

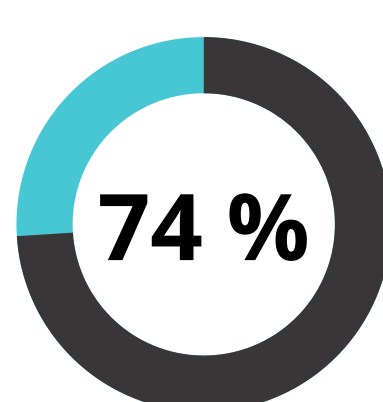
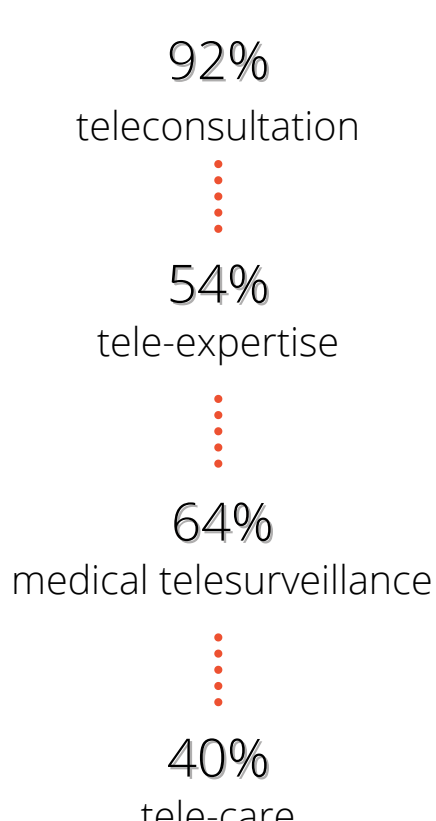
1

French people's knowledge on the different dimensions of telemedicine

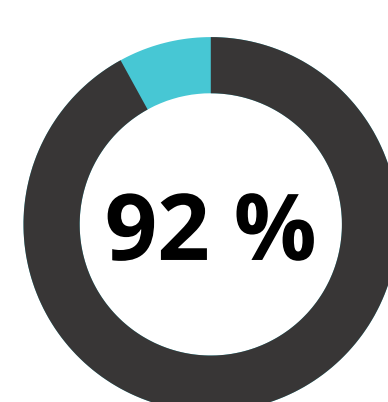
Improvement of the knowledge of telemedicine in all its dimensions

86%
of French people know about telemedicine

+7 points in 1 year



november 2019



november 2020

74 % → **92 %**
% of French people who know that teleconsultation is reimbursed by Health Insurance

+18 points in 1 year

2

Perception and general opinion of the French on telemedicine

The overall image of telemedicine has improved

Telemedicine: the positive wins and progresses, but fears remain

73%
of French people have a good image of telemedicine

+13 points in 1 year



71%
Average positive points

- Saving time for physicians
- Fight against medical deserts
- Makes life easier for patients

- Dehumanization of relationships
- Risks of hacking into health data
- Higher risk of medical errors

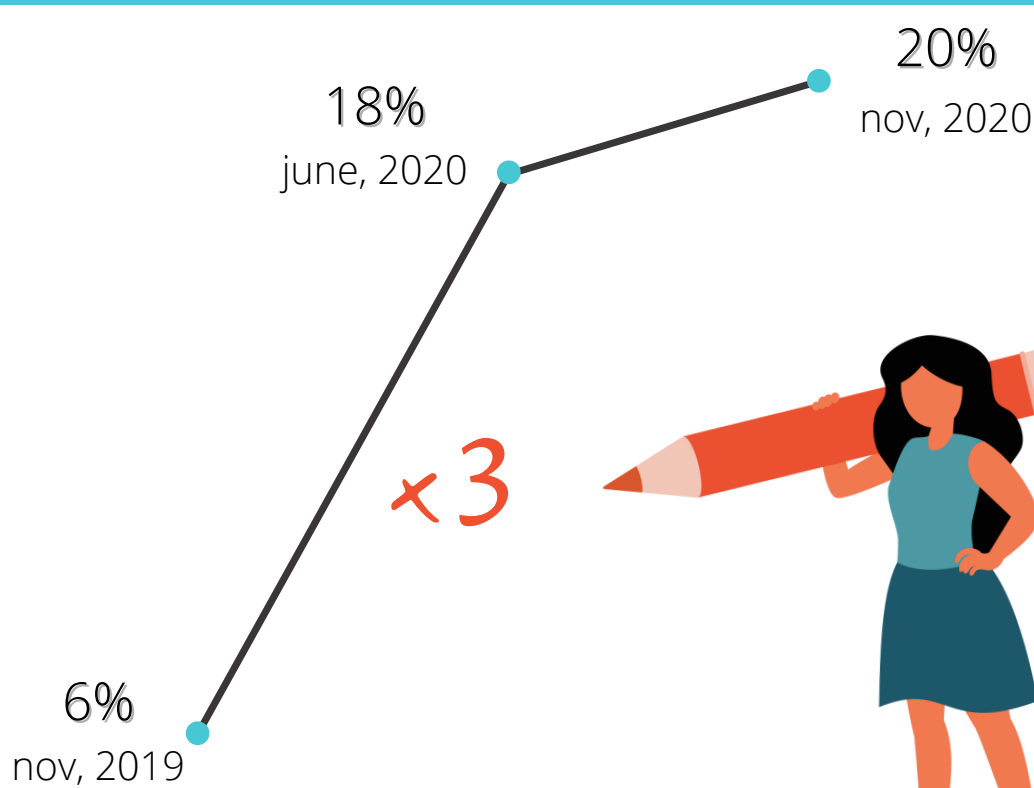
66%
Average negative points

3

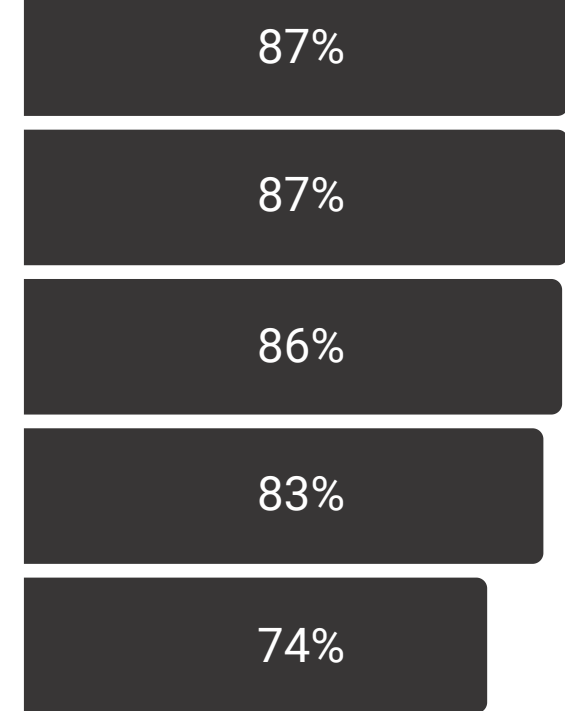
Use of telemedicine in France

The use of teleconsultation has exploded in a year, but the progression slowed after the 1st confinement

Top 5 reasons why teleconsultation is suitable according to the French



- To ask a question
- To renew a prescription
- To request an administrative document
- To discuss the results of additional tests
- Mild symptoms



4

Level of satisfaction of the French towards telemedicine

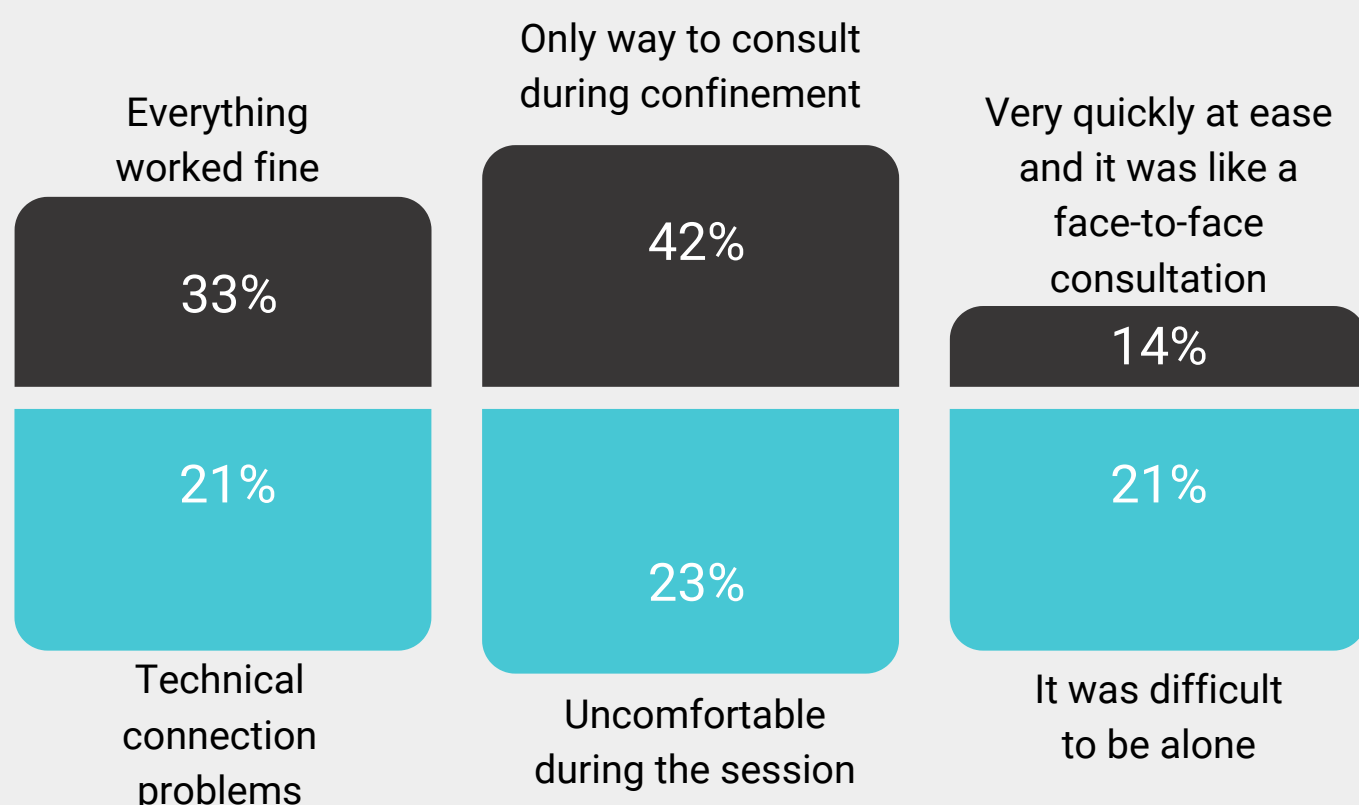
Teleconsultation generates a very high level of satisfaction

88%
of French people who have experimented teleconsultation are satisfied

+17 points in 1 year



REASONS FOR SATISFACTION



REASONS FOR DISSATISFACTION

5

Prospects for the development of telemedicine

69% of French people believe that the use of telemedicine has made it possible to better manage the health crisis

70% of French people think that telemedicine will help us to manage a new health crisis



69% of French people believe that the public authorities should invest more to develop the use of telemedicine