


2020 Cox Consumer Pulse on COVID-19 and Telehealth

A survey of more than 1,000 Americans explores how the COVID-19 pandemic has affected their experience with healthcare providers and telehealth offerings.

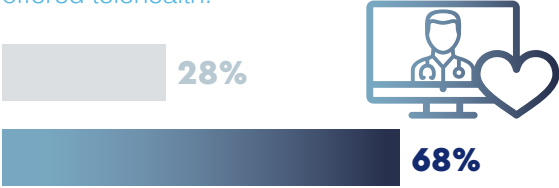
Private Practice

Nearly **a third** of respondents use private healthcare practitioners – physicians, dentists, therapists, chiropractors – regularly.



The Doctor Will See You Now


Prior to COVID-19, only **28%** of respondents said that their healthcare service provider offered telehealth.



Now, **68%** can access telehealth services.

What's Up, Doc?

Of those who's healthcare providers offer telehealth services, **nearly half** of patients have used telehealth in the last three months at the height of the COVID-19 pandemic.



Outpatient Outcomes

Over three quarters of respondents that had used telehealth had a good or excellent experience.



About the 2020 Cox Business Consumer Sentiment Survey on Healthcare

Cox Business commissioned a blind survey of American consumers in May of 2020. Respondents to the online survey included a total of 1,244 consumers. The margin of error for this survey is plus or minus 3 percent.

The commercial division of Cox Communications, Cox Business provides voice, data and video services for more than 355,000 small and regional businesses nationwide, including health care providers; K-12 and higher education; financial institutions; and federal, state and local government organizations. The organization also serves most of the top-tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division.