

Seeking a connected health care experience

Post-pandemic, many consumers have a renewed interest in health goals and habits, and they want their care to reflect this.

Consumers are engaging with their health on a more personal level. They welcome building deeper relationships with their providers and recognize the value of supportive relationships.



People want their primary care providers to know and understand their lifestyle.

A majority of consumers said it is important their primary care provider be aware of their:

83% Lifestyle habits that could impact their health



80% Health goals



70% Supportive relationships



People want more personal engagement with their providers.

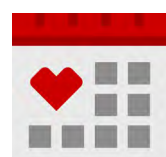


85% of consumers find personalized care to be important.



83% of consumers said it was important their primary care provider be aware of their family medical history, genetics and inherited lifestyle habits.

People feel a renewed commitment to preventive care.



50% of consumers say that their annual checkup is what most often leads them to visit or communicate with their PCP.



79% of consumers ages 65 and over say this is the most frequent reason.

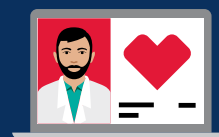


17% of consumers say they are actually more likely to book annual checkups and screenings than they were before the pandemic.

Consumers want and expect to have an integrated health care experience that features virtual and digital access to providers.

59%

of consumers said it was important to their health that they have access to virtual and telehealth services.



35%

of consumers are very likely to consider using a virtual visit if a physical exam were not needed.



88%

of consumers said automated appointment reminders by phone or text were important.



Want to learn more?
Explore the [2022 Health Care Insights Report](#).

