# A Survey of Patient Satisfaction With Telehealth Services During The CoVID-19 Pandemic

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## INTRODUCTION

Throughout the COVID-19 pandemic the use of telemedicine has dramatically increased, and its use will likely continue afterwards. As it has also brought about challenges for patients, providers, and medical students, continued evaluation is necessary. With the increasing implementation of telehealth patient satisfaction continues to be of question. This study aims to assess the quality of telehealth services provided to patients seen at the GMAP Clinic site in Detroit, MI.

## METHODS

A patient satisfaction survey was created by physicians and medical students within the Department of Internal Medicine/Pediatrics at Wayne State University School of Medicine to assess patient level of experience and satisfaction with . The survey consisted of 20 questions with a mixture of 5 point Likert scale, short answer, yes/no, and probability questions.

During the month of July 2020, researchers used Doximity Dialer to contact 167 patients following their telemedicine encounter at the GMAP Clinic site in Detroit, MI. Patients were offered the option of completing the patient satisfaction survey over the phone with the research assistant or being emailed the survey to complete on their own time.

## RESULTS

167 patients were called, 79 patients completed the GMAP telehealth satisfaction survey. Out of the 79 patients who were surveyed: 66% were female and 34% were male; Patient ages ranged from 18-74 years.

84% of patients expressed that this was their first experience with telemedicine. Majority of patients expressed being comfortable with sharing details about their health concerns via telemedicine, with only 3% being uncomfortable.

88% of patients, who were assessed on their willingness to participate in future telemedicine visits, stated that they would do another visit. 14% of patients stated that they were still uncomfortable with telemedicine after their first encounter, 26% were neutral, and 60% felt some level of comfort after their telemedicine encounter.

*Results of this patient satisfaction survey with telehealth services will help physicians to optimize interactions with telemedicine and guide medical schools as they develop effective telemedicine curriculums in the future.*

## CONCLUSION

This survey evaluates patient comfort with their physician and the use of technology. It also evaluates whether patients felt like their social and medical needs were met virtually, and their preference for future in person versus telemedicine visits.

Results of this study will help physicians to optimize interactions through telemedicine with future patients and guide medical schools as they integrate effective telemedicine curriculums into the education of medical students.

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