

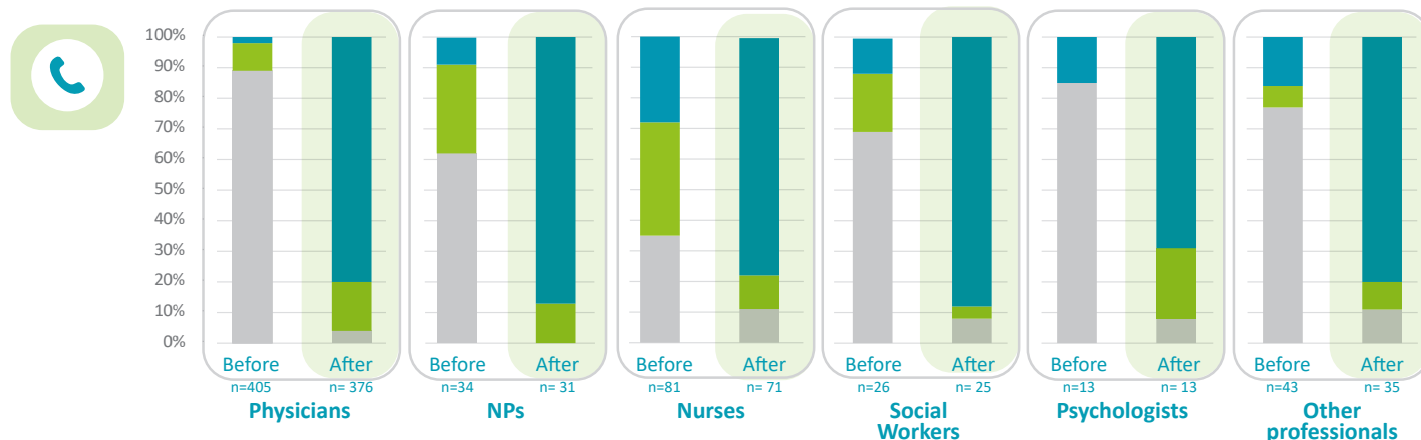
Snapshot of the use of Teleconsultations during COVID-19 in 48/50 Academic Primary Health

Results from an e-survey carried out with 603 respondents

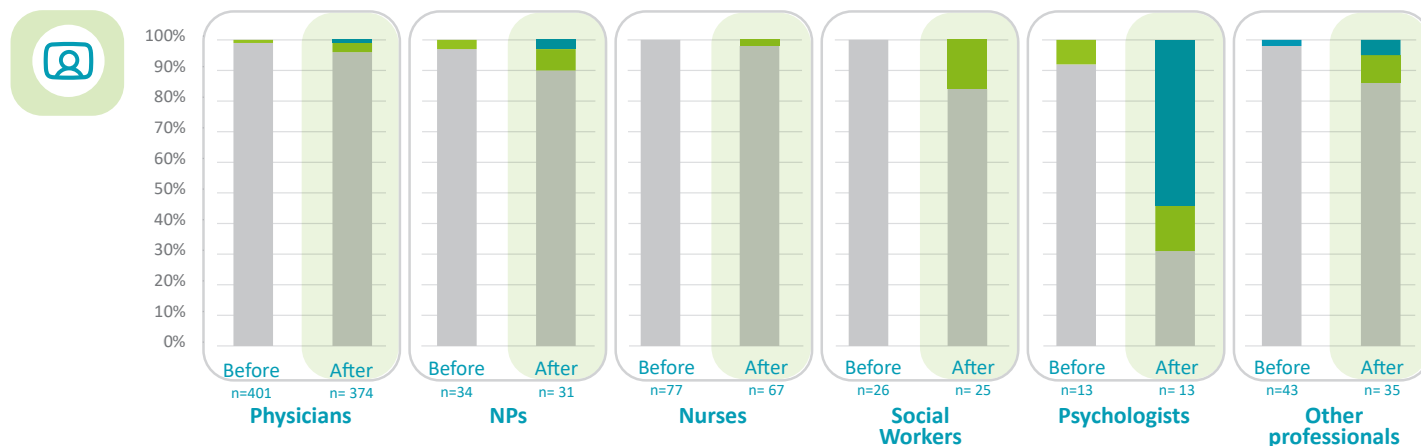
- 405 Family Physicians
- 34 NPs
- 81 Nurses
- 27 Social Workers
- 13 Psychologists
- 43 Other professionals

■ Never or rarely ■ Sometimes ■ Often or most of the time

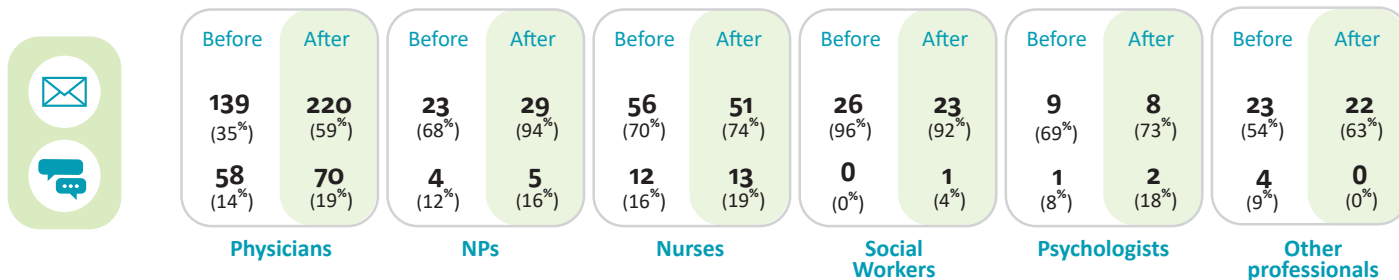
Proportion of respondents using the telephone before and after March 15 2020 by type of professionals



Proportion of respondents using video before and after March 15 2020 by type of professionals



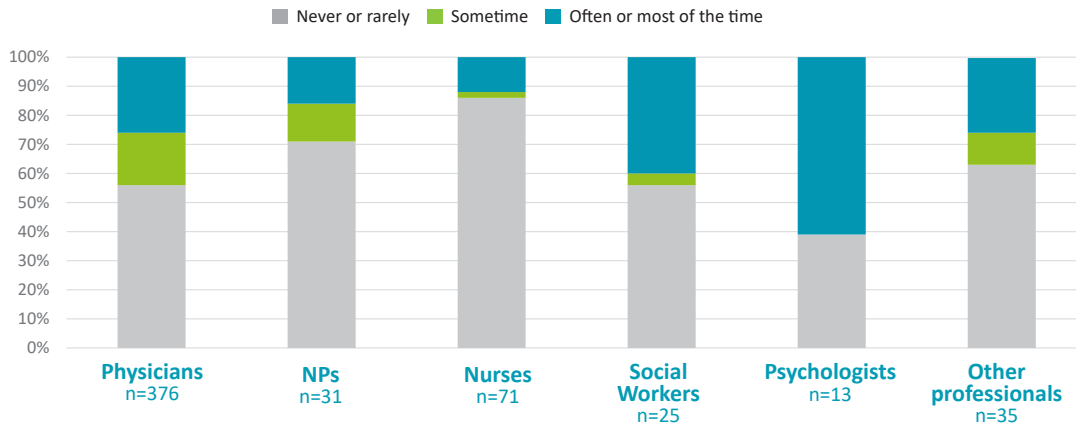
Proportion of respondents using email and text messages before and after March 15 2020 by type of professionals n(%)



Supervising teleconsultations by residents or trainees during COVID-19 n(%)



Proportion of respondents using teleconsultations from home



Futur use of teleconsultations n(%)



We note that a large majority of professionals intent to continue using teleconsultations, event when the COVID-19 situation has improved.

The main reported **advantages** of the use of the teleconsultations compared to in person visits

> 400 respondents

- ✓ Less traveling for patients and professionals (159)
- ✓ Faster appointments, less time waste (124)
- ✓ More efficient (78)
- ✓ Availability flexibility (78)
- ✓ Facilitate access (78)
- ✓ Less risk of infection (69)
- ✓ Ideal for chronic illness follow-ups, prescription renewals or compliance follow-ups (56)
- ✓ Easier to organize (54)

The main reported **disadvantages** of the use of the teleconsultations compared to in person visits

> 396 respondents

- ✗ Lack of physical exam (179)
- ✗ More complicated for some patients (technical barriers, elderly, allophone, new patients, patients with visual, auditory, cognitive impairment, vulnerable) (135)
- ✗ Harder to establish a diagnostic (96)
- ✗ Double with an appointment in-person (82)
- ✗ Lack of non-verbal informations (74)
- ✗ Longer, more complicated (72)
- ✗ Difficulties regarding technology (58)
- ✗ Not appropriate for certain cases (58)

Research team

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