

2022 provider survey for virtual health visits using Zoom for Healthcare

PROVIDER RATINGS



94% of providers recommend Zoom to other providers



93% of providers felt their privacy and security was protected



93% of providers felt the instructions they received were helpful

★★★★☆ **88%** overall rating



95% agree: Easy to use



98% agree: Video quality was good



92% agree: Audio quality was good

2021-2022 DIFFERENCES TO WATCH

% OF PROVIDERS AGREE:

2022 **95%** } Virtual health visits reduced transition time between patients
2021 **86%**

2022 **98%** } Virtual health visits allow providers to provide effective care
2021 **93%**

2022 **97%** } Virtual health visits facilitate family/caregiver involvement
2021 **92%**



SURVEY RESPONSES

920 provider responses

138 support staff responses



BARRIERS

Top provider reported barriers:

1. Internet and Wi-Fi connectivity issue
2. Lack of equipment and access to internet for patients
3. Low level of digital literacy among patients

Top support staff reported barriers:

1. Issues with Wi-Fi bandwidth and internet connectivity
2. Concern with potential medical errors
3. Low level of digital literacy among patients