A recent survey of consumers reveals a strong and growing preference for virtual healthcare. Here are the key highlights.

**Virtual Waiting Rooms Have Broad Appeal**

An overwhelming majority of consumers strongly prefers virtual replacements for physical waiting rooms. 80% of respondents indicated they would rather complete paperwork on their mobile device, prior to arriving at the doctor’s office. This was fairly consistent across all demographics.

The virtual waiting room concept has many perceived benefits. Here are the favorites, ranked.

- **Greater Efficiency**
- **Avoid Potentially Sick People**
- **Don’t Have to Arrive Early**
- **Less Paperwork**
- **Avoid Waiting For Name To Be Called**
- **Avoid Inconvenience Of Delays**

**COVID-19 and the Opportunity for Change**

The pandemic forced healthcare organizations to make care more virtual and digital. Respondents showed a strong preference for a mobile patient intake experience.

- **81%** thought that the virtual solutions implemented because of COVID-19 should be permanent.
- **84%** thought that virtual waiting room technology should be used for COVID-19 vaccination scheduling and check-in.
- **91%** would choose to schedule their own COVID-19 vaccinations virtually if given a choice.

**Study Demographics**

Survey conducted by YouGov, March 2021

- **2,476 US adults**
- **51% Female**
- **49% Male**

Source: Data from YouGov