

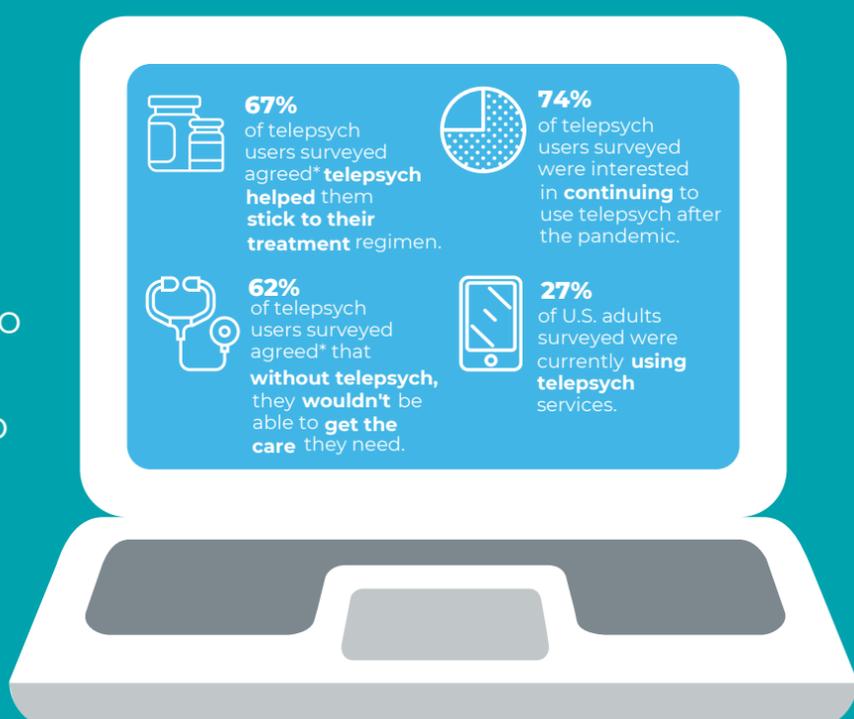
# Telepsychiatry & Mental Health Survey



Harris Insights & Analytics LLC, A Stagwell Company

**Telepsych services supported continuity of care, access to mental health services, and may have a lasting appeal even after the COVID-19 pandemic.**

Overall, **72%** of telepsych users and non-users surveyed **agreed\*** it can be a great way to **increase access to mental health services** for people who may otherwise be unable to visit a provider in person.



**44%** liked the convenience of not driving or commuting to their provider's office.



**44%** enjoyed using technology.



## REASONS THAT TELEPSYCH USERS SURVEYED WERE INTERESTED IN TELEPSYCH SERVICES AFTER COVID-19

**32%** liked that they would have to encounter fewer people.



**26%** said it was less expensive.



**Despite enthusiasm for telepsych services among current users, more education and awareness may help address potential gaps.**

**65%** of telepsych users wished they knew more about how or where to access telepsych services.

### Of telepsych users surveyed...

**19%** said it was hard to get an appointment.



**19%** didn't feel confident using technology.

**20%** said their provider didn't pay enough attention during a virtual visit.



**21%** worried about the security of their personal health information.



**25%** had privacy concerns (e.g. other people in the home may overhear conversations).

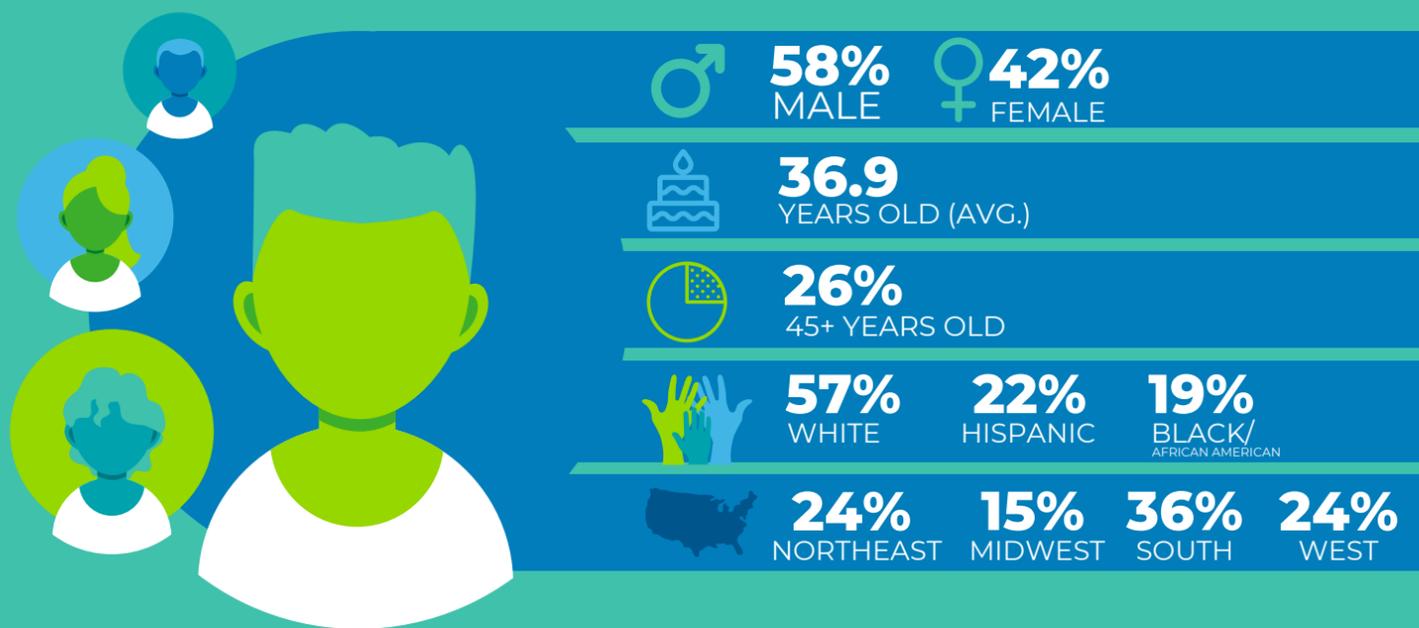


**23%** are too busy with other commitments and don't have the time.



**Telepsych users surveyed represented a diverse and broad intersection of the general public.**

**1 in 4** U.S. adults surveyed are current telepsych users.



**These findings offer insights on the potential promise and challenges of telepsych as a complementary behavioral healthcare option, in addition to standard in-person care, during and after the COVID-19 pandemic.**

\* Unless otherwise noted, all "agree" percentages represent a net, or sum, of the proportion of respondents who selected "somewhat agree" and those who selected "strongly agree" in response to the question asked.

### SURVEY METHODOLOGY

The Alkermes-Harris Poll Telepsychiatry & Mental Health Survey was conducted online within the United States by The Harris Poll on behalf of Alkermes from May 27-29, 2020 among 2,019 U.S. adults ages 18 and older. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated. For complete survey methodology, including weighting variables and subgroup sample sizes, or for any additional question regarding the survey, please send requests to [mediainfo@alkermes.com](mailto:mediainfo@alkermes.com).

