Many young people have used telehealth services to connect with providers online.

- Nearly half (47%) of all 14- to 22-year-olds in the U.S. have used digital tools to connect with health care providers, such as doctors, nurses, or therapists.
- The most common way of connecting to a provider is through a video appointment (27%), followed by texting (15%), communicating through an online messaging system (14%), or communicating through some other type of app (12%).
- Young adults (age 18–22) are more likely than teens (age 14–17) to have connected with a health care provider online (51% vs. 42%). There are no statistically significant differences in percent who have used telehealth services by gender or race/ethnicity.

Most young people who have used telehealth services say they found the experience helpful.

- The vast majority (86%) of those who have connected with a provider online say they found it helpful, including 37% who found it "very" helpful and 49% who found it "somewhat” helpful.
- Teens (age 14–17) are more likely than young adults (age 18–22) to say their online connections to providers were "very” helpful (45% vs. 31%). There were no other statistically significant differences in helpfulness by gender or race/ethnicity.

Nearly half of young people who have not used telehealth services say they are at least somewhat interested in doing so.

- Of those who have not yet connected with a provider online, 46% are either "very” (8%) or "somewhat” (37%) interested in doing so.
- Female youth are more interested than male youth in connecting with a provider online (51% vs. 40% of those who have not yet done so are at least "somewhat” interested).
- The main reasons some young people are not interested in connecting with providers online are a general preference for meeting and talking with providers in person (52%), or that they don't have any health issues to see a provider about (48%). Far fewer cite concerns such as being worried about the security or confidentiality of their health information online (10%) or the possibility of being overheard (5%).


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