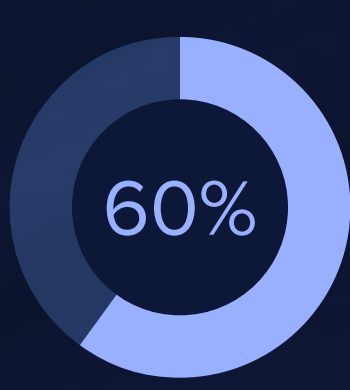# RingCentral

# The dramatic rise of telehealth in 2020

In 2020, the use of telehealth technology rose dramatically. The public health crisis played a significant role in that rise, but other factors such as growing maturity in the technology came into play as well. Here are some of the most interesting and surprising statistics regarding the massive upswing in telehealth adoption in 2020.
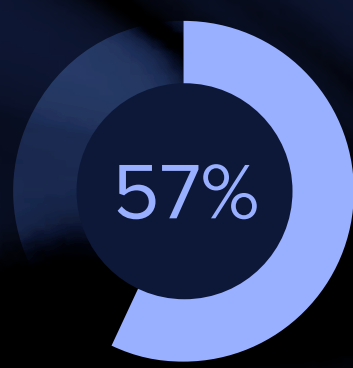
### 2019 2020
## ▲154%
During the last week of March 2020, telehealth visits increased 154% compared to the same time period in 2019.
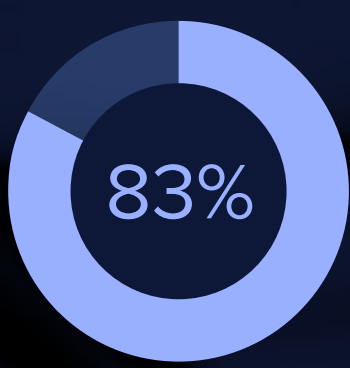
### 60%
By April 2020, visits to primary care physicians decreased by 60%.

### 2019 2020
## ▲3x
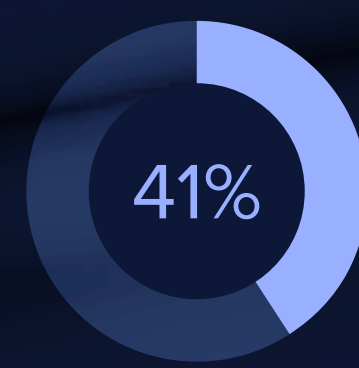Venture capital funding for telehealth technology nearly tripled in the first quarter of 2020, as compared to the same time period in 2019.

### 57%
Fifty-seven percent of healthcare providers have a more favorable view of telehealth technology than they did before the public health crisis.

### 83%
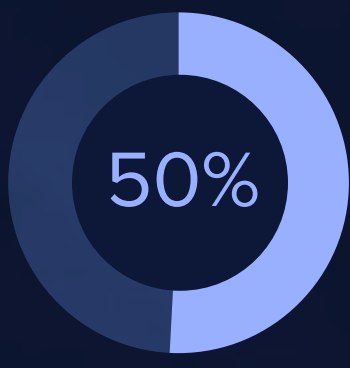Eighty-three percent of patients expect to use telehealth technology after the public health crisis resolves.

### 41%
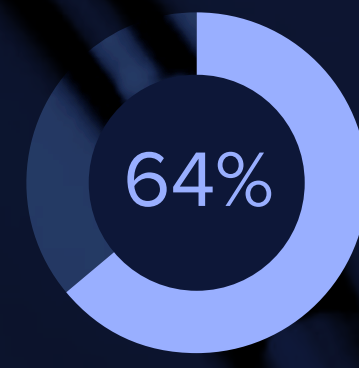Forty-one percent of Gen Zers (those born between 1997 and 2001) and one-third of Millennials (those born between 1981 and 1996) prefer virtual appointments to in-person ones.

### 20%
McKinsey analysts predict that 20% of all outpatient costs across public and private sectors could shift to telehealth.
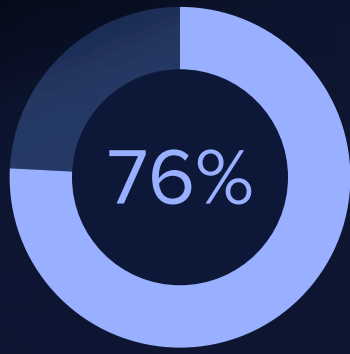
### 50%
More than half of all seniors over the age of 65 say they're willing to use telehealth thanks to factors such as faster service, time savings, convenience, and better access to healthcare professionals.

### 64%
Frost & Sullivan estimated in May 2020 that the demand for telehealth for that year would rise over 64%.

## 860/1000
In JD Power's US Telehealth Satisfaction Survey, released at the beginning of October 2020, overall patient satisfaction scored 860 out of 1,000.

### 76%
McKinsey research from spring 2020 shows that 76% of patients are interested in using telehealth in the future, 74% of patients were highly satisfied with the telehealth process, and 64% of providers feel more comfortable using telehealth technology.

## $250B
$250 billion of US healthcare spend could come from virtual medicine, according to McKinsey researchers.

RingCentral's cloud communications platform enables healthcare organizations to offer the best in telehealth services. See how cloud communications can transform your healthcare organization. Request a demo.

## See how cloud communications can transform your healthcare organization.

Request a demo

# RingCentral

**Sources:**
- Koonin LM, Hoots B, Tsang CA, et al. CDC, "Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic", January–March 2020.
- Dunleavey, Brian. UPI "Primary Care Doctor Visits Down 60% Since Start of COVID-19 Pandemic", May 2020.
- Landi, Heather. Fierce Healthcare, "Telemedicine Companies See Funding Boom of $788M in Q1", April 2020.
- Cordina, Jenny, et al. McKinsey&Company. "Physicians Examine Options in a Post-COVID-19 Era", June 2020.
- Zimlies, Andrei. Medical Economics. "Four New Statistics That Prove That Telemedicine Isn't Just a Pandemic Fad", July 2020.
- Drees, Jackie. Beckers Health IT. "41% of Gen Z and One-Third of Millennials-Prefer Digital Encounters with Physicians Over In-Person Visits", September 2020.
- Moneypenny, Matt. Etastics. "40+ Post-Pandemonium Telehealth Statistics", November 2020.
- GoMoHealth. "Telehealth Top 5: The Telehealth Statistics You Need to Know", July 2020.
- Drees, Jackie. Beckers Health IT. "Telehealth to Grow Nearly 65% in 2020, Report Finds", May 2020.
- Adams, Katie. Beckers Hospital Review. "Telehealth Patient Satisfaction Soared in 2020 Despite Persisting Disparities: 6 Stats", October 2020.
- Rupp, Scott. Electronic Health Reporter. "Telehealth's Impact on the Future of Healthcare", August 2020.
- Bestsenny, Oleg, et al. McKinsey&Company. "Telehealth: A Quarter-Trillion-Dollar Post-COVID-19 Reality?", May 2020.

## Put connection at the center of care

Deliver better patient and member experiences via your telehealth program and bring down costs with modern and secure cloud communications.

RingCentral is where communication meets innovation. We provide a robust, secure and global cloud communications platform with messaging, video and phone. We help healthcare organizations everyday improve collaboration and productivity and ultimately drive better patient outcomes.

## Visit us at ringcentral.com/healthcare or call 833-907-3437.

# RingCentral