

# Future gazing: Healthcare in 2021 and beyond

E-health will outlive the pandemic and enable more patient centric, high quality, cost-efficient healthcare in the long term.

During the covid-19 crisis, any healthcare provision not directly related to the pandemic moved online. This has set off an unprecedented wave of digital transformation. Metrics tell an impressive story of innovation, where the prevalence of remote care ballooned. The plugged-in society of 2021 is more primed than ever for a paradigm shift that will see the home overtake the hospital as a venue for healthcare delivery.

## But how does our audience feel?

Of those surveyed, 96.2% reckoned the shift to online healthcare, and hybrid options that mix digital and in-person delivery, will improve both health and care. This mirrors a broader conviction across society that e-health will outlive the pandemic.

In the long run, data will be the key to understanding which healthcare modes are particularly suited to digitalisation. Most participants (57.7%) saw the biggest untapped potential in chronic care management. This was followed by wellness and prevention (38.5%).

Dramatic changes to the patient experience have raised some gripes and anxieties: 40% of those surveyed highlighted lack of human touch as the biggest. Privacy and data-security concerns took the fore for 32.7% of the audience, while a smaller share worried about inadequate digital literacy.

