

Telehealth is Taking Off, According to National Consumer Survey on COVID-19 and Remote Patient Care

Cox Business survey finds remote healthcare is more available and increasingly adopted as in-office visits are on hold

ATLANTA, June 18, 2020 – Remote patient care is on the rise, according to the 2020 Cox Business Consumer Pulse on COVID-19 and Telehealth. Before the pandemic began, only 28% of survey respondents said that their healthcare service provider offered telehealth. Now, over two-thirds (68%) of patients reported having remote access to their providers.

“Telehealth has been available for decades, but COVID-19 rapidly increased adoption rates,” said Mike Braham, senior vice president and general manager of Trapollo, a Cox Business company. “What was once a great option has become the sole option for many private healthcare providers looking to treat patients during this tough time. We hope that as many patients and providers try telehealth, they will continue to realize its benefits for routine care moving forward.”

Of respondents who had access to telehealth services, nearly half had used it in the last three months during the height of the pandemic. Over three-quarters of users reported having a good or excellent experience.

Key benefits from telehealth offerings include:

- Convenient check-ups for patients that don't require travel-time or waiting rooms
- Ability to prescreen and monitor sick patients outside of appointments
- Reduced pressures on providers to fully staff offices throughout the day
- Ability for providers to see more patients throughout the day
- Protection for vulnerable populations from unnecessary exposure or travel risks, including the elderly, differently abled or those with chronic disease

For more details on the 2020 Cox Consumer Pulse on COVID-19 and Telehealth, visit www.coxblue.com.

About Trapollo

Trapollo is a human-centric, leading end-to-end, connected healthcare company focused on improving patient care by mobilizing clinical engagement. We help to accelerate our customers' vision of connected healthcare,

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providing world-class program design and consulting, integrated clinical applications, and program operations and support. For further information, please visit our website: www.trapollo.com.

About Cox Business

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. For more information, please visit www.coxbusiness.com.

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