

# Majority of adults prefer in-person over telehealth visits

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(HealthDay)—U.S. adults are generally willing to use video visits but

prefer in-person care for a nonemergency health issue, according to a study published online Dec. 1 in *JAMA Network Open*.

Zachary S. Predmore, Ph.D., from the RAND Corporation in Boston, and colleagues surveyed 2,080 adults (March 8 to 19, 2021) to assess patient preferences for [video](#) visits after the ongoing COVID-19 [public health emergency](#) and to identify patient perceptions of the value of video visits.

The researchers found that two-thirds of participants (66.5 percent) preferred at least some video visits in the future, but given a choice, more than half of respondents (53 percent) preferred an in-person visit. Among those preferring an in-person visit when out-of-pocket [costs](#) were not a factor, nearly half (49.8 percent) still preferred in-person care and 23.5 percent switched to a video visit when confronted with the higher relative costs for in-person care. Among individuals who initially preferred a video visit, only 18.9 percent still preferred a video visit if it cost more and 61.7 percent switched to an in-person visit when confronted with higher relative costs for video visits.

"Awareness of patient preferences will help to identify telehealth's role in postpandemic health care delivery," the authors write.

**More information:** [Abstract/Full Text](#)

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