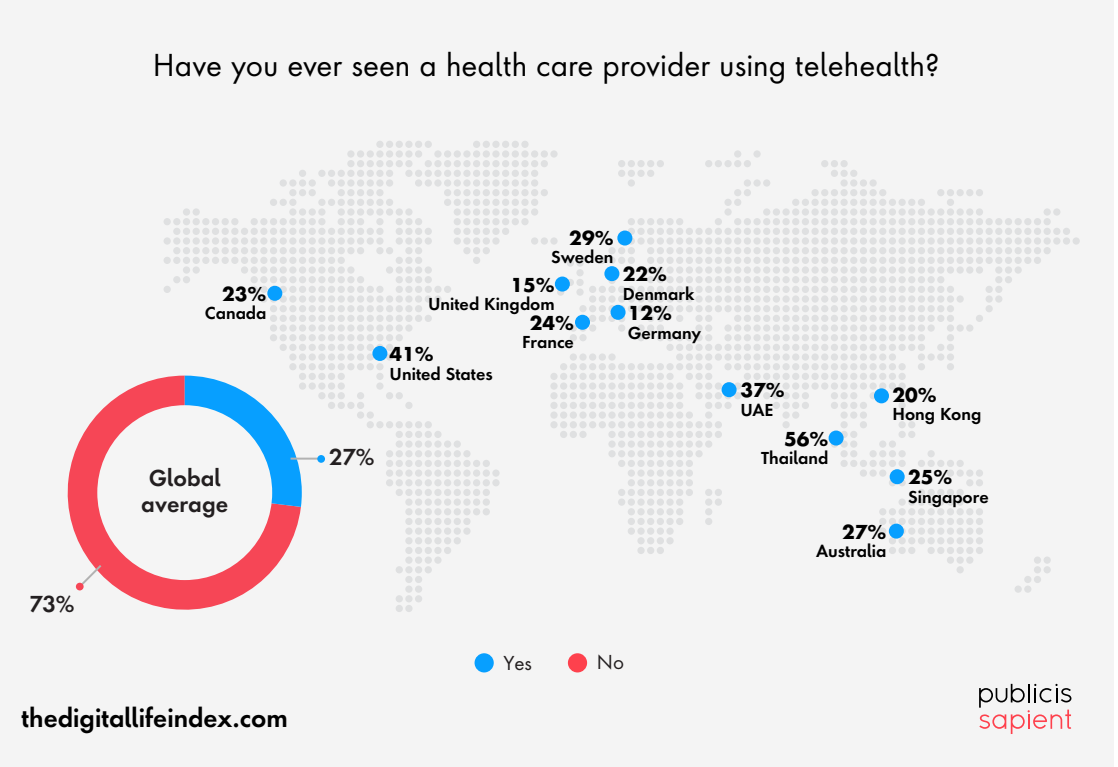
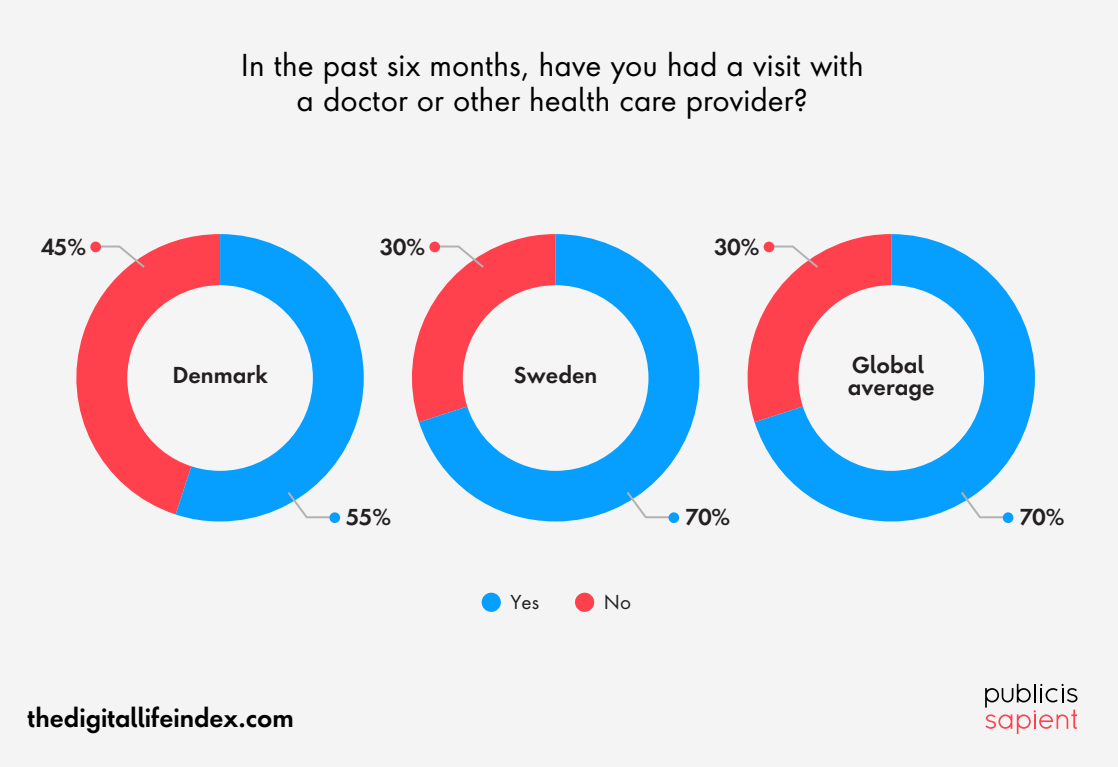


Nordics: Telehealth

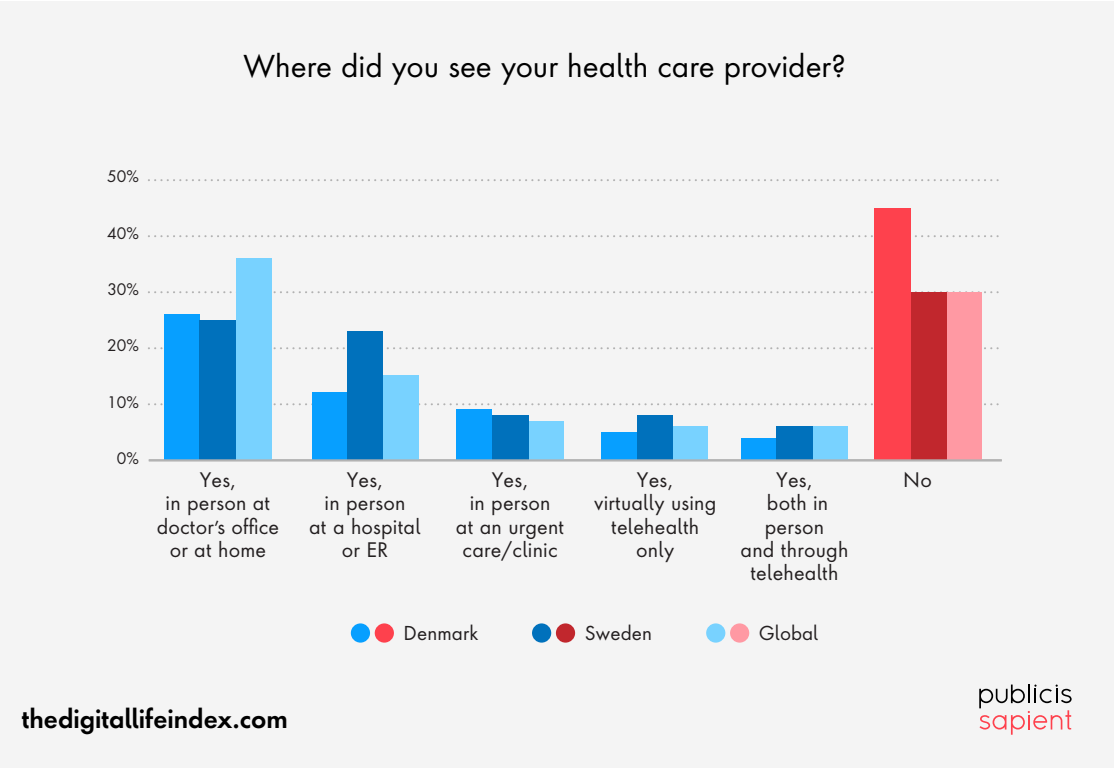
Twenty-nine percent of respondents in Sweden and 22 percent of respondents in Denmark say they have used telehealth services.



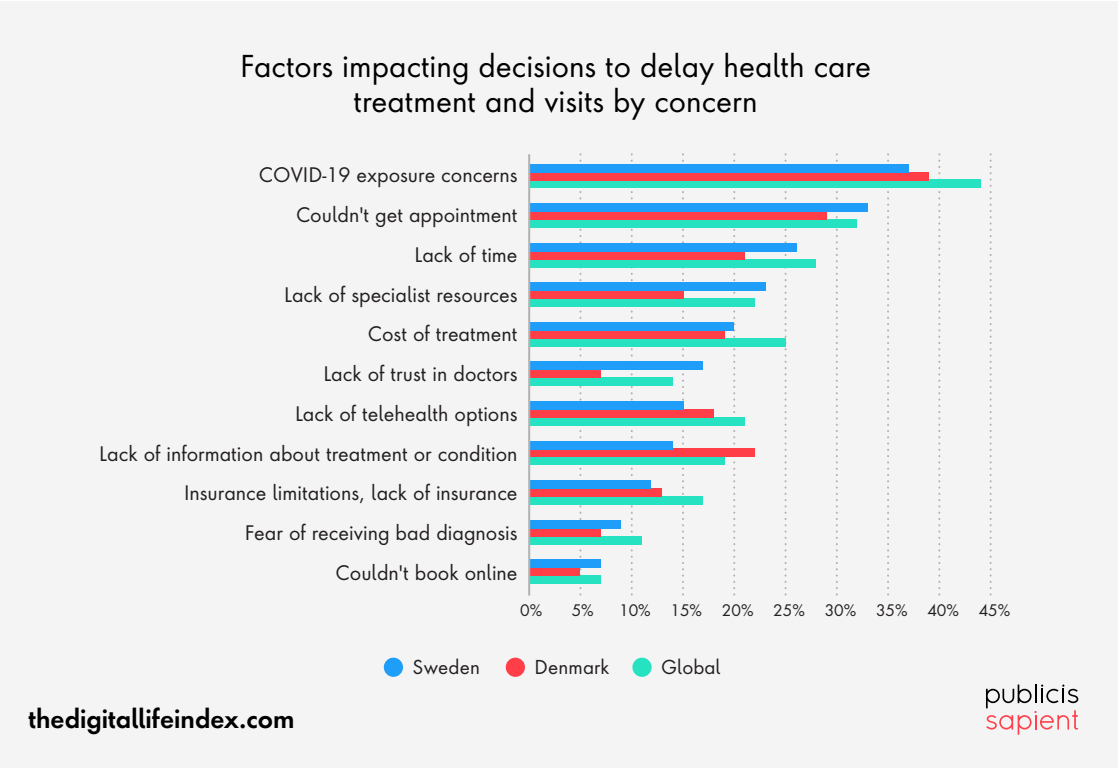
In the first half of 2021, 70 percent of people in Sweden and 55 percent of people in Denmark say they saw their health care provider.



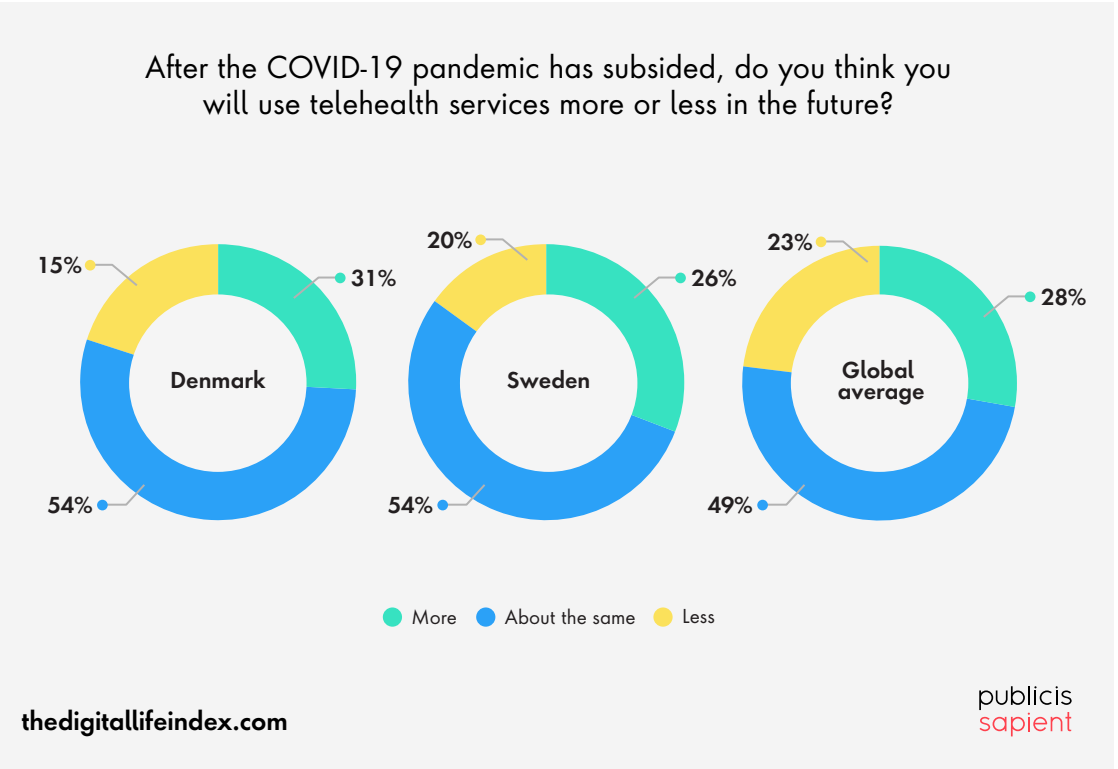
In Sweden, 14 percent of people say they had a telehealth appointment, either exclusively or in combination with in-person care. In Denmark, only 9 percent of people used telehealth services during this time.



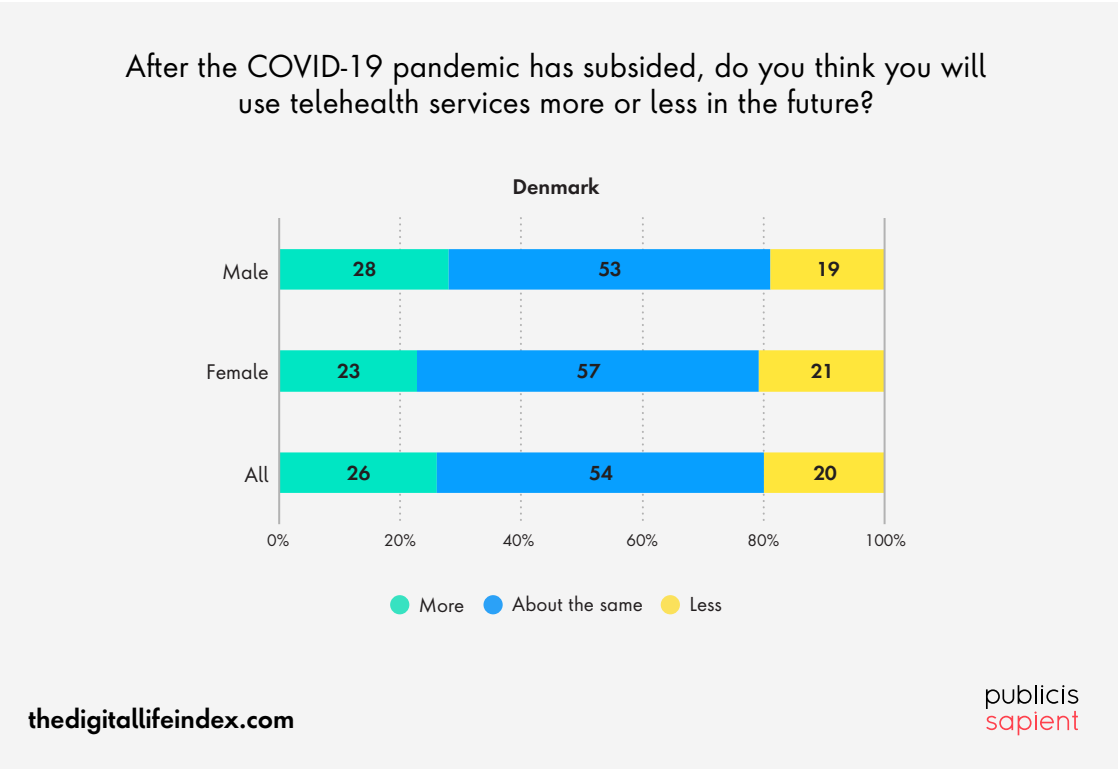
Concern over exposure to COVID-19 is the top reason why patients in Sweden and Denmark decided to delay care in early 2021. Lack of time (21%, 26%) and inability to get an appointment (29%, 33%) also drove people to delay.



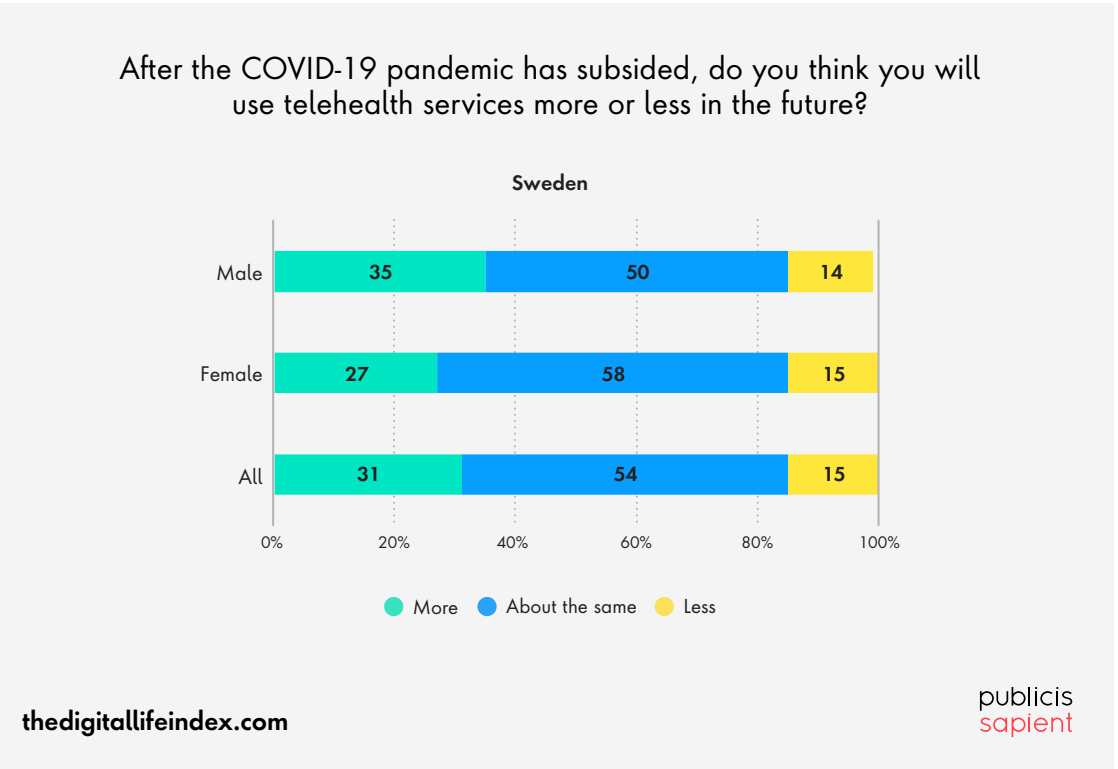
Patients in Denmark and Sweden who do use telehealth anticipate using the service at the same rate or more after the pandemic subsides (85%, 80%).



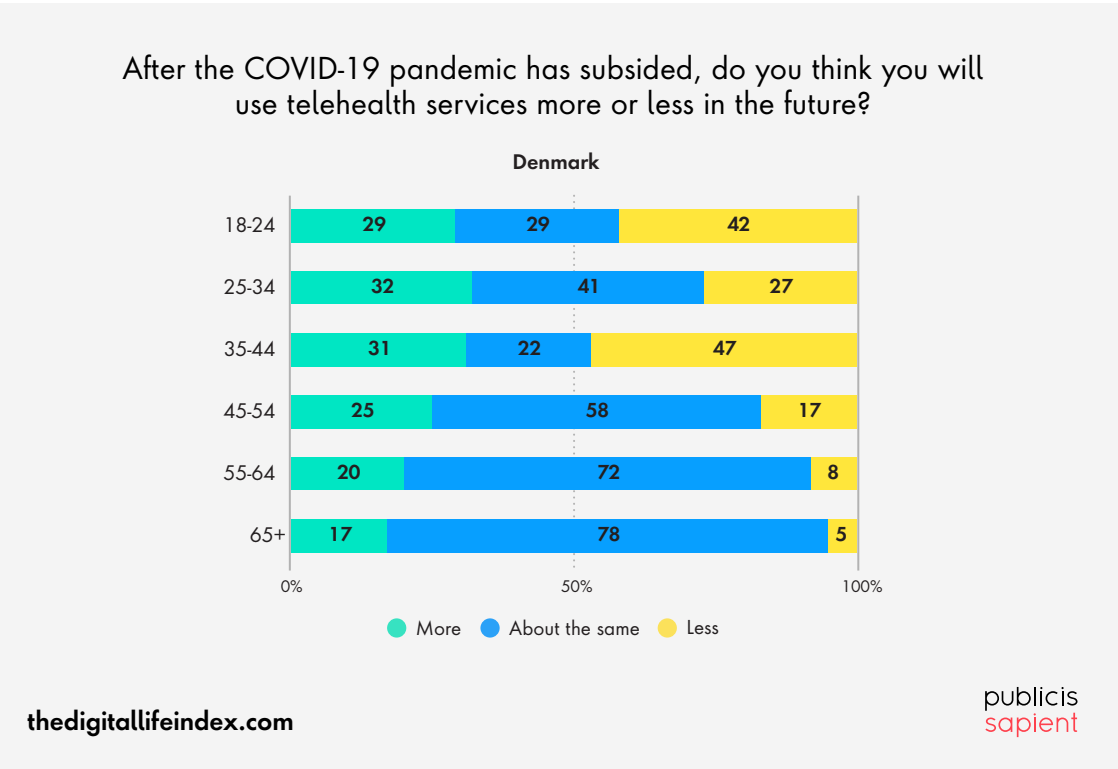
Men in Denmark are slightly more open to using telehealth more in the future.



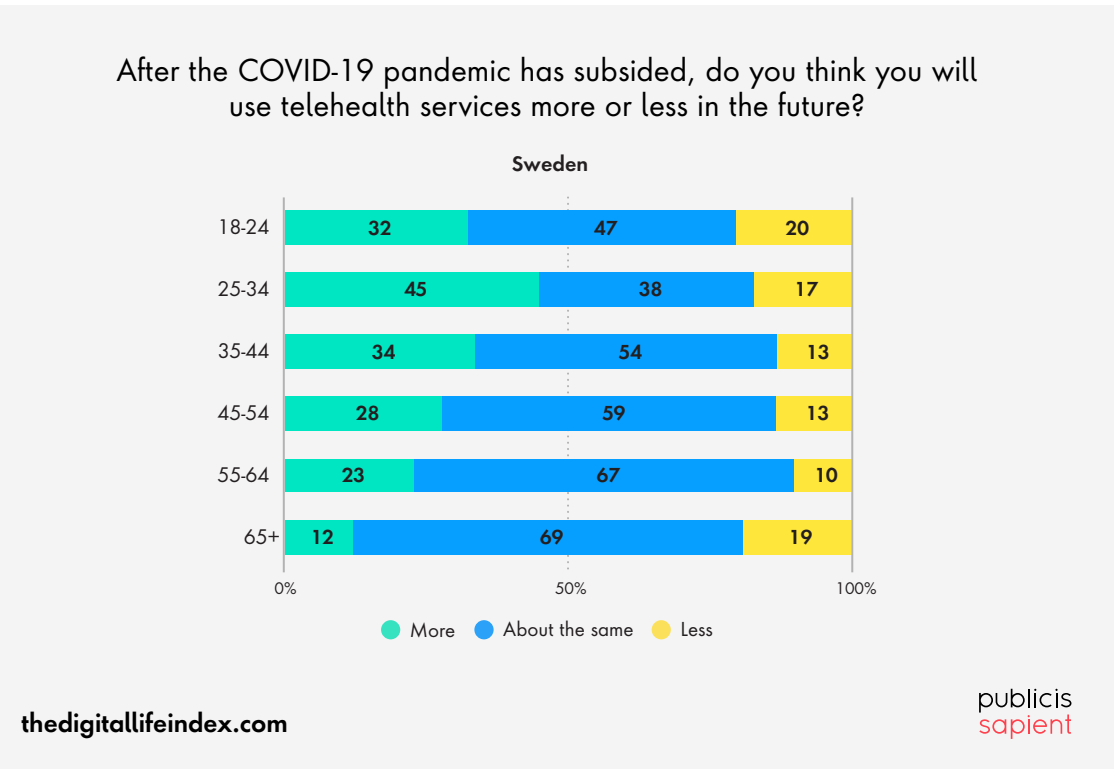
Men in Sweden are slightly more open to using telehealth more in the future.



After the COVID-19 pandemic ends, different age groups in Denmark plan to change how often they integrate telehealth into their patient journey.



In Sweden, younger generations are more likely to say they plan to use telehealth more after the pandemic is over.



To improve the telehealth experience, patients in Denmark and Sweden want online portals where they can manage their health data and patient journey, along with personalized communications and the ability to schedule appointments on their mobile device.

