Telehealth and the Future of Health Care Access in California

Use of telephone and video visits to access health care quadrupled during the COVID-19 pandemic, and telehealth is now used by almost half of California adults, according to a fact sheet from the UCLA Center for Health Policy Research. But the study shows uneven use among different subpopulations in the state.

Overall telehealth experience

More than 1 in 2 (52%) adults who accessed telehealth via either phone or video reported that their overall telehealth care experience was about the same compared with an in-person visit.

Top 5 reasons California adults used telehealth

1. Follow-ups and to access test results (49.0%)
2. Flu, cold, allergies, or infections (20.4%)
3. Arthritis, joint, back, or muscle pain (18.0%)
4. Mental or emotional health (17.5%)
5. Disease care or management (15.9%)

How Californians accessed telehealth

73.3% Used both phone and video
12.8% Video visit only
13.9% Phone visit only

California adults who used telehealth in 2022

By race or ethnicity

Latinx 41.5%
Asian (NL) 44.2%
Native Hawaiian or Pacific Islander (NL) 46.9%
Two or more races (NL) 49.6%
White (NL) 51.3%
Black or African American (NL) 51.5%
American Indian or Alaska Native (NL) 61.6%

By age

18–26 years old 35.8%
27–49 years old 44.8%
50–64 years old 49.6%
65 years and older 54.5%

By location of residence

41.2% living in rural areas
47.3% living in urban areas

Source: 2022 California Health Interview Survey
Read the fact sheet: https://ucla.in/3Pl6HeO