

HOW DO WE USE SYMPTOM CHECKERS?

Isabel conducted a survey, together with Baylor College, VA Medical Center and the University of Houston, to discover how people use the Isabel Symptom Checker. How do symptom checkers impact the patient experience through research, triage and and diagnosis?

WHO



75% of respondents were women



48

Median age was 48 years



97% had healthcare cover



65% had chronic health conditions



55% had a history of misdiagnosis

WHEN

76% to better understand symptoms

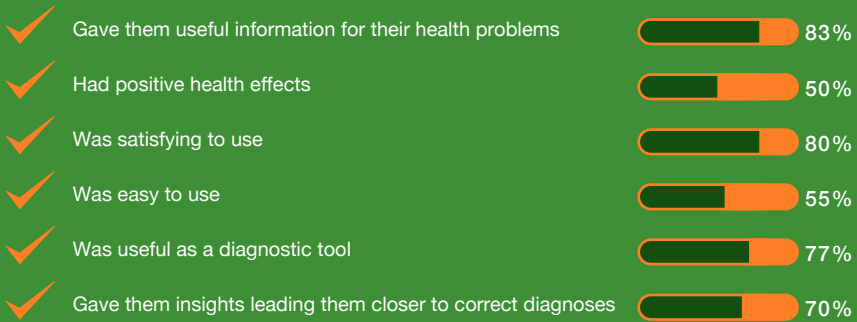
33% to decide whether to seek care

20% to decide where to seek care

39% before a doctor's visit

37% before and after a doctor's visit

Users found that Isabel



The Doctor will see you now



70% visited a doctor after using Isabel

Of those....



48% discussed their findings from the Isabel Symptom Checker



20% found their doctor was not open to discussing the tool's results



23% found their doctor was not always interested in the tool's results



Statistics rounded to the nearest whole number from the abstract "Patients' Use of an Online Symptom Checker and Impact on Diagnosis-Related Outcomes", Ashley N.D. Meyer, Traber Giardina, Christiane Spitzmueller & Hardeep Singh, 2018. Stethoscope icon created by André Luiz from Noun Project.

Research conducted by:



Isabel Healthcare



Baylor College of Medicine



University of Houston



VA Medical Center