



# Healthcare Provider's Experience with Telemedicine during COVID-19 Pandemic



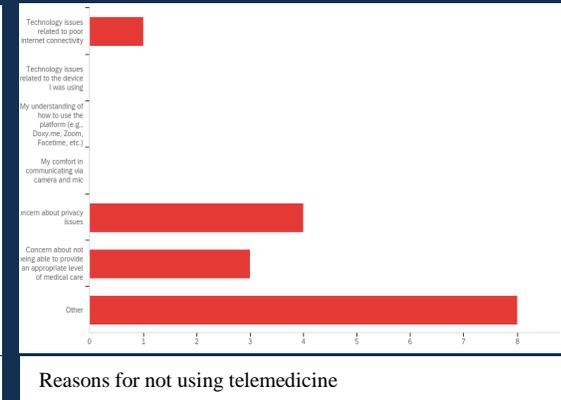
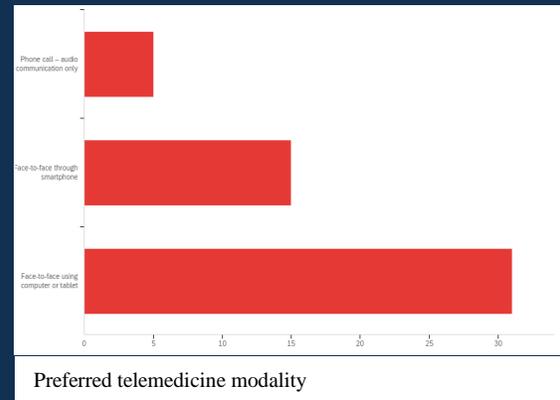
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## Introduction

- ✓ Although telemedicine has been around for the last four decades, many healthcare providers (HCPs) are not familiar with its use.
- ✓ The rise of COVID-19 pandemic has thrust HCPs to adopt telemedicine instead of the conventional office visit in order to provide ongoing care for their patients.
- ✓ Many HCPs were tested on their technological literacy and conformability.
- ✓ This was further compounded by not only the technological literacy of patients, but their internet accessibility as 1 in 4 Kentucky households do not have access to broadband internet.
- ✓ With these apparent challenges, our study aimed not only to assess HCPs' experience with using telemedicine during COVID-19, but also to identify its potential benefits for our highly morbid underserved patients.

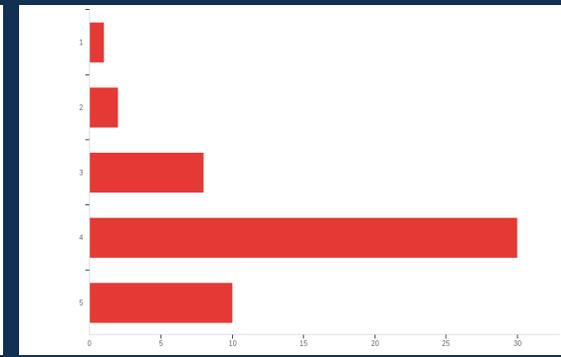
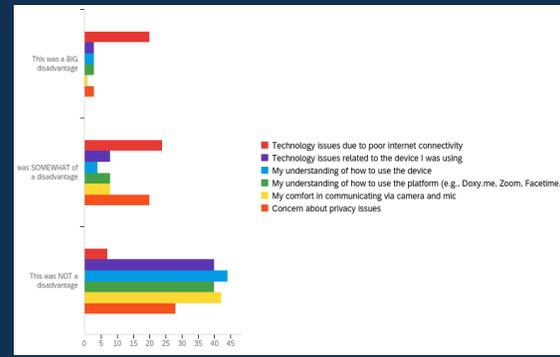


## Results

- ✓ The majority (81.2%) have used telemedicine.
- ✓ The two most common specialties of respondents were primary care (28%) and cardiologists (12.5%).
- ✓ The majority (82.3%) of HCPs who used telemedicine during the pandemic indicated that they had never used it previously.
- ✓ Most HCPs (58.8%) generally agreed with the idea that telemedicine visits are more time efficient.
- ✓ Approximately 61% of HCPs said they will consider using telemedicine after COVID-19 restrictions are lifted, and 33.3% will consider it in certain situations.
- ✓ Overall, HCPs rated their experience with telehealth a 3.90 on a scale of 1 to 5.
- ✓ When compared, there was no statistically significant difference between the cardiologist and non-cardiologist group.

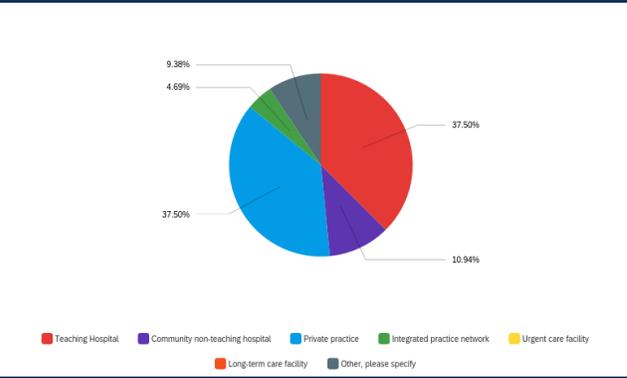
## Methods

- ✓ We conducted an online electronic survey for the Medical Center at Bowling Green HCPs.
- ✓ A total of 70 HCPs took the survey.
- ✓ The two most common primary practice types were private practice and academic hospital (37.5% each).



## Discussion

- ✓ Telemedicine was a quickly forced transition on HCPs and a large majority of them did not have much previous experience with it.
- ✓ However, the data we collected seems to indicate that HCPs largely had an above average experience with telemedicine and 94% indicated that they would consider using it in their practice after COVID-19 ended.
- ✓ Broadband connection remains elusive to many Kentucky households.
- ✓ In addition, the average time a patient must travel to-and-fro a doctor's office in our rural underserved area is approximately 1 hour and 20 minutes.
- ✓ Therefore, telemedicine will be a reasonable option for follow up visits, laboratory results review and/or prescription refills.
- ✓ This will likely increase patient's compliance and lead to resource conservation such as gas and travel time.



## References

1. United States Census Bureau. (2019). Quick Facts: Kentucky. <https://www.census.gov/quickfacts/KY>.
2. Center for Disease Control and Prevention. (2019). Adult Obesity Prevalence Map. <https://www.cdc.gov/obesity/data/prevalence-maps.html#states>.

Practice description