

# Zoom for Healthcare 2021 Provider Survey

## PROVIDER RATINGS



**98%** of providers recommend Zoom to other providers



**88%** of providers felt their privacy and security was protected



**78%** of providers felt the instructions they received were helpful

★★★★☆ **86%** overall rating



**94% agree:** Easy to use



**93% agree:** Video quality was good



**90% agree:** Audio quality was good

## 2020-2021 DIFFERENCES TO WATCH

## % OF PROVIDERS AGREE:

**2020** 65% } Virtual health visits reduced transition time between patients  
**2021** 86%

**2020** 81% } Virtual health visits allow providers to provide effective care  
**2021** 93%

**2020** 86% } Virtual health visits facilitate family/caregiver involvement  
**2021** 92%



## SURVEY RESPONSES

**240** provider responses (8.8%)\*

\* Estimated response rate

**22** support staff responses



## BARRIERS

### Top provider reported barriers:

1. Lack of equipment and access to internet for patients
2. Physical exams and preference of face-to-face
3. Lack of support staff and EMR integration

### Top support staff reported barriers:

1. Lack of equipment for patients
2. Lack of access to internet for patients
3. Issues with connectivity