

Enhancing Governance in Telehealth: Fostering Consumer Trust and Innovation

Supplementary Information on
Consumer Survey and
Medical Practitioner Survey

August 2025



Content

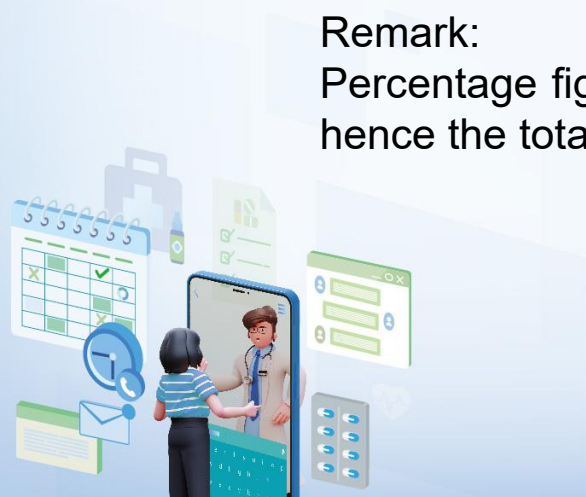
This deck supplements to the study titled “Enhancing Governance in Telehealth: Fostering Consumer Trust and Innovation” published on 19 August 2025. Click [here](#) to access the full report.

1. Consumer Survey

2. Medical Practitioner (MP) Survey

Remark:

Percentage figures presented in this Supplementary Information are rounded to one decimal place and hence the total percentage may not equal 100.



Part 1

CONSUMER SURVEY



Research Methodology

Data collection method

Online questionnaire and phone interview

Fieldwork period

June – July 2024

Target respondents

- Local residents aged 18 or above; and
- Had received private or public telehealth services; or
- Had never received telehealth services

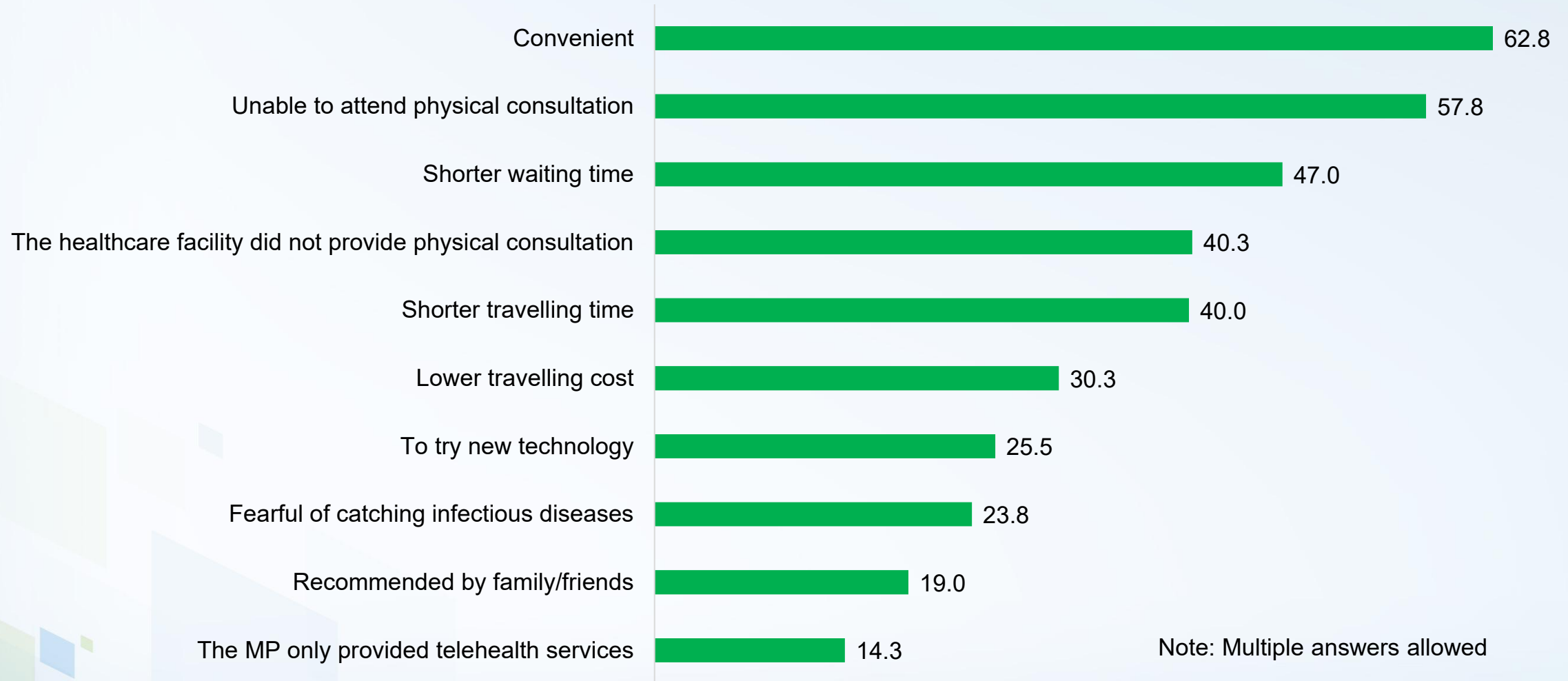
Sample size

n = 840 (400 users and 440 non-users)

Remarks

- “**Users**” refer to respondents that had received private or public telehealth services
- “**Non-users**” refer to respondents that had never received telehealth services

Top 10 Reasons for Using Telehealth Services (%)



Note: Multiple answers allowed

User (n=400)

Top 10 Reasons for Choosing a Telehealth Platform (%)



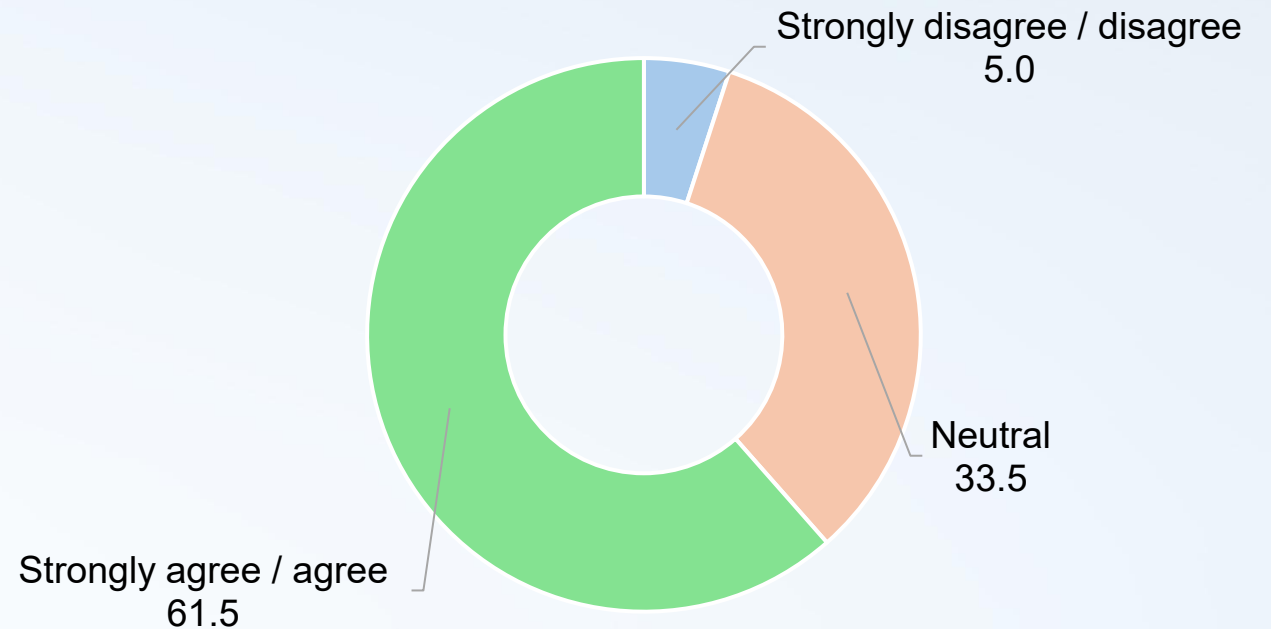
User (n=400)

Willingness to Continue Using Telehealth Services (%)

Overall telehealth usability score

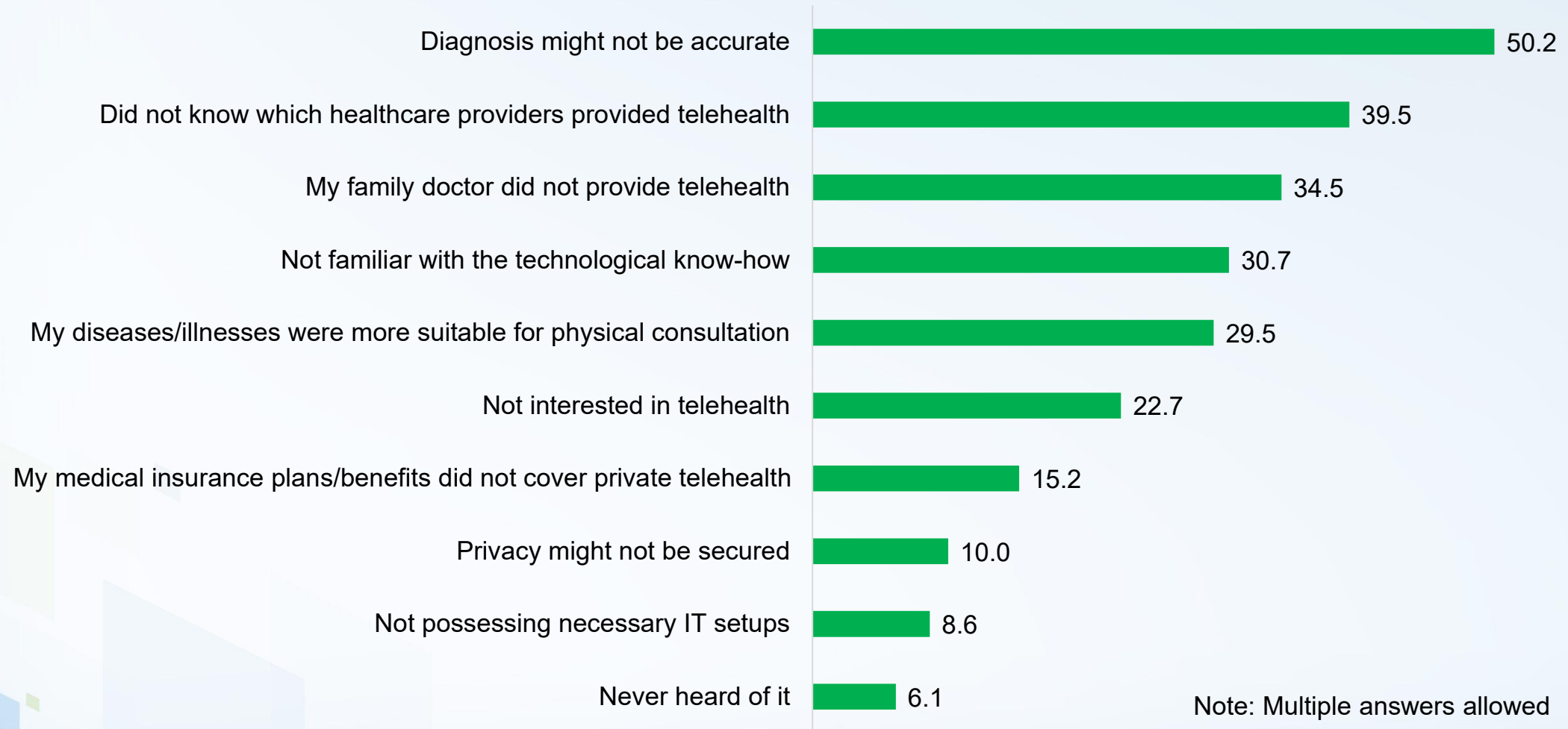
3.66 / 5

Remark: The overall usability score was evaluated from the average score of 12 relevant questions, using a 5-point scale from 1 to 5 which corresponded to "strongly disagree" to "strongly agree". The questions covered 5 domains including "usefulness", "ease of use and learnability", "interface quality", "reliability" and "satisfaction and future use".



User (n=400)

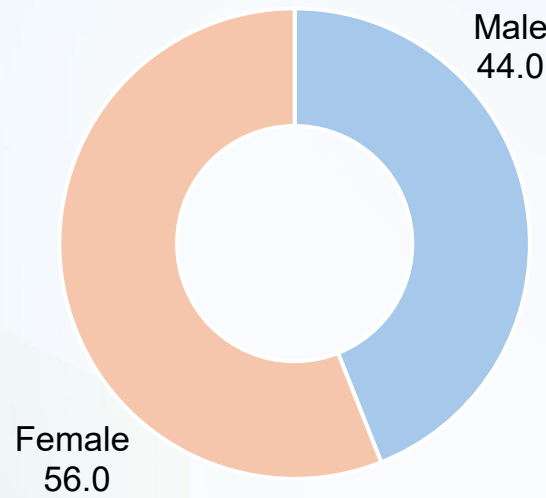
Top 10 Reasons for Not Using Telehealth Services (%)



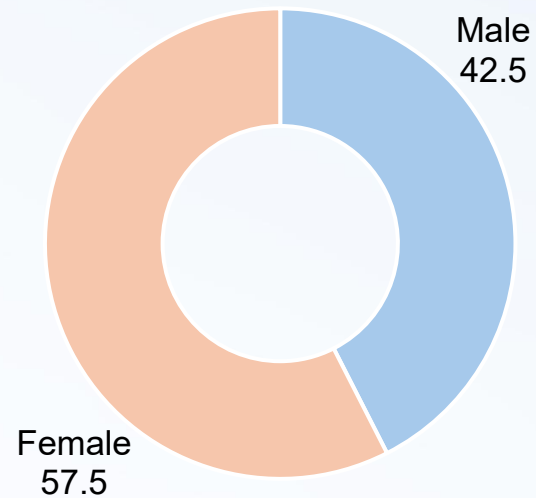
Non-user (n=440)

Respondents' Profile

Gender (%)

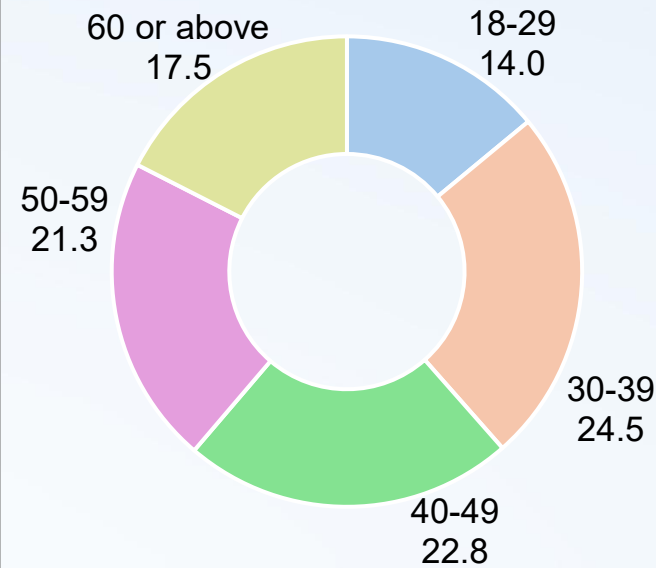


User (n=400)

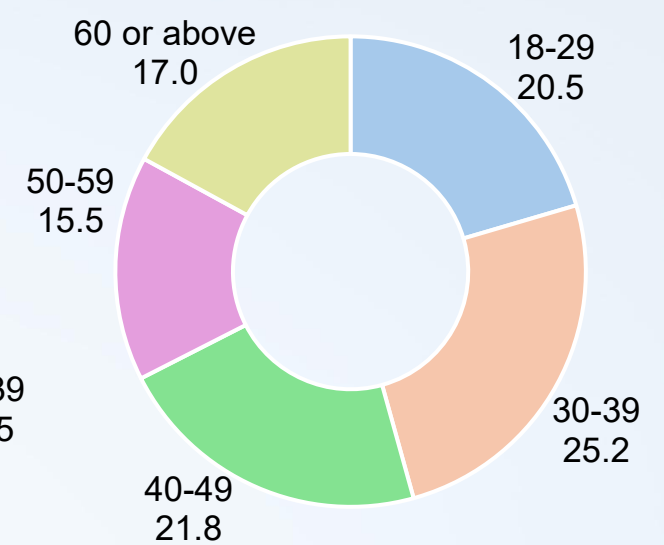


Non-user (n=440)

Age (%)



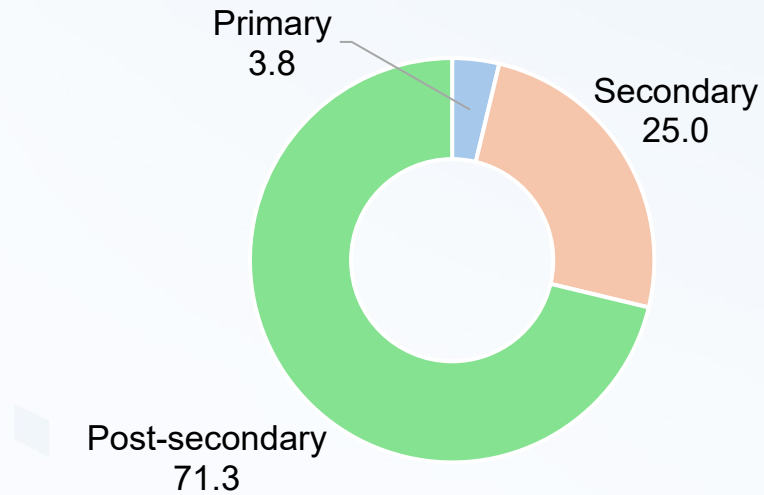
User (n=400)



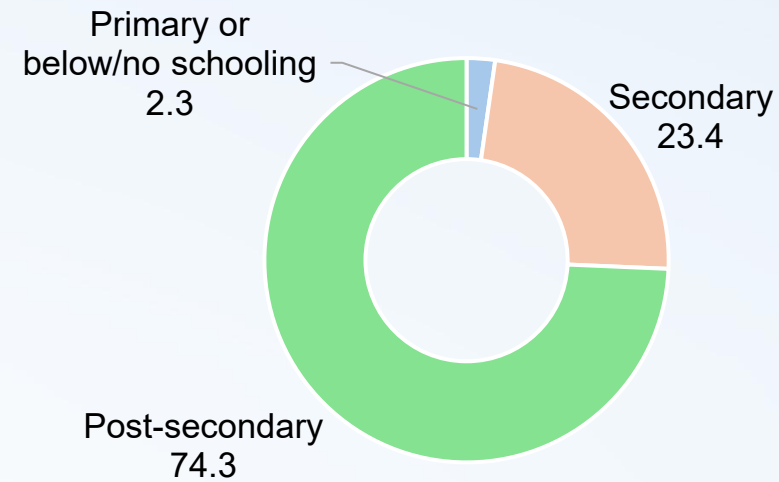
Non-user (n=440)

Respondents' Profile (2)

Education Level (%)



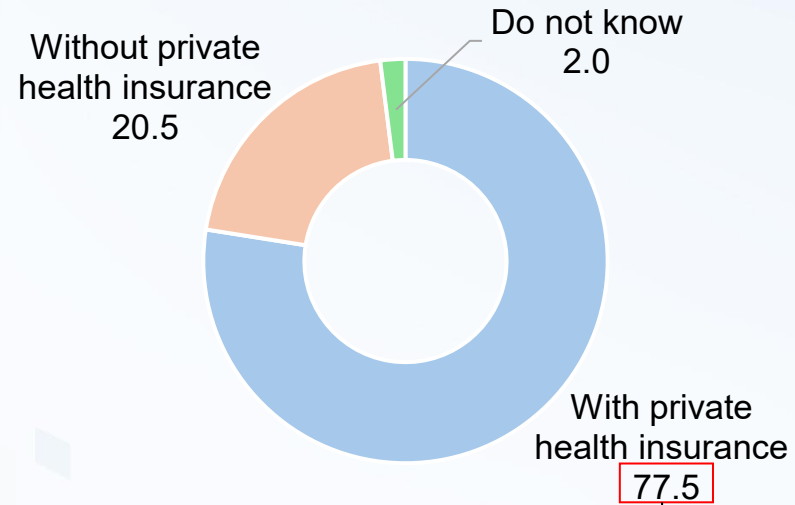
User (n=400)



Non-user (n=440)

Respondents' Profile (3)

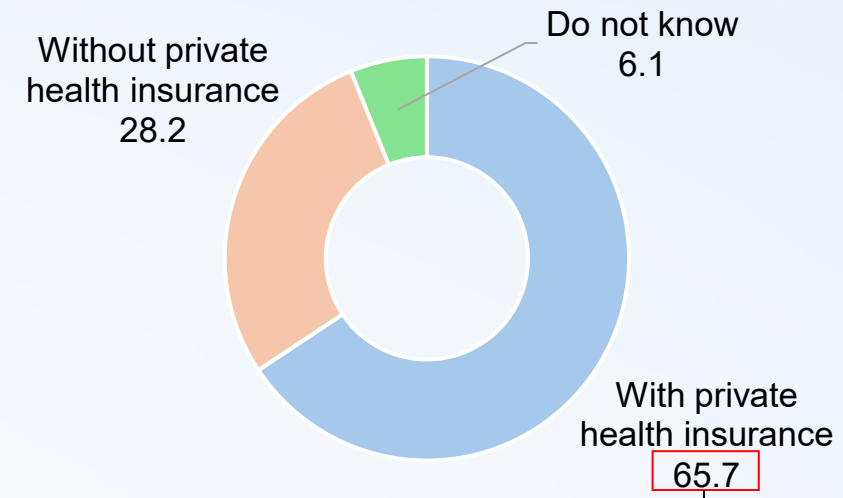
Medical insurance status (%)



User (n=400)

Claims related to private telehealth (%)

Fully covered: 18.1
Partially covered: 29.7
Not covered: 29.4
Do not know: 22.9



Non-user (n=440)

Claims related to private telehealth (%)

Fully covered: 5.2
Partially covered: 10.7
Not covered: 30.1
Do not know: 54.0

Part 2

MEDICAL PRACTITIONER (MP) SURVEY

Research Methodology

Data collection method

Online questionnaire and paper questionnaire

Fieldwork period

June – October 2024

Target respondents

- Registered medical practitioners; or
- Registered and listed Chinese medicine practitioners (CMPs)

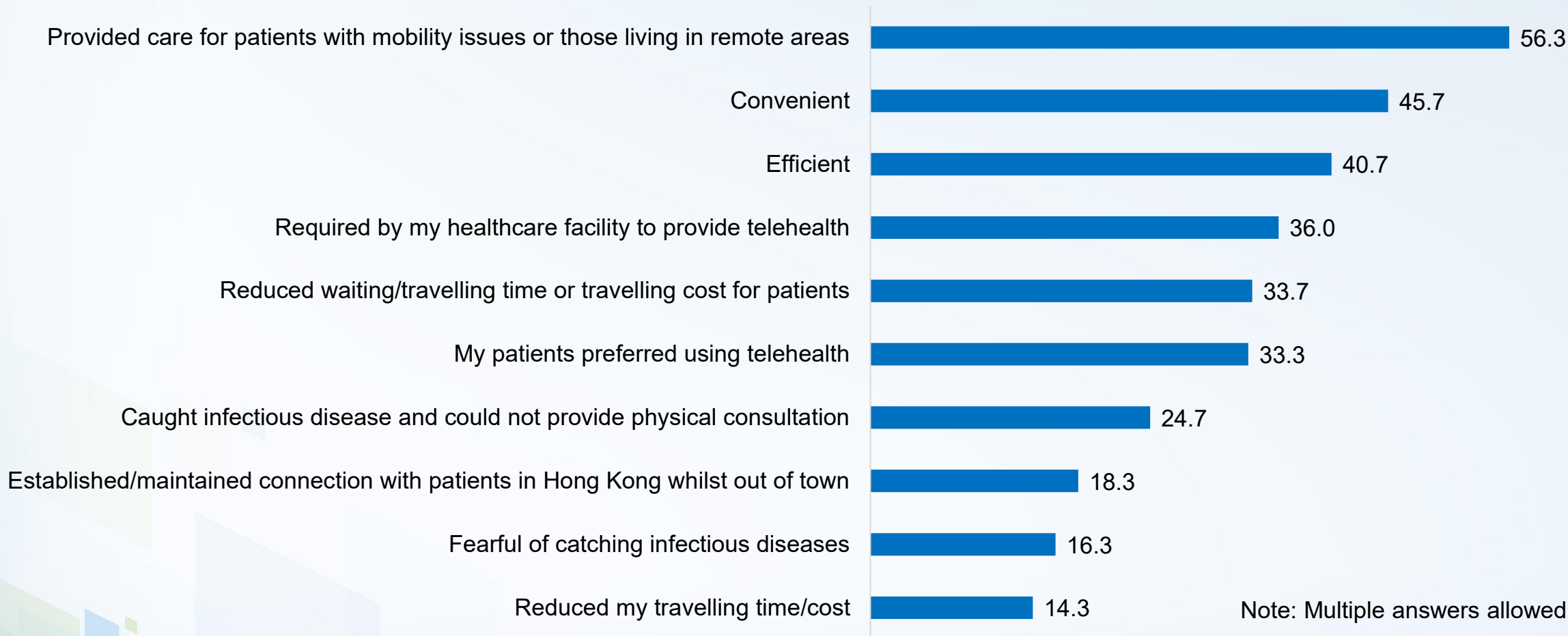
Sample size

n = 833 (534 medical practitioners and 299 CMPs)

Remark

Medical practitioners and CMPs are collectively referred to as MPs in this Supplementary Information unless otherwise specified.

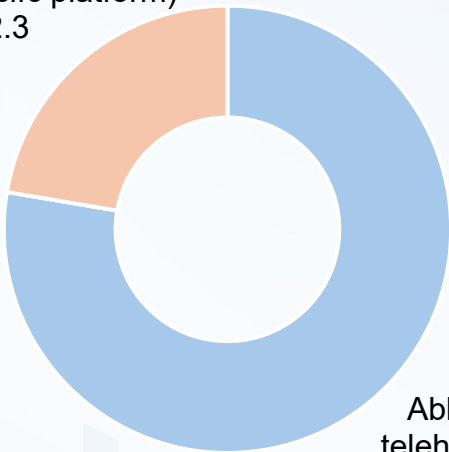
Top 10 Reasons for Providing Telehealth Services (%)



**Private MP providing telehealth
(n=300)**

Top 10 Reasons for Choosing a Telehealth Platform (%)

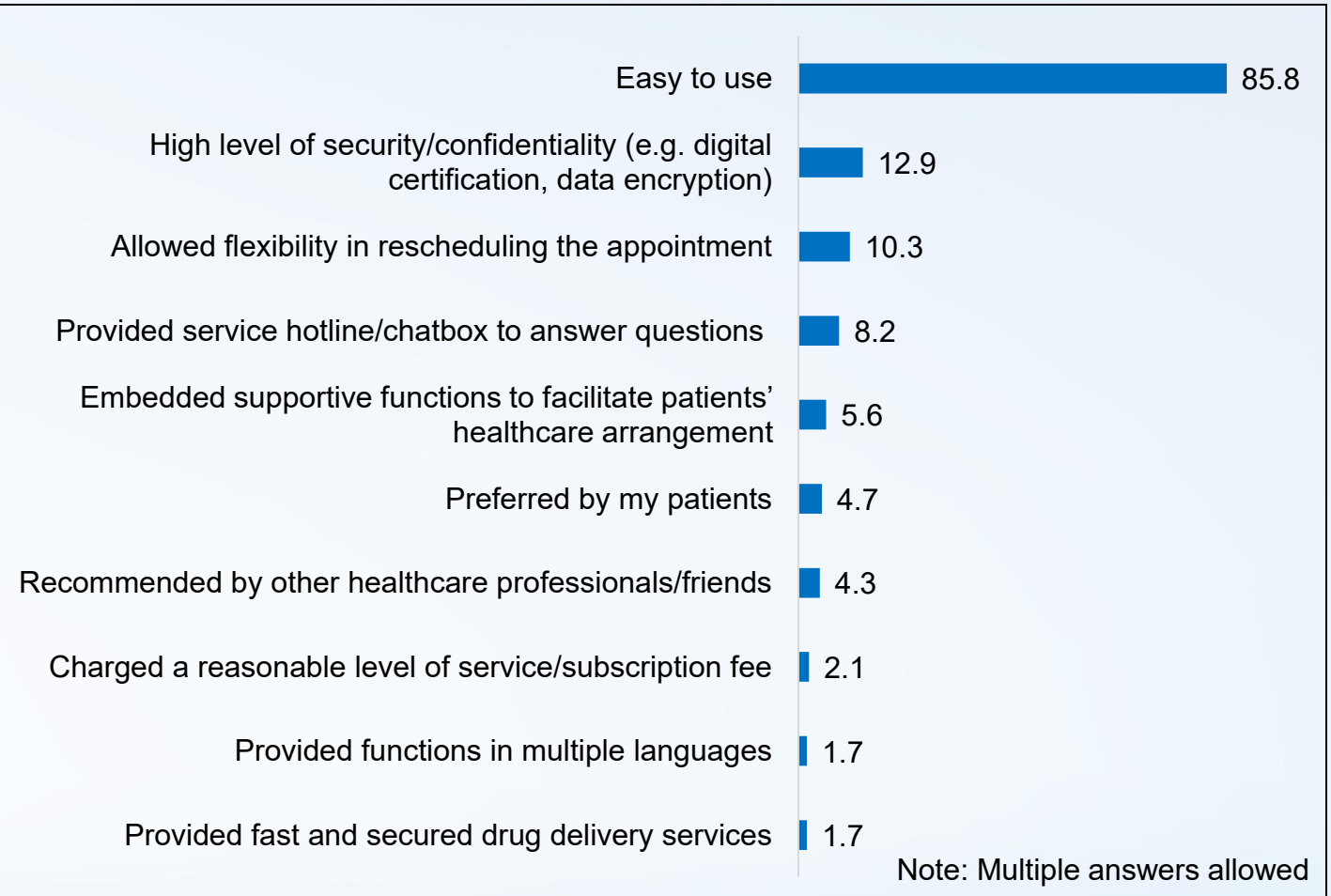
Not able to choose telehealth platform (platform's employee / required by healthcare facility to use a specific platform)
22.3



Able to choose telehealth platform

77.7

Private MP providing telehealth (n=300)



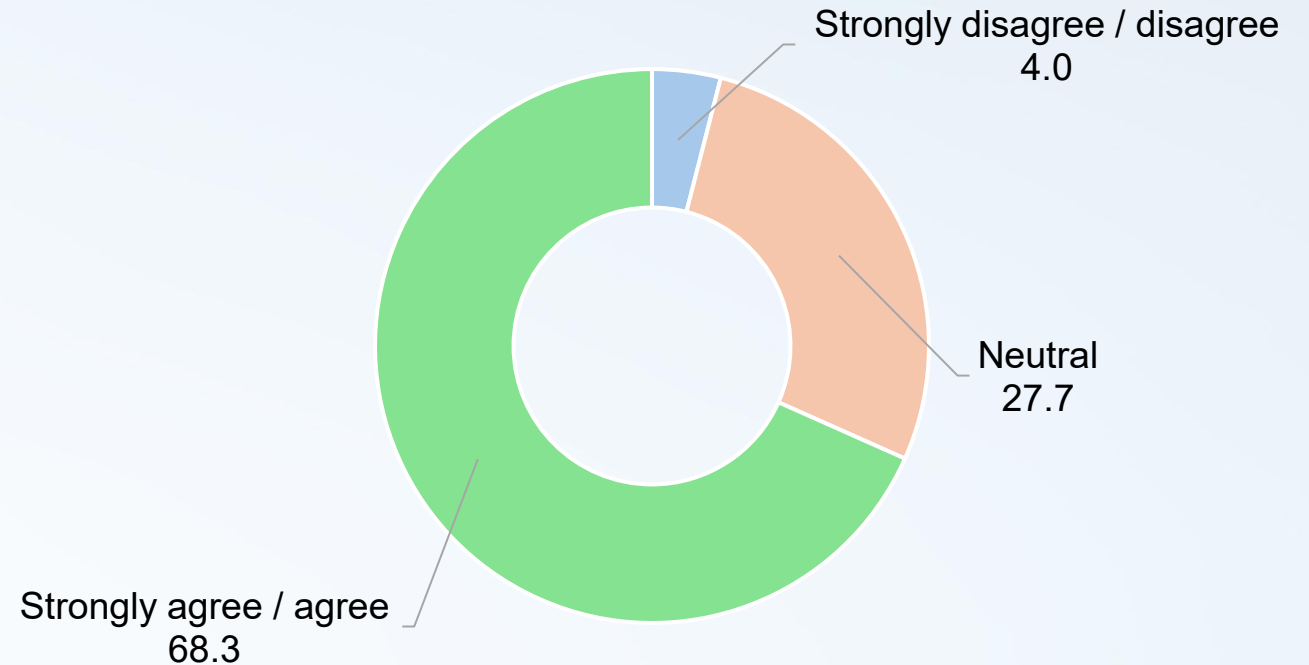
Remark: Respondents who indicated that they were able to choose telehealth platform (77.7%) were further enquired on the reasons for choosing a telehealth platform.

Willingness to Continue Providing Telehealth Services (%)

Overall telehealth usability score

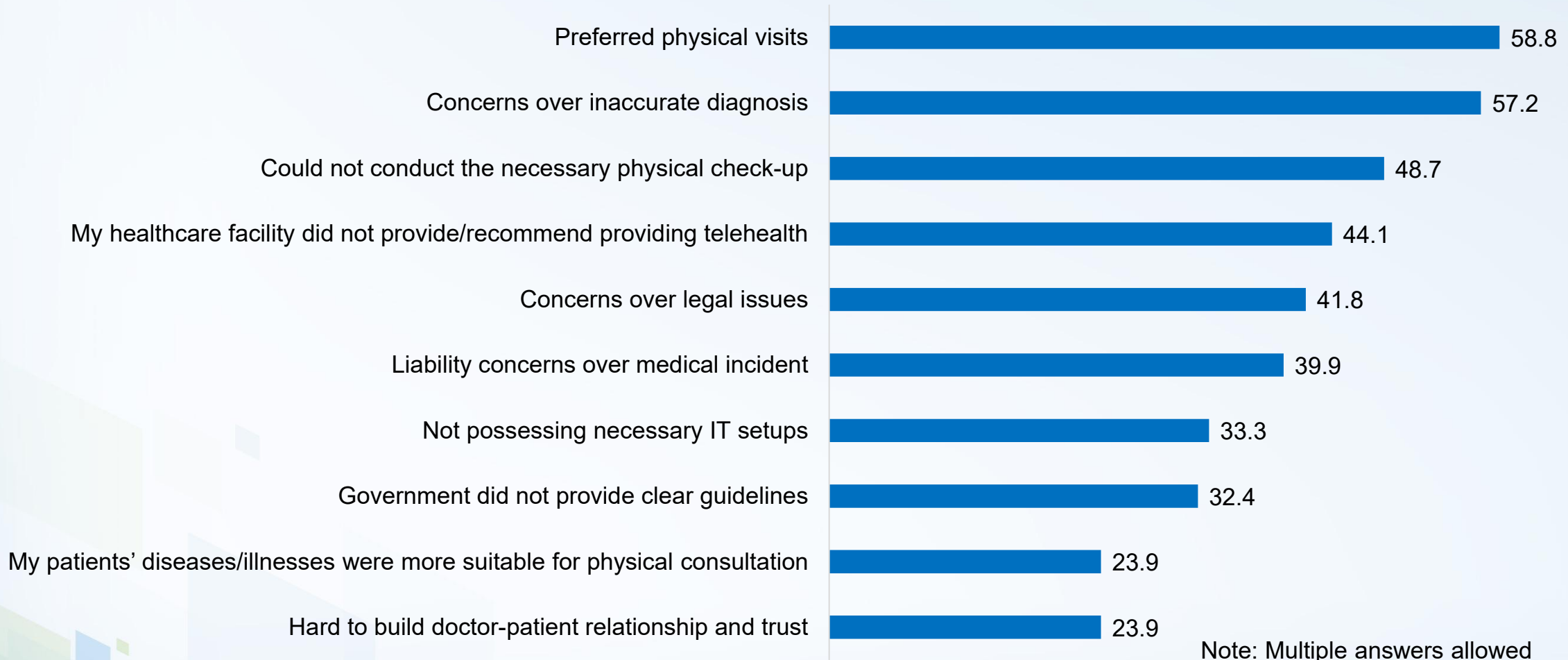
3.39 / 5

Remark: The overall usability score was evaluated from the average score of 12 relevant questions, using a 5-point scale from 1 to 5 which corresponded to “strongly disagree” to “strongly agree”. The questions covered 5 domains including “usefulness”, “ease of use and learnability”, “interface quality”, “reliability” and “satisfaction and future use”.



**Private MP providing telehealth
(n=300)**

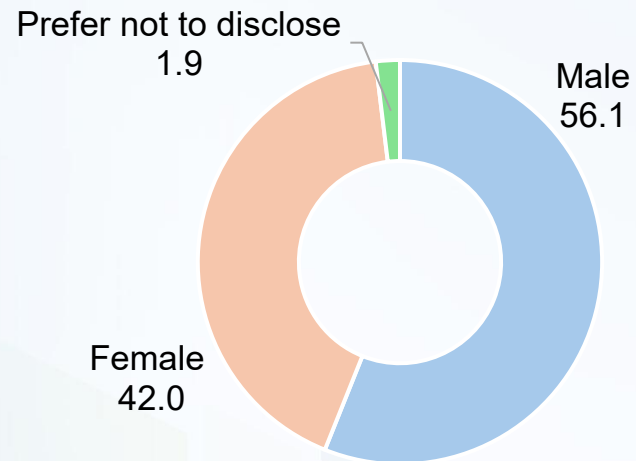
Top 10 Reasons for Not Providing Telehealth Services (%)



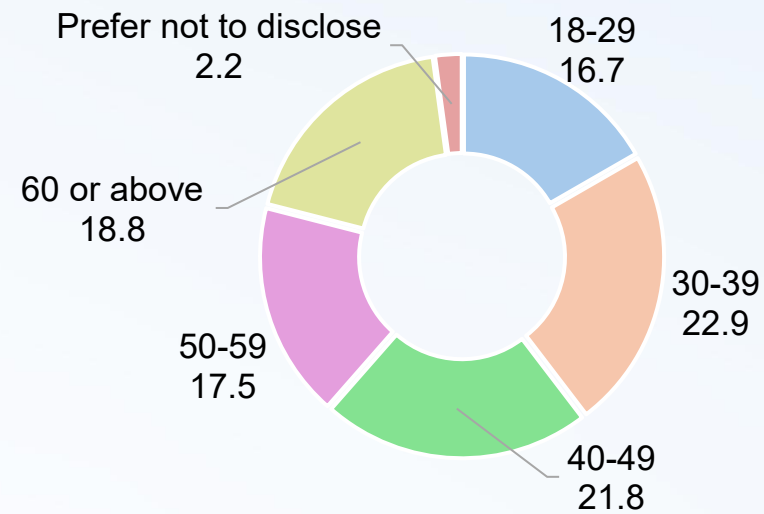
**Private MP not providing
telehealth (n=306)**

Respondents' Profile

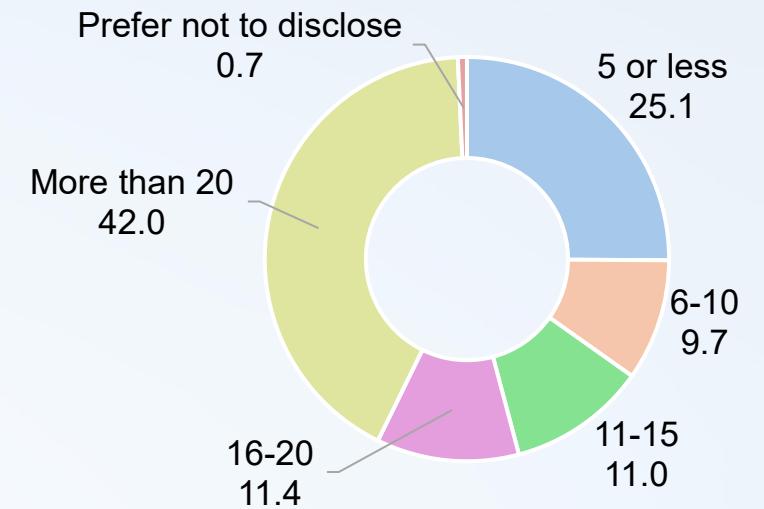
Gender (%)



Age (%)



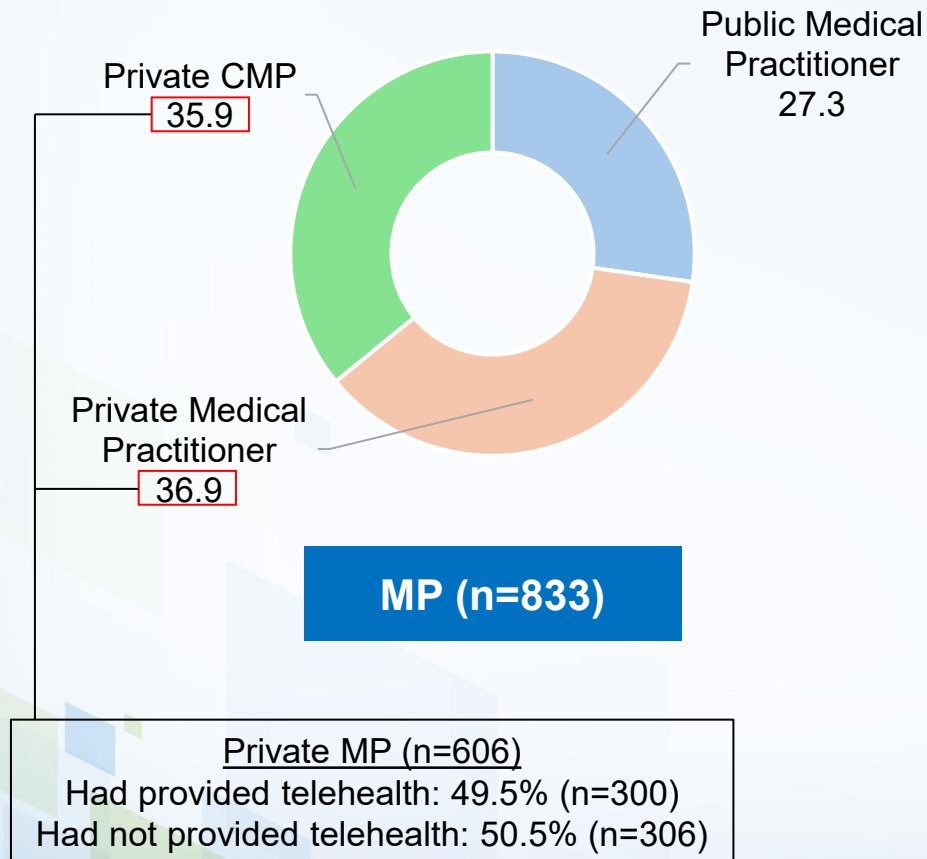
Years of work experience (%)



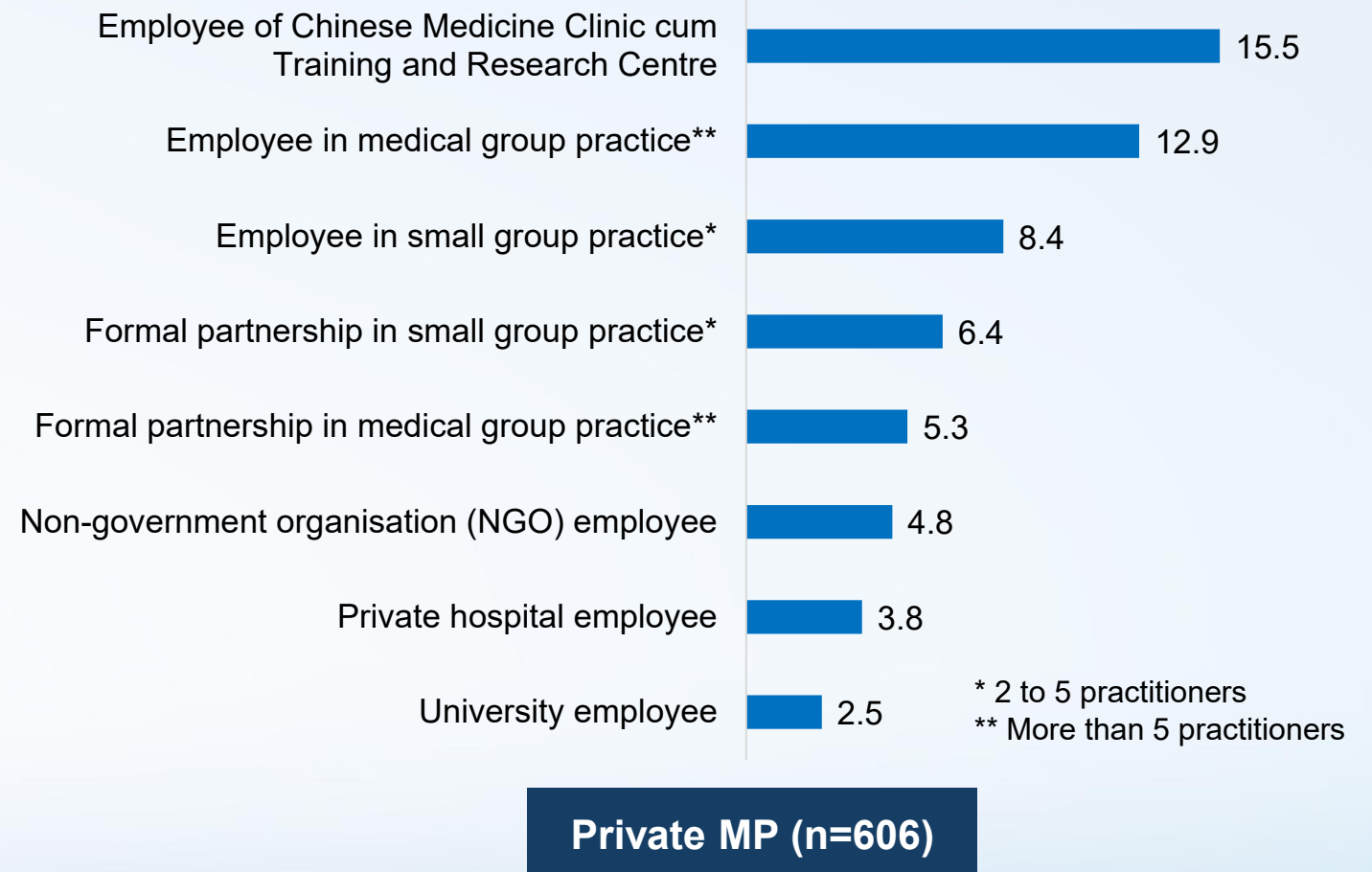
MP (n=833)

Respondents' Profile (2)

Type of MP (%)



Mode of Practice (%)



Respondents' Profile (3)

Specialty

Specialty	%
General	37.5
Family Physician	8.4
Surgeon	8.1
Physician	7.7
Emergency Medicine	6.6
Obstetrician and Gynaecologist	6.0
Paediatrician	5.1
Psychiatrist	4.3
Orthopaedic Surgeon	3.4
Anaesthesiologist	3.2
Other Specialties	9.9

**Medical Practitioner
(n=534)**

Specialty	%
General	43.5
Internal Medicine	34.8
Acupuncture and Moxibustion	10.0
Orthopaedics and Traumatology	6.7
Gynaecology	2.7
Other Specialties	2.3

CMP (n=299)



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