

2019 Cox Consumer Pulse on Healthcare Connection



A survey of more than 1,000 Americans explores sentiment surrounding the role technology currently plays (or should play) in healthcare.

Taking (Digital) Note

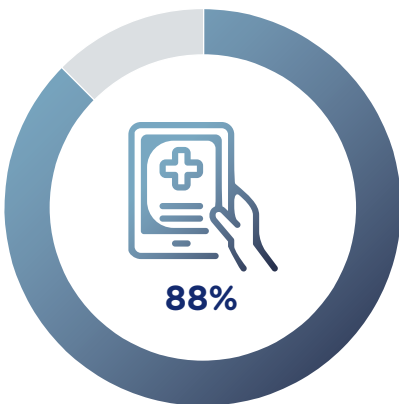
Pen and paper charts won't cut it for the modern patient. **Seventy-two percent** of survey respondents felt they would have greater peace of mind if their primary physician used electronic health records (EHRs) to chart progress during visits.

72%
prefer EHRs



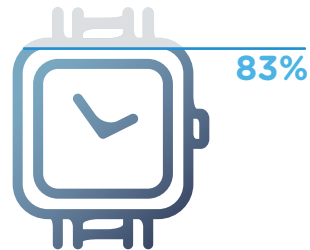
Wearable Wellness

Eighty-eight percent of surveyed consumers felt that usage of technology is helpful to their health.



For example, **40 percent** of surveyed consumers use wearables – think a Fitbit or Apple Watch – to track their health goals.

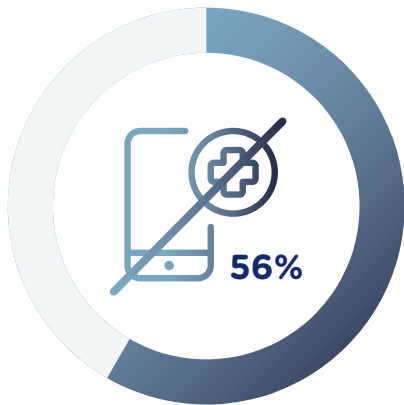
40%



Of those that do, **83 percent** would give their primary care physician access to their fitness-tracking data to monitor health and wellness progress.

Healthcare Made Easy

Fifty-six percent of consumers reported that their primary care physician does not offer telehealth services.



Of those respondents that have used telehealth services in the last year (**49 percent**), **70 percent** said it was easy to use.



2019 Cox Consumer Pulse on Community Connection

Cox Business commissioned a blind survey of American consumers in June of 2019. Respondents to the online survey included a total of 1,036 consumers. The margin of error for this survey is plus or minus 3 percent.

The commercial division of Cox Communications, Cox Business provides voice, data and video services for more than 355,000 small and regional businesses nationwide, including health care providers; K-12 and higher education; financial institutions; and federal, state and local government organizations. The organization also serves most of the top-tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division.

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