

A panoramic view of a city skyline with various skyscrapers and buildings under a clear sky. The foreground shows a river and some greenery.

Primary Care Clinician Attitudes Toward Phone-based vs. Video-based Telemedicine in Addressing Barriers to Patient Care

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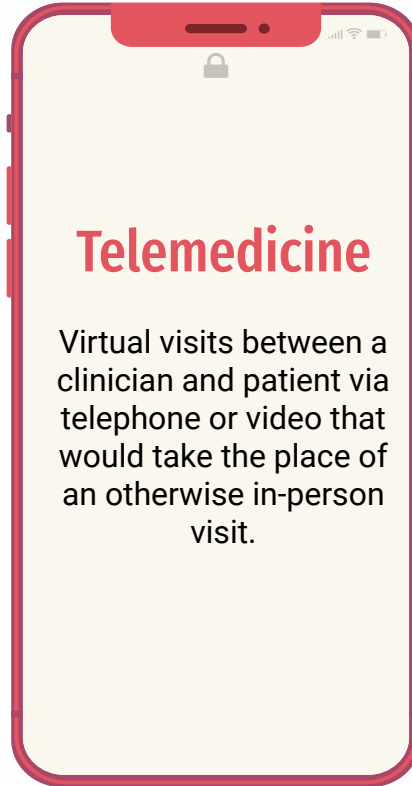
Introduction

Pros

- Effective at maintaining social distancing during COVID-19 pandemic
- Generally well-received by clinicians and patients as a unique mode of connecting

Cons

- Digital literacy and broad-band access are a concern for certain demographics
- Compensation gap between telemedicine and in-person visits



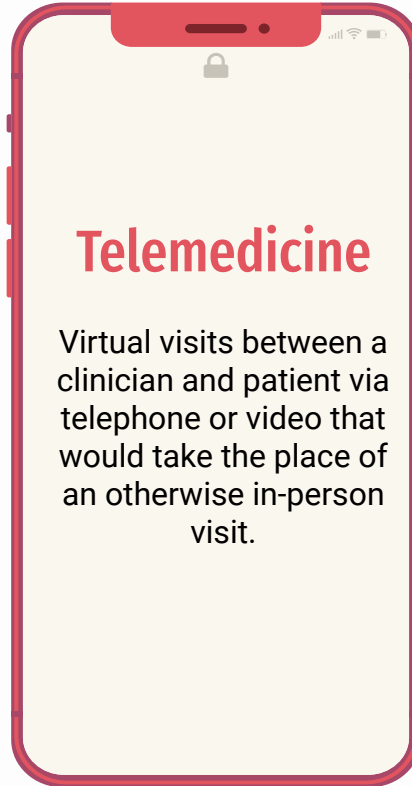
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Video-based

Digital literacy and broad-band access are a concern for certain demographics

Phone-based

Lack of payment parity and perceived lack of quality care

Methodology

Study and Sample

Longitudinal cohort of primary care clinicians (n = 113) representing various disciplines, practice settings, and geographic locations

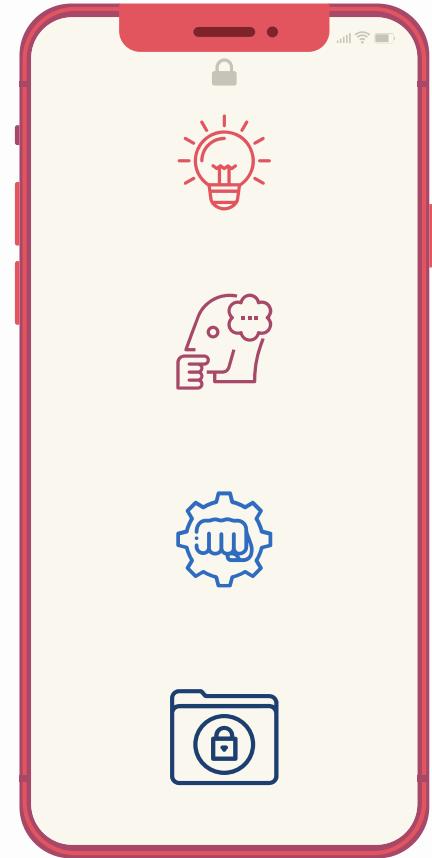
16 Total Surveys

Surveys administered in 2 cycles (8 surveys/cycle) from March 2021 to November 2021

*Our study utilizes responses from Cycle 2 (September to November 2021), where questions differentiate between video and phone-based telemedicine

Questions

Examined clinician's experiences with telemedicine and its perceived effectiveness in reducing inequities



BARRIERS TO USE DURING THE PANDEMIC

Fig 1. Extent of the obstacles to digital healthcare utilization during the pandemic

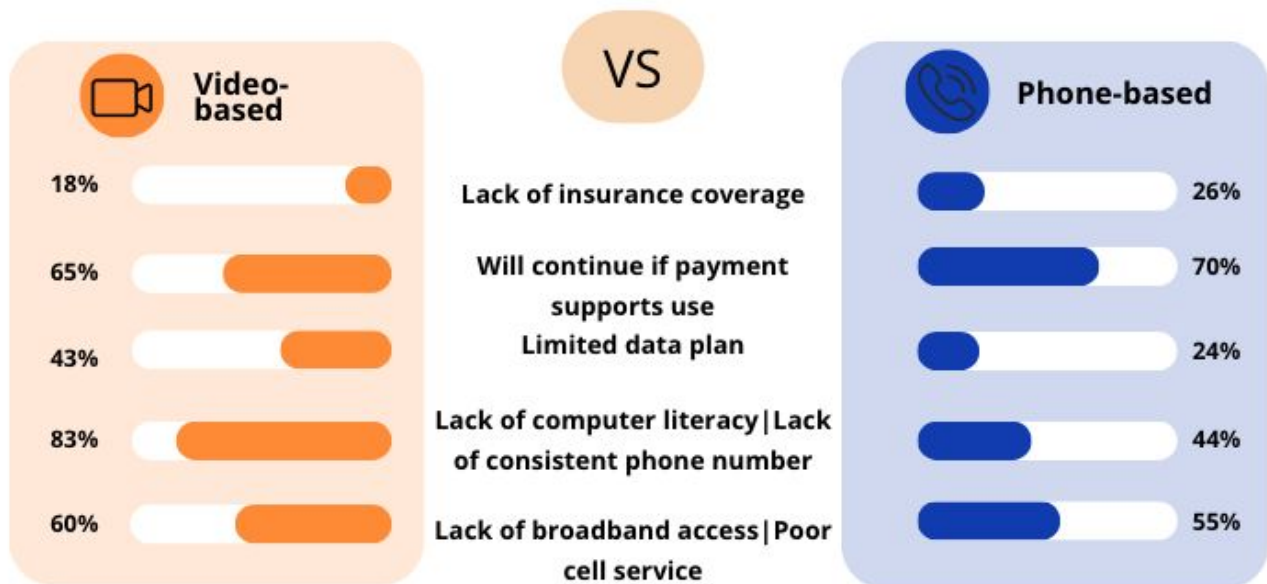
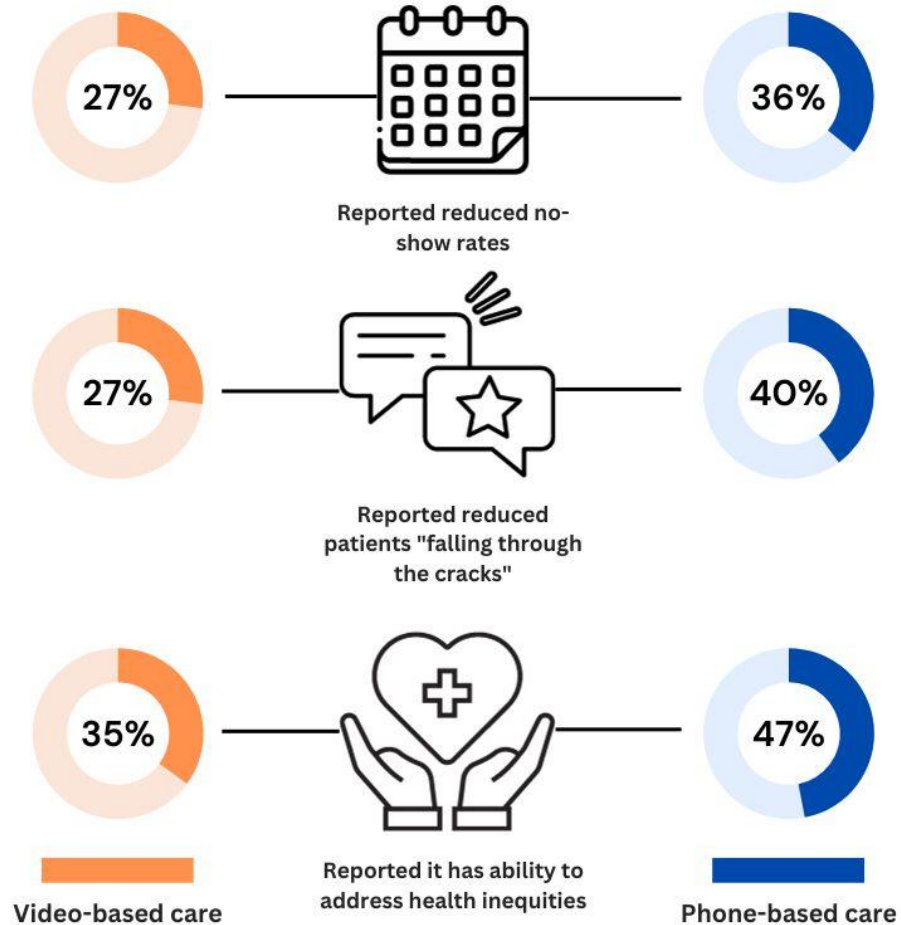


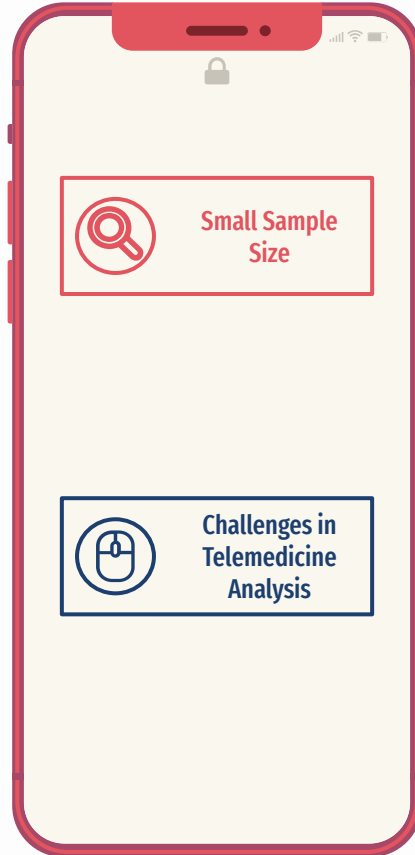
Fig. 2. A closer look on loss to follow-up, "falling through the cracks," and health inequity



Limitations

Sample Size

- Limited participants affected statistical analysis of variables



Challenges in Telemedicine Analysis

- Current literature lacks differentiation between video-based and phone-based telemedicine.
- Varying access levels to video versus phone-based care must be acknowledged.

Conclusions

More research!

Delineate between video-based and phone-based telemedicine

Cost implications of telemedicine use

Patient perspective

Quality of care and the role of telemedicine in addressing health inequities

Improve privacy within phone telemedicine

Privacy is a major concern for continued used of telemedicine

Payment parity

Encourage increased use of phone-based telemedicine and improve accessibility for patients



Thank you!

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