

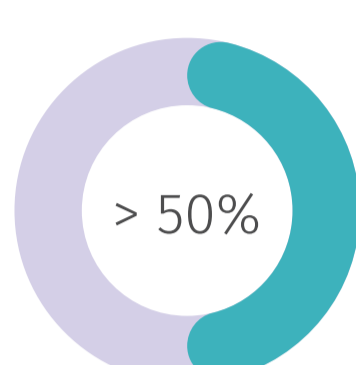
# Patient Experience Blog



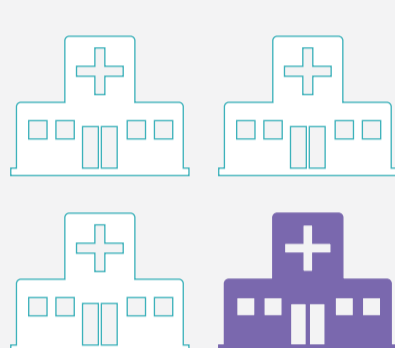
As the 'Internet of Things' continues to influence healthcare digitalization it's important to know how each investment can affect patient experience

## Virtual Appointments

In order to ease the strain on healthcare venues during Covid-19, virtual appointments have become vastly popular and for some a preferred method of engagement with their doctor



**Over 50%** of U.S. hospitals have a telehealth program



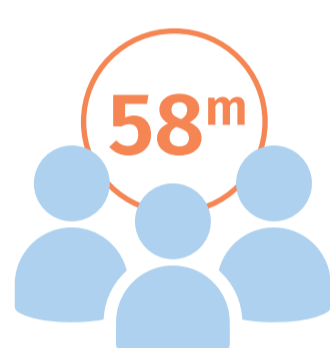
**3 out of 4** ER visits are unnecessary or could be handled with a virtual appointment



**50 million** Americans would be willing to switch healthcare providers to have access to digital appointments

## Health & Fitness Apps

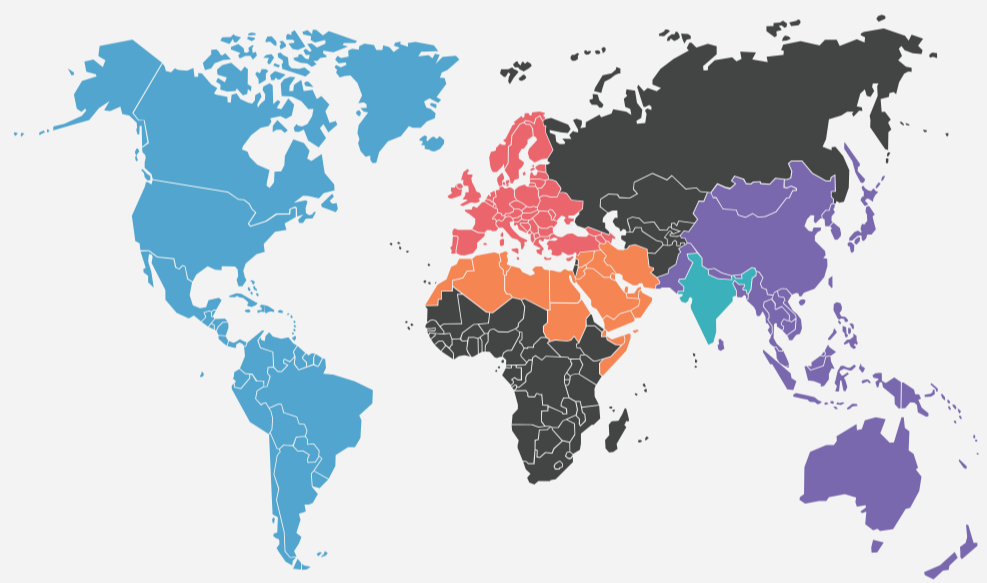
A year after the start of the pandemic, the world had seen a 25% surge in health and fitness app downloads, growing from 4 to 5 million mobile installations per day



During 2020s Q1 and Q2 India saw the greatest app boom with over **58 million** new users

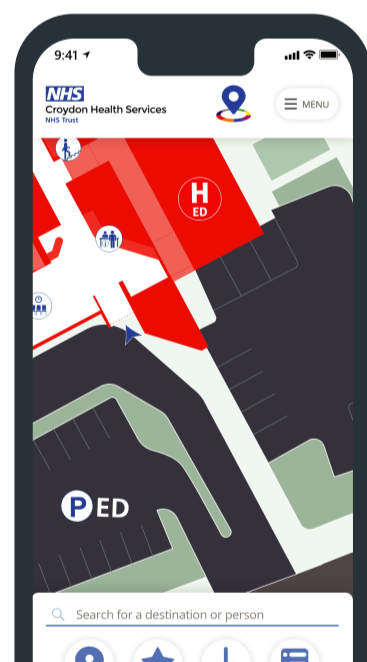
### App download growth by region in Q1 and Q2 2020:

- 158%** - India
- 55%** - MENA (Middle East and North America)
- 47%** - Asia-Pacific
- 25%** - Europe
- 47%** - Americas
- 25%** - Rest of World



## Digitalization of Healthcare Premises

On average, 800,000 directions are given each year in a 1 million square foot medical center.



Healthcare venues around the world are beginning to utilize technology and big data insights to provide a better experience for their patients, visitors, and staff.

### Patient experience benefits



Reduced visitor and patient anxiety when navigating campuses



Patients can share location details with friends and family



Visitors can be updated in real-time of incidents and to ensure hands are sanitized frequently

## Digital Health Passports

Having a large role in helping countries track the spread of viruses, health passports are becoming more ever more common for travel and access to public spaces.



**27 million** downloads across England and Wales

During the week beginning July 12th more than **600,000** alerts to isolate was sent

### However...

**22%** of users claimed to be using the app incorrectly

**1 in 10** users have deleted the app

While this solution has been adopted across the UK, it's clear to see that many users haven't adapted, and others choose to delete the app altogether when it's no longer legally required.