



Telemedicine Provider Survey

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Survey Mechanics



Overview

12 Question Survey

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130 Respondents (first 48 hours)

3:36 average survey time



Scope of Questions

Usability

User experience

Perception of Safety

Barriers



Format

Weblink to Survey Monkey


Initial "all provider" email followed by clickbait email 24 hours later

Multiple Choice along with short answer




What departments are in the sample?

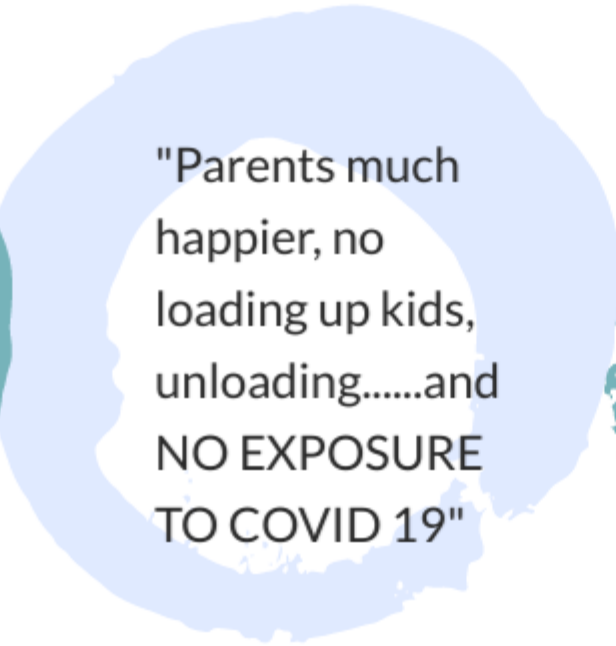
ANSWER CHOICES	RESPONSES
BH	11.54% 16
ED	4.62% 6
OB/Women's Health	6.92% 9
Rehab	8.46% 11
Pharmacy	2.31% 3
Surgery/Ortho/Pod	3.85% 5
Dental	0.00% 0
In-Patient	0.77% 1
ID Clinic	2.31% 3
Primary Care	53.08% 69
Peds	6.15% 8
TOTAL	130



"What is the best thing you have found about using telehealth?"




"That patients can be taken care of during this pandemic."



"Parents much happier, no loading up kids, unloading.....and NO EXPOSURE TO COVID 19"



"It gives me a safer alternative so that I can continue to provide care for my patients."

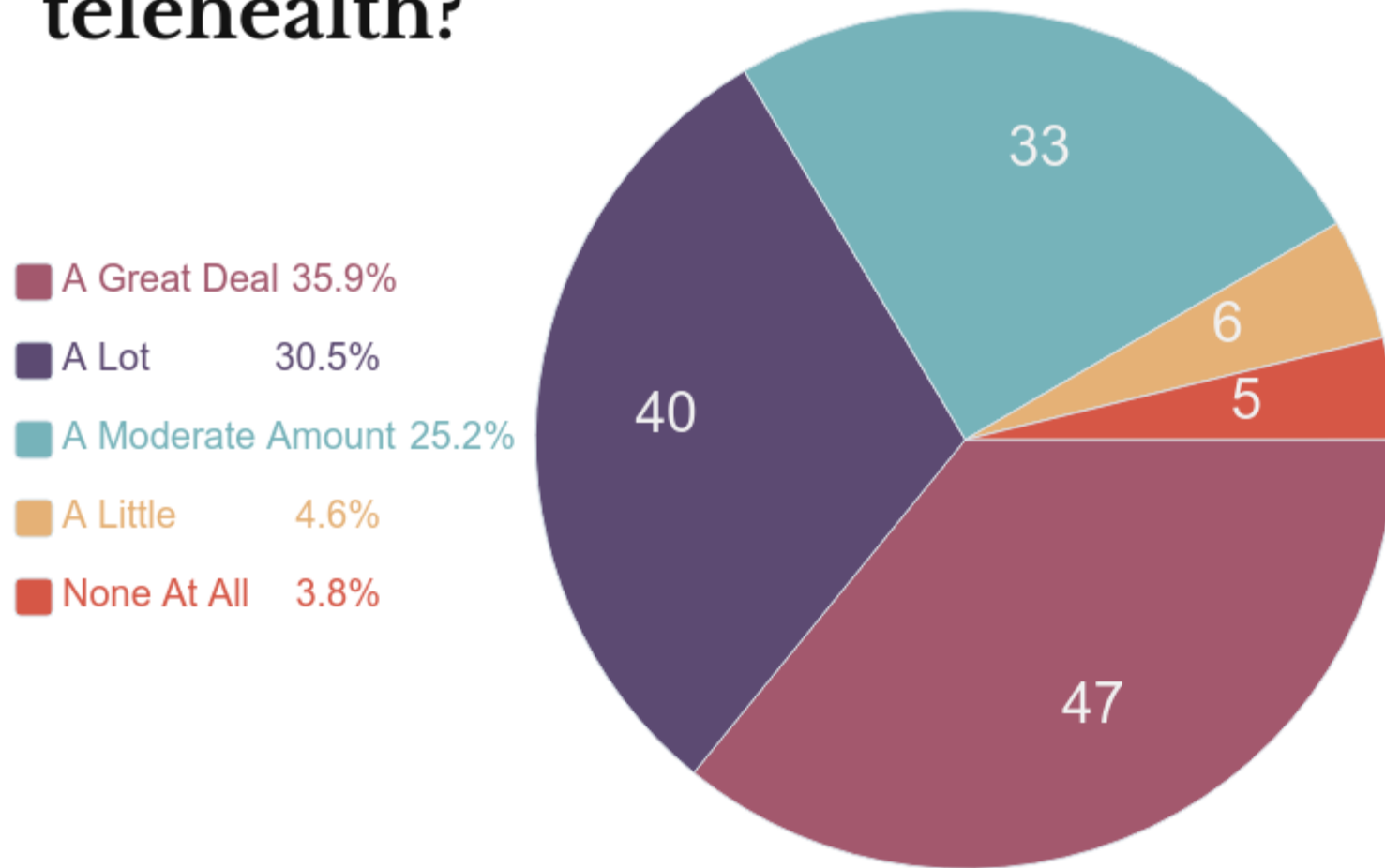


"We can provide a lot of services that I didn't think I could remotely."



--"It has been easy"

"Do you feel supported in your journey to use technology for telehealth?"



66% felt supported a great deal or a lot.

"Estimate the percentage of video visits that convert to phone visits due to preference or technology issues."



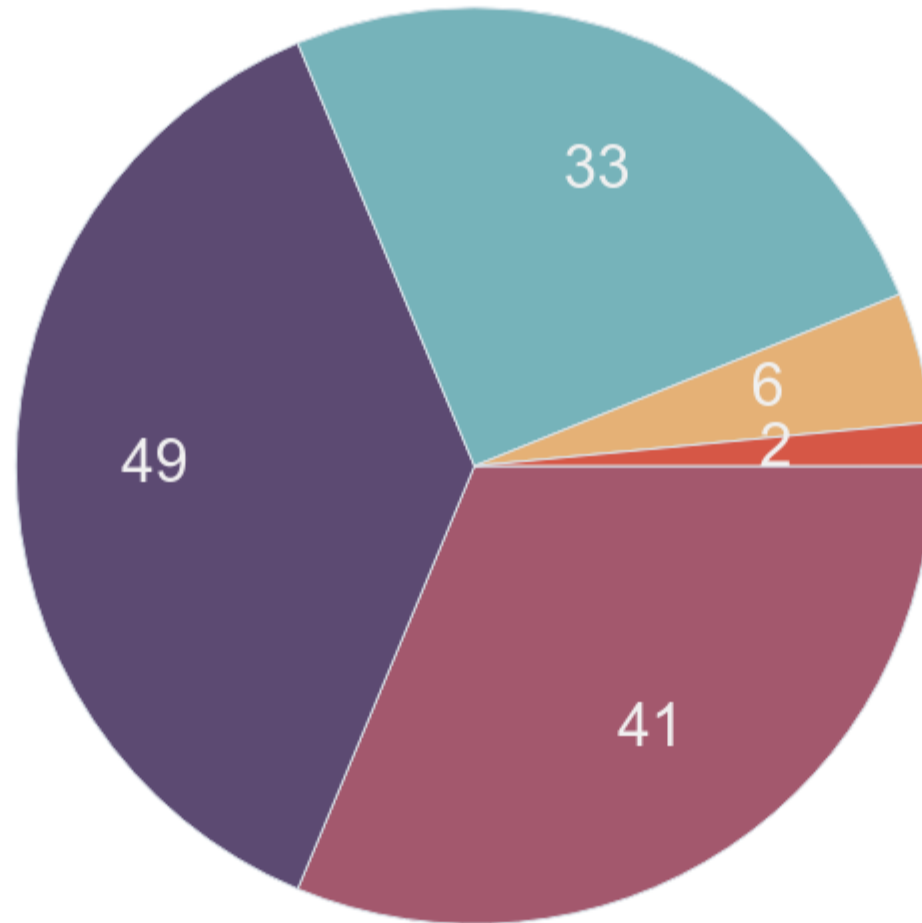
127 total respondents

This is a strong indicator that usability issues hinder Zoom visits



"How do you rate your overall telehealth experience?"

- Extremely Useful 31.3%
- Very Useful 37.4%
- Somewhat Useful 25.2%
- Not So Useful 4.6%
- Not at all Useful 1.5%



68% stated
Extremely or
Very Useful

"Do you have any suggestions for improvement?"

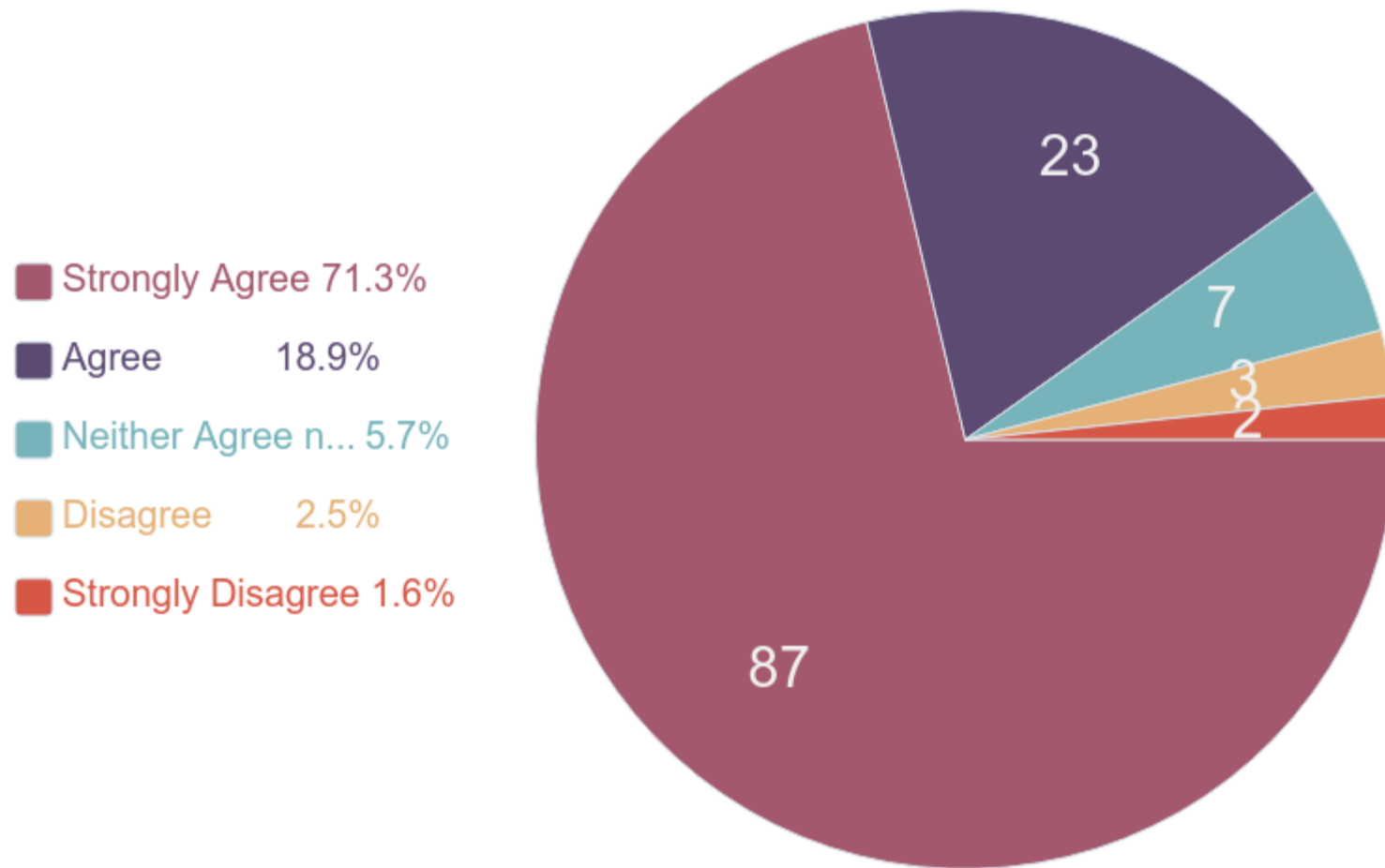


--"Utilization of the video visit format that the patient prefers--
Facetime, Doximity, etc..."



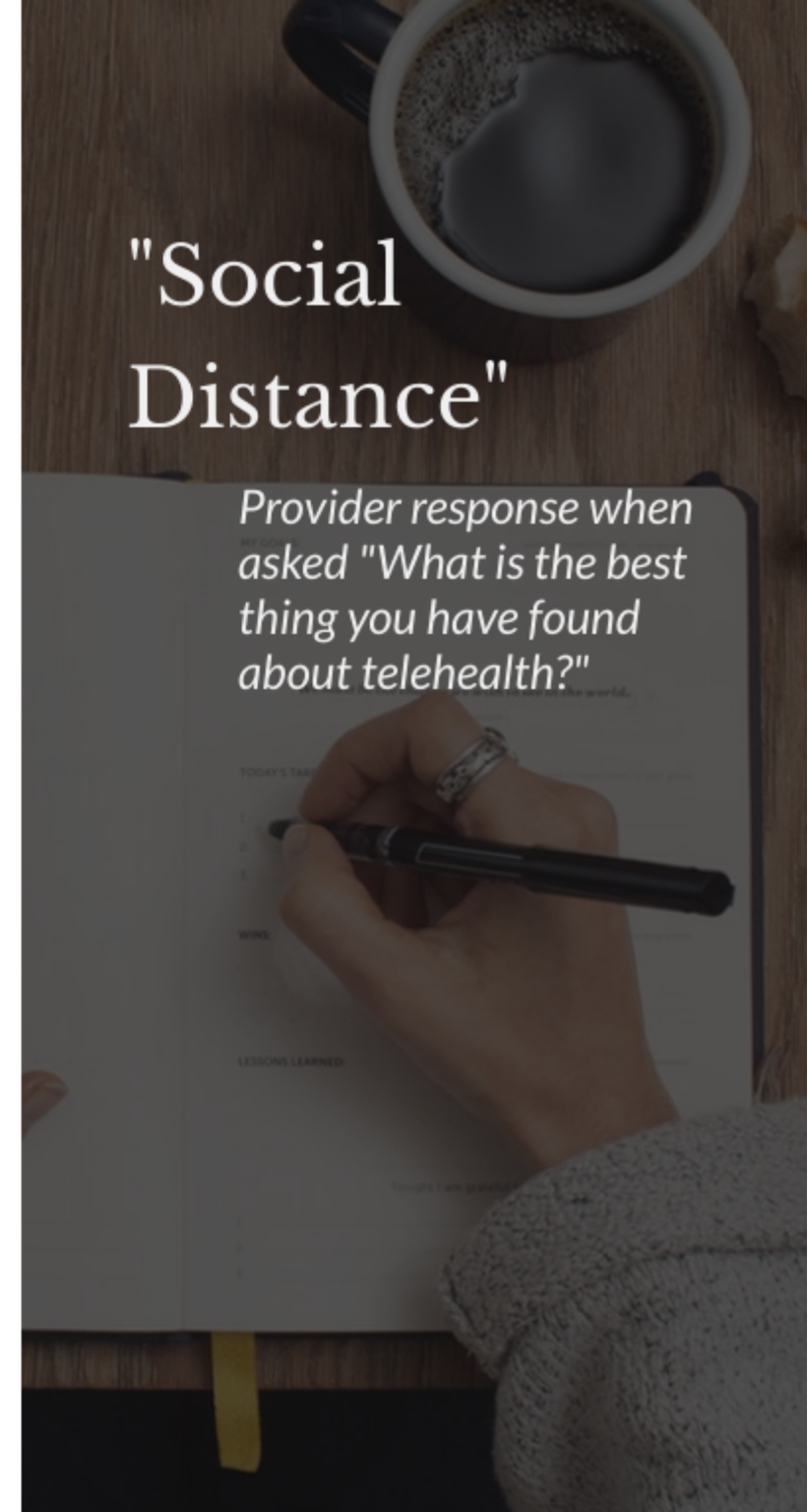
--"I believe the problem is related to schedulers being short
staffed/over worked."


"I feel safer from COVID exposure in my job duties using telehealth visits."



"Social Distance"

Provider response when asked "What is the best thing you have found about telehealth?"





"What are barriers you have encountered on your telehealth journey?"

ANSWER CHOICES	RESPONSES
▼ No answer by patient	63.85%
▼ Patient didn't know who was calling/caller ID	47.69%
▼ Internet service challenges	37.69%
▼ Patient's phone number not present or incorrect	35.38%
▼ Other (please specify)	Responses 30.77%
▼ Provider did not want to use personal phone	17.69%
▼ Training issues	10.77%
▼ Data use	8.46%
▼ Fear of loss of privacy	6.15%

Total Respondents: 130

