

Coping with COVID-19: How Young People Use Digital Media to Manage Their Mental Health

Fact sheet: Telehealth use among U.S. teens and young adults (age 14–22)

This fact sheet presents data from a nationally representative survey of more than 1,500 14- to 22-year-olds in the U.S., conducted in September–November 2020 by the National Opinion Research Center (NORC) at the University of Chicago, on behalf of Common Sense, the California Health Care Foundation, and Hopelab. The complete survey findings, methodology, quotes from participants, and text of the questionnaire are available [here](#).

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%).

Suggested citation: Rideout, V., Fox, S., Peebles, A., & Robb, M. (2021). *Fact sheet: Telehealth use among U.S. teens and young adults*. Common Sense and Hopelab.

ISSN 2767-0163