

SENIORS (65+)

SPEAK:

PATIENT ENGAGEMENT + TECHNOLOGY

Although more tentative about digital care adoption, seniors are debunking the stereotype that older individuals don't want a technology-enabled healthcare experience.

► Today, patient experience is paramount – especially around its potential to reduce healthcare costs and improve outcomes. More and more, patients and now senior residents are demanding digitally driven engagement with their healthcare providers.

SENIORS ARE ACTIVE IN ONLINE HEALTH ENGAGEMENT:

71%

of seniors say they haven't experienced any challenges with their online healthcare.

SENIORS ARE BEGINNING TO APPRECIATE 1:1 COMMUNICATION TECHNOLOGIES:

20% find value in online chat conversations

27% say text message exchanges with healthcare providers are valuable

29%

of seniors have noticed their healthcare provider become more engaged with them in the past two years.

43%

of seniors like mobile applications to access healthcare information, treatment reminders, etc.

41%

of seniors are comfortable with the idea of telemedicine.

78%

of seniors say online patient portals are valuable and 44% have increased their use of them over the last two years.

SENIORS ARE SEEING BENEFITS FROM ACCESSING THEIR HEALTH INFORMATION ONLINE:

44% believe they saved time

41% find it has improved their overall healthcare convenience

54% say it has improved their quality of care

Source: CDW Healthcare's 2017 Patient Engagement Perspectives Study

► To learn more about how CDW's senior care solutions and services can support the changing needs of seniors, visit CDW.com/healthcare.