



MYTELEMEDICINE CLINCHES FIRST PLACE IN 2024 U.S. TELEHEALTH SATISFACTION STUDY, SETTING THE PACE FOR THE FOURTH YEAR RUNNING

November 12, 2024, McKinney, TX - MyTelemedicine, parent company of consumer brand Lyric Health, has once again proven their tenacity by securing the coveted top spot in the [2024 JD Power Telehealth Satisfaction Study](#). For the fourth consecutive year, ***we have not only stayed in the top ten but now proudly claim first place, outpacing industry giants like Teladoc and MDLive.*** This recognition is a testament to the unparalleled quality and value our Virtual Care suite of products brings to our members. Through our innovative offerings—Virtual Urgent Care, Primary Care, Weight Loss, Psychiatry, Psychology, Dermatology, and Pet Telehealth—we are committed to making healthcare more accessible, convenient, and effective for individuals and families alike.

2024 telehealth trends that are shaping the future of telehealth, and MyTelemedicine is leading the charge:

Widening Access and Lowering Costs: Post-pandemic, telehealth has cemented its place as a crucial pillar of healthcare. [Affordability and accessibility](#) have never been better. At Lyric Health, we have expanded our services to reach underserved communities, ensuring that quality care is just a phone call or a click away, regardless of location or income.

Mental Health Boom: The need for mental health services has skyrocketed in 2024, and Lyric Health is meeting the demand head-on. We have broadened our teletherapy options to offer confidential counseling, psychology, and psychiatry services. [Columbia Associates](#) reports that the convenience of virtual sessions can lead to more open and effective therapy, as clients feel comfortable discussing sensitive topics from their own homes.

AI-Powered Tools and Remote Patient Monitoring (RPM): Artificial Intelligence (AI) plays a pivotal role in telehealth by enabling predictive analytics, personalized treatment plans, and efficient remote patient monitoring. AI-driven RPM tools are enhancing chronic disease management and reducing hospital readmissions.

Expansion of Virtual Primary and Chronic Care: Virtual care extends beyond urgent consultations to encompass comprehensive primary care and chronic condition management. Patients are increasingly utilizing virtual platforms for managing conditions such as diabetes, hypertension, and obesity, often preferring asynchronous communication methods like chat over traditional video visits.

As telehealth continues to redefine healthcare, “We continue to stay focused on our CORE Value of “SERVIC WITH HEART,” said Rey Colon, CEO of Lyric Health. “This recognition highlights our commitment to delivering world-class telehealth experiences while pushing the boundaries of innovation. Our focus in 2024 is to continue offering convenient, compassionate, and top-tier care to every patient we serve.”



With patient satisfaction soaring and a sharp focus on future innovations, “Elevating the user experience remains our top priority,” said Stefanie Manley, Vice President of Clinical Operations. “Lyric Health's dedication to intuitive interfaces, responsive care, and cutting-edge technology has propelled us to the top.”

As we look ahead, Lyric Health strives to continue to raise the bar for telehealth excellence. “We want to be known for more than delivering more than just urgent care, says CEO Rey Colon.” The future of telehealth goes beyond the traditional virtual care model, focusing on a comprehensive, integrated healthcare model. One of the core benefits of the Lyric Health Virtual Care suite is its ease of enrollment, designed to suit organizations of all sizes. With a simple, streamlined process, new groups can be quickly onboarded, enabling immediate access to our nationwide network of providers. This flexibility allows organizations to offer comprehensive, on-demand healthcare solutions that enhance member wellbeing while also making enrollment hassle-free.

Recent studies show that if [telehealth consults replaced 30% to 40% of in-person specialist visits in the U.S.](#), tens of billions of dollars annually would be saved. Lyric Health’s care coordination team helps guide patients, focusing on their preventative care and managing chronic conditions, which includes providing them with access to specialist care. Our hands-on approach ensures that patients receive personalized, proactive support at every stage of their healthcare journey, which goes to the core of our mission to improve patients’ lives with fully integrated, end-to-end virtual care services that lead to better health outcomes and minimize employer costs.

About MyTelemedicine

Lyric Health is the service arm for MyTelemedicine and is an award-winning virtual care provider offering a comprehensive suite of virtual care services, including virtual urgent care, virtual primary care, behavioral health, dermatology, care coordination, and care navigation services.

Our solutions mitigate risk, reduce healthcare expenses, improve efficiency and effectiveness, and produce favorable outcomes for our clients. In 2024 MyTelemedicine was ranked by JD Power as the #1 Telehealth Service Provider in their annual Telehealth Satisfaction Survey. For more information, visit www.mytelemedicine.com

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<https://www.jdpower.com/business/press-releases/2024-us-telehealth-satisfaction-study>

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