

Market insights and trends

Present observations and future projections to drive change

Smarter
technology
for all

Lenovo



Healthcare delivery pivoted quickly—and it's gone virtual for the long-term.

600% increase in virtual visits over Q1.¹

30% of online adults will seek care either digitally or over the phone again in the future.²

While many clinicians were previously resistant to adopt virtual care technologies, we know that over **48% of providers** are now delivering care virtually.³



Virtual healthcare is showing definitive benefits.

Through current technology, telemental health and tele-psychiatry are showing same outcomes as in-person sessions.⁴

36% of online adults found that the care they received virtually was just as effective as what they would have received in person.²

Typical in-person medical visits **average 121 minutes** (37 minutes in travel time and 84 minutes in-clinic waiting and filling out paperwork). Most virtual visits take 10–15 minutes.²



Telehealth and virtual engagement are changing the security landscape.

Over **41 million patient records** were breached in 2019—nearly 3x in 2018.⁵

66 days average time to failure of endpoint encryption controls.

Healthcare user identities are **stolen every 2 minutes**, making identity theft the most prevalent type of data breach.⁶



Healthcare trends underscore the value of virtual delivery and management.

91% of patients say they'd like to use mobile tools to communicate with their care providers.

A **physician shortage of 120,000** is anticipated in the US by 2030.

The global virtual healthcare market is **expected to grow 23.17%** from \$1,923.13 million (USD) in 2018 to \$8,275.13 million by the end of 2025.⁷

(1) <https://www.techrepublic.com/article/telemedicine-soars-amid-covid-19-will-virtual-healthcare-be-the-new-normal/> (2) <https://go.forrester.com/blogs/will-virtual-care-stand-the-test-of-time-if-youre-asking-the-question-its-time-to-catch-up/> (3) <https://www.merrithawkins.com/news-and-insights/media-room/press/-Physician-Practice-Patterns-Changing-as-a-Result-of-COVID-19/> (4) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5723163/> (5) Source: <https://www.fiercehealthcare.com/tech/number-patient-records-breached-2019-almost-tripled-from-2018-as-healthcare-faces-new-threats> (6) <https://breachlevelindex.com/assets/Breach-Level-Index-Report-2017-Gemalto.pdf> (7) <https://www.prnewswire.com/news-releases/the-global-virtual-healthcare-market-is-expected-to-grow-from-usd-1-923-13-million-in-2018-to-usd-8-275-13-million-by-the-end-of-2025-at-a-compound-annual-growth-rate-cagr-of-23-17-301048781.html>

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