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





95% agree: Easy to use

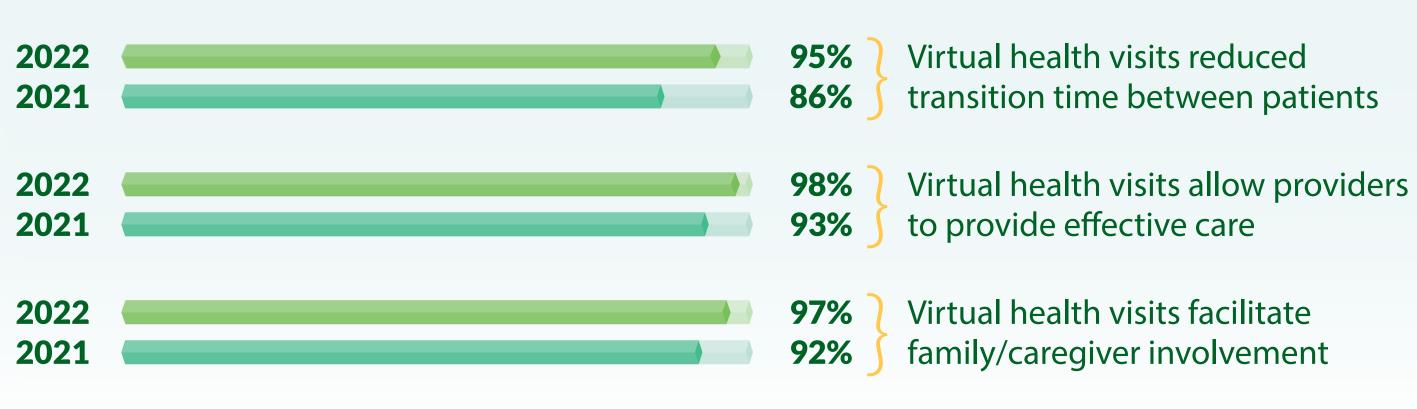


98% agree: Video quality was good



92% agree: Audio quality was good

2021-2022 DIFFERENCES TO WATCH



% OF PROVIDERS AGREE:



Connecting for health

Office of Virtual Health

SURVEY RESPONSES

provider responses

support staff responses



BARRIERS

Top provider reported barriers:

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

Top support staff reported barriers:

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















