

Patient Perception of Telehealth Primary Care Video Visits

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Introduction

- Telehealth (TH) is an innovative model of care delivery with potential to provide more patient-centered healthcare, allowing patients to receive care when and where is most convenient.
- To date, little is known about patient perceptions of receiving care with the use of TH video visits.

Objectives

- To describe patient experience with video visits for primary care

Methods

- **Design & Data Source:** Semi-structured qualitative interviews analyzed with a content analysis approach
- **Population:** Patients 18 yrs and older who completed a video visit with their primary care physician at one of two practices at a single academic medical center
- **Data Collected:** Interview questions included - technical and non-technical experience with the visit, comparison of in-person and video visits, and potential desired future use of video visits

Table 1: Patient Demographics

Patient Demographic	N (%)
Age - mean (range)	43 (23-94)
Female	9 (47, 25-71)
Race	
- Black	8 (42, 21-66)
- White	9 (47, 25-71)
Location during TH visit - Home	13 (68, 43-86)

Table 2: Select Patient Quotes Derived From Transcripts

Theme	Sample Quotes
Convenience	<i>Well yeah, you're sitting right in your room on your computer. How much more convenient can that be. And I have you don't even have to take a shower. I mean you can get on the computer talk to the doctor go back to bed.</i>
Comfort	<i>Actually I might have been more comfortable talking to him over the phone instead of face-to-face in-person cause I was in my own environment.</i>
Transportation and other costs	<i>Well I mean the money. It's the gas money. It's the parking money. Um gotta deal with traffic and uh I hate appointments, but you gotta have appointments you gotta you know be on time and all and this is great... I just sit up at the computer and wait for her to come on and it's great.</i>
Physical Considerations	<i>I'm personally handicapped...just getting to an appointment is a task for me so I mean you know that is a phenomenal thing not to have to work about any obstacles you know other than going down my stairs to my computer you know I you know it's better.</i>
Preference for Serious News	<i>Cause some people like with me when I hear bad news it just ruins my whole day and if I'm out on the street sometimes I tend to take it out on other people and they don't have nothin' to do with it but if I'm already home I can't take it out on nobody. I'm already in the house.</i>
Privacy Concerns	<i>I'm still at work so I have to find some place at work where I can get privacy and I can talk openly to him you know without being so loud with my coworkers you know what I'm saying? So that's a little uncomfortable, but in terms of me just communicating with him I'm ok being open and letting him know any changes.</i>
Future Use	<i>Put it this way, it would be my go-to for anything before I actually go into the doctor's office.</i>

Primary Results

- 19 patients were successfully interviewed
- All patients reported overall satisfaction with their video visit
- Convenience and decreased associated costs were the primary benefits cited of video visits
- A few patients reported video visits felt more personal than in-person visits because they were in their own environment
- Some expressed preference for receiving serious news in the future via video call instead of in-person so that they could be located in a comfortable and supportive place
- Primary concerns with video visits were related to:
 1. Privacy issues - individuals were concerned others may overhear their conversation, especially at work
 2. Ability to perform a physical examination via video
- The majority expressed interest in video visits as an alternative option to in-person visits as appropriate

Limitations

- Sample bias: Interviewed patients were invited to try service by providers & successfully completed visit
- Single institution

Conclusions

- Telehealth video visits increased patient reports of affordability and timeliness, decreased waiting times and travel needs, and led to similar or enhanced levels of comfort while talking with providers
- Video visits may not be for all patients all of the time, but they have important potential to improve overall patient-centeredness, efficiency, and continuity of care in primary care.