

2022 patient survey for virtual health visits using Zoom for Healthcare

PATIENT RATINGS

-  **95%** of patients felt the instructions they received were helpful
-  **96%** of patients felt their privacy and security was protected
-  **98%** of patients are confident with Zoom for virtual health visit

- ★★★★★ **95%** overall rating
-   **97% agree:** Easy to use
-   **97% agree:** Video quality was good
-   **98% agree:** Audio quality was good

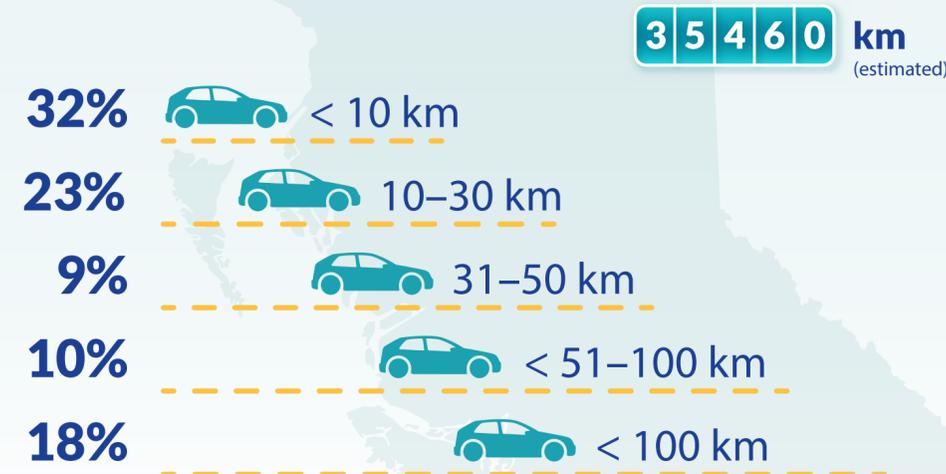
2021-2022 DIFFERENCE TO WATCH

% OF PATIENTS AGREE:

Virtual health visits helped family members/caregivers



TRAVEL DISTANCE AVOIDED



Office of Virtual Health
Connecting for health

SURVEY RESPONSES

1329 patient responses



BARRIERS

Top patient reported barriers:

1. Relationship building with the provider
2. Easily distracted during the virtual visit
3. Provider was unable to check physical symptoms

