



December 6, 2021

TO: Interested Parties
FROM: Erik Iverson and Kelly Middendorff, Moore Information Group
RE: USA Voter Survey on Permanent Telehealth Protections

A recent national voter survey (N=1,000) finds overwhelming support for urgent action to protect access to telehealth services. Specifically, the survey revealed five key findings:

1) Voters have very positive views toward telehealth, with a majority saying it improves the overall quality of health care.

Two-in-three Americans (66%) have a positive opinion of telehealth and 35% have a “very” positive opinion. By comparison, just 14% have a negative view of telehealth services.

Further, by a margin greater than two-to-one, voters believe the availability of telehealth services “improves overall health care quality” – with 54% saying telehealth improves the quality of health care and just 22% saying it does not and 24% having no opinion.

2) Over 60% of voters say they have utilized telehealth in the last year and the majority reported having a positive experience.

More than 60% of voters have utilized telehealth services in the past 12 months. Importantly, for those who have utilized telehealth in the last year, the experience has been almost universally positive – 90% say they had a positive telehealth experience. This includes 87% of seniors who have used telehealth and report a positive experience.

3) Voters strongly agree with Congress’s decision to temporarily lift telehealth restrictions.

The vast majority of voters (81%) view the federal government’s decision to lift restrictions and make telehealth services temporarily available to all Americans during the COVID-19 pandemic as positive – in fact, 52% react “very” positively.

4) Voters want to continue to have the choice to access and utilize telehealth services.

Voters strongly support continued access to telehealth services and they want to have the choice to utilize telehealth as part of their care:

- 94% believe health care providers should have the option to offer telehealth services to Americans who prefer it.
- 93% believe patients and consumers should have the choice to see a licensed clinician virtually.
- 92% believe Americans should have the choice to access a licensed provider via telehealth from home, work or other locations.
- 92% believe people should have the choice to access a licensed provider via telehealth no matter where they live, as a result of health care provider shortages and limited access to health care in both rural and urban areas.

5) Voters overwhelmingly want Congress to act and pass permanent protections for telehealth.

Nearly eight-in-ten voters (78%) support the passage of legislation to permanently protect access to telehealth services. Importantly, support reaches majority levels among all voter subgroups and extends across the political spectrum. In fact, 72% of Republicans, 87% of Democrats and 66% of Independents support Congress passing permanent protections for access to telehealth.

Additionally, reactions to this proposal among specific subgroups emphasizes the importance of creating greater equity in the health care space. For example:

- 84% of voters who are personally worried about affording their health care expenses support permanent solutions to protect access.
- 83% of voters who have to drive more than 30 minutes to visit a medical provider support permanent solutions to protect access.

Methodology: *The survey was conducted by Moore Information Group, October 4-10, 2021, among a representative sample of 1,000 voters nationwide (500 phone interviews conducted by live interviewers and 500 online interviews). The potential sampling error is plus or minus 3% at the 95% confidence level.*