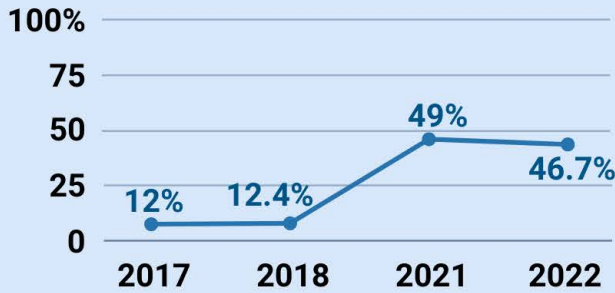


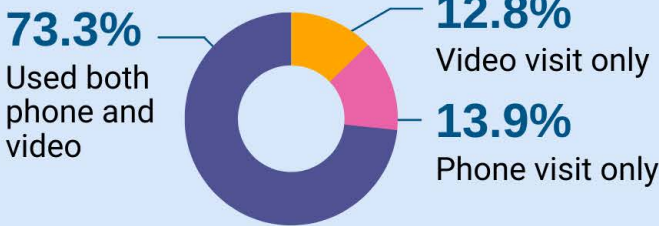
Telehealth and the Future of Health Care Access in California

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.

California adults who said they used telehealth in the past year



How Californians accessed telehealth



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

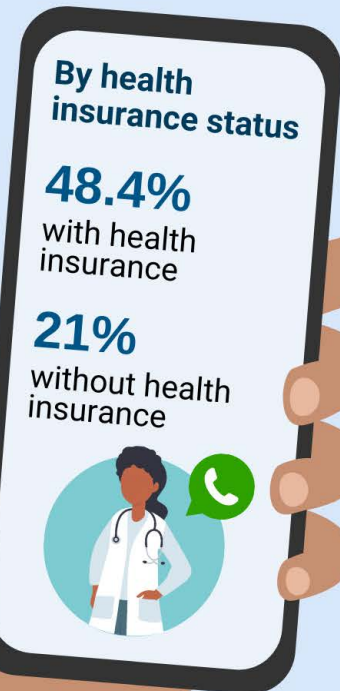


Top 5 reasons California adults used telehealth

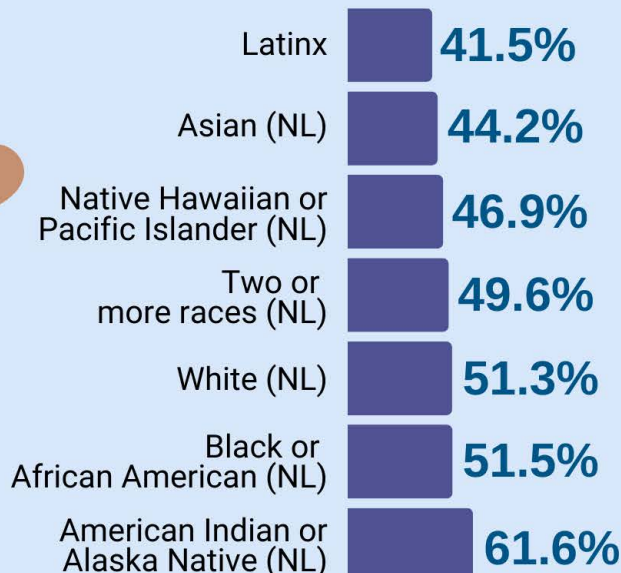
- 1 Follow-ups and to access test results (49.0%)
- 2 Flu, cold, allergies, or infections (20.4%)
- 3 Arthritis, joint, back, or muscle pain (18.0%)
- 4 Mental or emotional health (17.5%)
- 5 Disease care or management (15.9%)



California adults who used telehealth in 2022

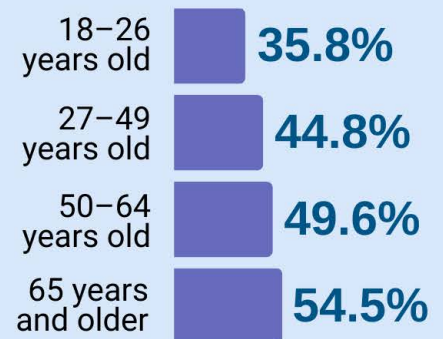


By race or ethnicity



NL = Non-Latinx

By age



By location of residence

