

Patient satisfaction with Telehealth in antenatal care during the Covid-19 pandemic

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Introduction:

The Covid-19 pandemic has forced us to modify health care delivery with a significant shift towards the use of telemedicine.^{1,2} This study aimed to assess patient satisfaction with antenatal telehealth, examine the advantages and disadvantages, and determine if it has a role beyond the current pandemic.

Methods:

In this cross-sectional observational study, pregnant women over the age of 18 were invited to complete an anonymous questionnaire survey about their experience with telehealth.

This study was conducted from May to November 2020 across three different hospitals within the Metro North Hospital and Health Service in Queensland, Australia.

Results:

Over the 6-month period, **652 completed questionnaire responses** were collected.

The majority of respondents attended between **3-4 face-to-face (FTF)** and **1-2 telehealth antenatal appointments**.

Patient Demographics	n (%)
Nulliparous	227 (36%)
Born in Australia	427 (66%)
Identified as indigenous or ATSI	15 (2%)
Employed	421 (66%)
<i>Full-time</i>	267 (42%)
History of:	
<i>Mental health condition</i>	237 (37%)
<i>Hypertensive disorder</i>	81 (13%)
<i>Fetal growth concerns</i>	142 (22%)
<i>Gestational Diabetes</i>	187 (30%)



4.3★
average weighting

On average, satisfaction with **FTF appointments was 4.3 out of 5**
5% were unsatisfied with these appointments



3.9★
average weighting

On average, satisfaction with **telehealth was 3.9 out of 5**
8% were unsatisfied with these appointments

71% of women preferred FTF over telehealth. 9% preferred telehealth and 20% had no preference

75% would like to use telehealth in future pregnancies. With 10% wanting it for all appointments, and 65% for some only.

Subgroup analyses:

- Interestingly when comparing nulliparous to multiparous, and employed to unemployed patients, there was no significant difference between the groups (in relation to the above questions).

Qualitative Data:

Patients most liked about telehealth:

- Convenience
- Easy
- Travel
- Work

Patients most disliked:

- Not on time
- Lack of an examination

*data extrapolated from 'word cloud' via survey monkey

Discussion:

Telehealth appointments appear to be an acceptable component of antenatal care.^{3,4} The convenience of telehealth is desirable but clinical judgement must be utilised to determine the appropriateness of telehealth. The results of this research will allow continued improvement of antenatal services to best meet the needs of our pregnant patients both during and after the Covid-19 pandemic.

References

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