During the COVID-19 pandemic:
57% experienced continuation of at least one allied healthcare support in-person
28% experienced cancellation of at least one allied healthcare support (due to cancellation by the provider or participant inability/unwillingness to transition to remote delivery)
63% experienced transition of at least one allied healthcare support to remote delivery (66% via video and 34% via telephone)

Of those who had consultations remotely delivered...
>62% were happy with the privacy/security
>50% found the technology easy to use and felt comfortable communicating
>70% felt safe during the consultation
>50% believed the care they received was effective and were happy with the management they received

11-13% believed remotely delivered consultations were better than being in-person, and 31-33% indicated they were likely to choose to use such services after the pandemic

Advantages of remotely delivered consultations included convenience, accessibility, and reduced waiting time

Disadvantages of remotely delivered consultations included lack of physical contact, difficulty communicating, and lack of visual contact

There were no differences in experiences with telephone or video

Experiences did not differ according to age, disability, geographical remoteness, or language spoken at home

Findings suggest that respondents had positive experiences using remotely delivered services during the COVID-19 pandemic. One-third would be interested in using such services in the future.