Consumers are helping to accelerate the pace of change in health care in parts of the world:

- Showing greater activity and engagement
- Using virtual visits more than ever before and plan to continue using them
- Using technology for health monitoring
- A trusted clinician relationship remains paramount

Consumers using virtual visits rose from 15% to 19% from 2019 to early 2020; this jumped to 28% in April 2020.

80% of consumers say they are likely to have another virtual visit, even post COVID-19.

How are consumers using technology?

- Monitor their health
- Measure fitness
- Prescription ordering

Among individuals who track their health, more than 75% say it changes their behavior at least moderately.

Organizations will need strategies to build trust to make consumers feel comfortable sharing their personal health data.

Learn more at www.deloitte.com/healthcareoutlook