary to complete your telehealth visit?

1. Very easy
2. Somewhat easy
3. Somewhat difficult
4. Very difficult



If Q2 a, b, c, OR d = Yes (after or before March 1, 2020)

Q6. How does a telehealth visit compare to an office visit, in terms of:

	Telehealth visit better	Office visit better	Telehealth visit and office visit about the same
a. Communicating with your health care professional			
b. Feeling connected to your health care professional			
c. Amount of time spent with the health care professional			
d. Overall convenience			
e. Overall quality of care			

Q7. How interested would you be in having a telehealth visit with a:

	Very interested	Somewhat interested	Not interested
a. Primary care provider			
b. Specialty care provider			
c. Mental health care provider			

If Q7 a, b OR c = Very interested or somewhat interested

Q8. How has your interest in having a telehealth visit in the future changed, if at all, due to the COVID-19 pandemic?

1. More interest
2. Same interest
3. Less interest

Q9. 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				
c. For a visit with a health care professional you have already seen				

Q10. 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. Not feeling personally connected to the health care professional		
d. Health care professional not being able to do a physical exam		
e. Quality of care not being as good as in-person visit		

Q11. How comfortable are you using video technology such as FaceTime, Zoom, Skype, Google Hangout, or other video chat app or websites?

1. Very comfortable
2. Somewhat comfortable
3. Not comfortable
4. Have never done this

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