

# Healthcare Providers' Strategies for Conducting Virtual Exams and Opportunities for Improving Virtual Appointment Technologies Beyond COVID-19

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## INTRODUCTION

The rapid implementation of telemedicine tools during the COVID-19 pandemic affords us the opportunity to explore telemedicine use in daily healthcare. This will allow us to better design telemedicine for long-term use.

## METHODOLOGY

We conducted an online questionnaire between June and August, 2020.

114 providers took part in the study, and 97 responded to all questions.

## CONCLUSION

Healthcare delivery is becoming increasingly virtual, which can greatly improve healthcare access.

It is necessary to apply what we have learned from the quick uptake of telemedicine during the pandemic to improve these platforms for long-term use.

Incorporating lessons learned from provider-developed workarounds may help promote sustained use of telemedicine.



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**The inability to conduct virtual physical exams was the most reported challenge with telemedicine.**

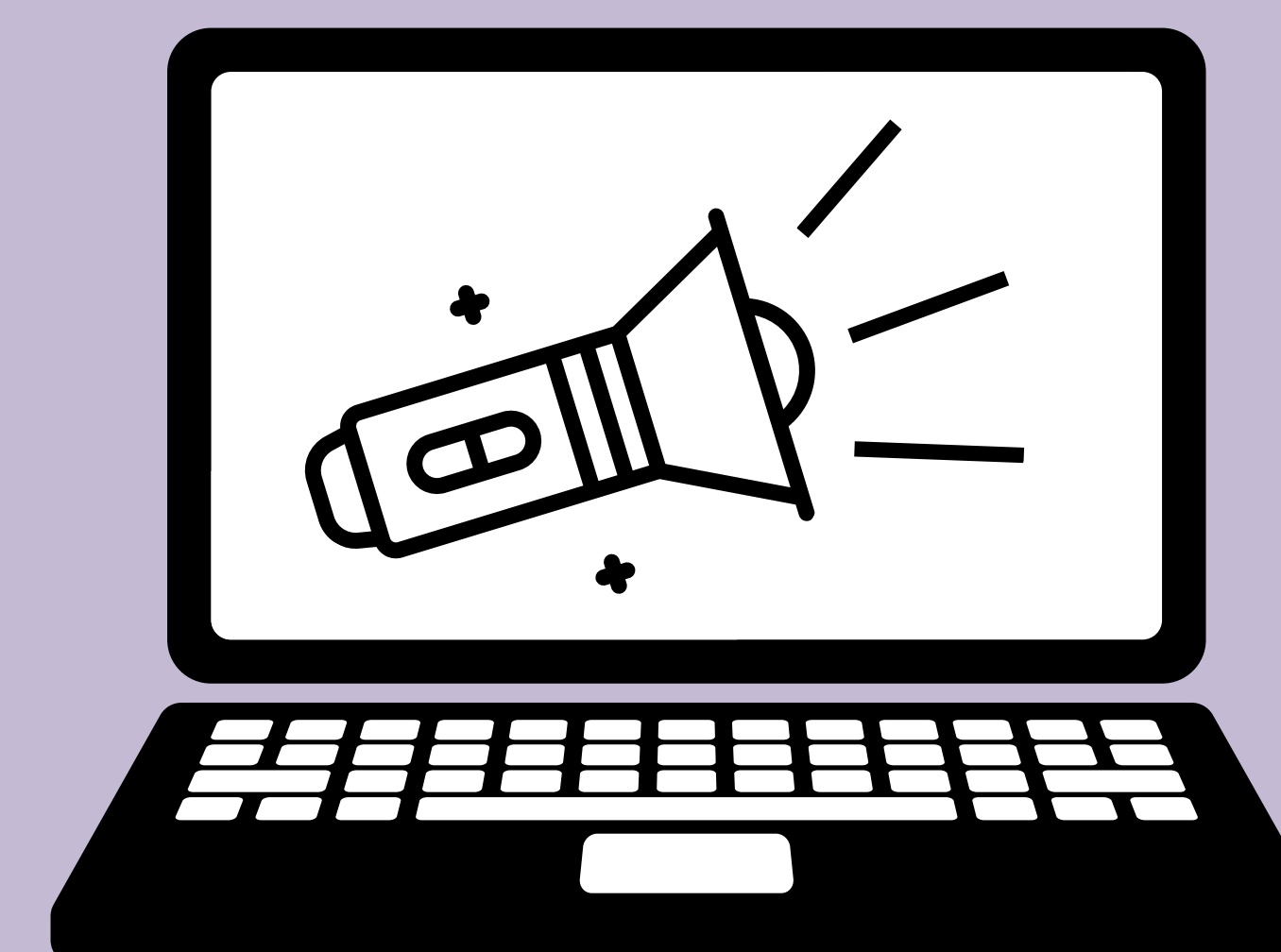
**So providers created and employed workarounds to better conduct virtual physical exams.**

**We can improve virtual care by turning workaround strategies into deliberate telemedicine features.**

Example challenge with workaround and design recommendation:



Providers struggle to see clearly enough due to poor video quality, internet connection, or lighting



So they have patients send high resolution pictures, use tools like flashlights, or move locations



A design to alleviate this problem is an automated system to confirm the patient's setup is adequate before the appointment