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SATISFACTION SURVEY OF PATIENTS FOR TELEMEDICINE CONSULTATION DURING COVID 19 TRANSMISSIONS

Stuti Debnath
Kolkata, India, 2021

ABSTRACT - Telemedicine was defined by the World Health Organization as "the delivery of health care services by all health care professionals using technology for the exchange of valid information for the diagnosis, treatment, and prevention of disease and injuries". In the current scenario of COVID-19, telemedicine played a vital role in our live by saving our time and also by helping us in maintaining the social distancing norms. Telemedicine consultation helps to minimize the spread of the virus by providing all kind of health care services without the need of going to the close contact to the clinicians. In our city both government and private hospitals have actively participated and provided their every possible way of contribution to various telemedicine activities. The aim & objective of this study is to find out, satisfaction of the patients in using telemedicine consultation during COVID-19 pandemic. A Survey was administered among 30 patients who had received at least one or more than one telemedicine consultation to know the satisfaction for telemedicine consultation during this COVID-19 pandemic. The survey was done among 30 people between the age group of 30-above 60 year during the year 2021. The survey was done through Google Form. Participants responded to survey questions about their telemedicine consultation during COVID-19 pandemic. The result of the survey shows, 60% people from 30-40 age group, 6.7% people from 41-50 age group, 23.3% people from 51-60 age group & 10% people from above 60 age group used telemedicine during this pandemic. My survey also shows that 20% for new complaint, 16.7% follow up, 33.3% for emergency & 30% for covid 19 related reasons used telemedicine and it also shows that 30% people for sick or well check, 40% people used for safety, 26.7% people used to save time and 3.3% people used telemedicine for other reason for most recent visit. From my study I found out that 53.3% people used telephone & 20% used video conference and 26.7% people used both way for consultation. Moreover 90% people agreed over the fact that telemedicine made healthcare easier during COVID 19 but 10% people not agreed with this fact, along with this during telemedicine consultation 13.3% people faced delayed response , 6.7% faced long waiting time & 80% faced punctual timing. Along with positive sides the study also shows that there are 33.3% people who experienced unsolved medical issues but there are also 66.7% people who didn't receive any unsolved issues. My study shows that 26.7% people had better experience of telemedicine consultation compare to in-person visit,10% people had just as good experience of telemedicine consultation compare to in-person visit, 63.3% people had worse experience of telemedicine consultation compare to in-person visit. During this pandemic of covid through this survey it is found that 93.3% people recommended of using telemedicine to a family member or friend & 6.7 % people don't recommend using of telemedicine to family member or friend. In the sector of usefulness of medical appointment with telemedicine after the covid 19 emergency is over, it shows that 86.7% people think medical appointment with telemedicine is very useful after covid 19 & 13.3% people think medical appointment with telemedicine is not useful at all after covid 19 and also 53.3%

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people prefer & 6.7% people don't prefer using telemedicine consultation in future for health issues and 40% people maybe prefer using telemedicine consultation in future for health issues.

I. INTRODUCTION

The COVID-19 outbreak was officially declared a pandemic by the World Health Organization on March 11, 2020. To help in minimize the spread of COVID-19, different health care systems have rapidly adopted different kind of alternative models for health care delivery. In different places before the arrival of COVID-19, telemedicine was increasingly being adopted to bring specialty care into the homes of seriously ill patients and their families. Patients who receive care by telemedicine are very satisfied with the incredible way of treatment and timeliness of the treatment. Telemedicine also saves valuable times of both doctors and patients. During the current pandemic, telemedicine has the potential to help to get the access to quality, affordable care for patients while maintaining physical distancing for the safety of both patients and providers. Telemedicine has been considered as an ideal way to face this emergency situation. The widespread adoption of telemedicine is linked with the COVID-19 pandemic and may have a significant and durable impact on health care system. A lot of countries implemented teleconsultation during the COVID-19 pandemic. There are many hospitals that are providing telemedicine services free of cost. So the people who are unable to afford treatment during this pandemic easily can have access to telemedicine consultation. Moreover, Telemedicine consultation helps us to maintain social distancing norms which really necessary now to break the chain of COVID-19. Not only now, also in the coming years telemedicine is going to be a very important part of our life as it is more convenient & affordable way of treatment. The COVID-19 pandemic is making changes in health sectors and increasing the need to apply telemedicine consultation more firmly. The utilization of telemedicine helps us in continuing to provide care and on the other hand also keep patients and health providers safe during the outbreak. So, in the current scenario Telemedicine is a very important part. So in this context, I assessed patient satisfaction on using telemedicine consultation during this COVID -19 pandemic.

II. METHODOLOGY

A Survey was administered among 30 patients who had received at least one or more than one telemedicine consultation to know the satisfaction for telemedicine consultation during this COVID-19 pandemic. The survey was done among 30 people between the age group of 30- above 60 year in JUNE month during the year 2021. The survey was done through Google Form. Participants responded to survey questions about their telemedicine consultation during COVID-19 pandemic.

III. EXPERIMENT & RESULT

TABLE NO.1

VARIABLE	PERCENTAGE
30-40	60%
41-50	6.7%
51-60	23.3%
ABOVE 60	10%

Table 1 represents that 60% people are from 30-40 age group, 6.7% people are from 41-50 age group, 23.3% people are from 51-60 age group and 10% people are from above 60 age group.

TABLE NO. 2

VARIABLE	PERCENTAGE
MEDICINE	76.7%
CARDIOLOGY	3.3%
GASTROENTEROLOGY	3.3%
ENT	3.3%
ORTHOPEDICS	3.3%
GYNECOLOGY	3.3%
NEUROLOGY	3.3%
THYROID	6.7%

Table 2 represents under which category people used telemedicine. Graph 2 & Table 2 represent that 3.3% people for ENT, 3.3% people for GYNECOLOGY, 6.7% people for THYROID, 3.3% people for GASTROENTEROLOGY, 3.3% people for

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NEUROLOGY, 3.3% people for CARDIOLOGY and 76.75% people for MEDICINE department used telemedicine consultation.

TABLE NO. 3

VARIABLE	PERCENTAGE
OUTPATIENT CLINIC NURSES	16.7%
ATTENDING PHYSICIANS	30%
MEDIA REPORT	43.3%
OTHERS	10%

Table 3 represents that 30% from ATTENDING PHYSICIANS, 43.3% from MEDIA REPORT, 16.7% from OUTPATIENT CLINIC NURSES and 10% from OTHER way is the source of knowing about telemedicine consultation.

TABLE NO. 4

VARIABLE	PERCENTAGE
NEW COMPLAINT	20%
FOLLOW UP	16.7%
EMERGENCY	33.3%
COVID 19 RELATED	30%

Table 4 represents the reason of using telemedicine consultation. Table 4 represent that 20% for NEW COMPLAINT, 33.3% for EMERGENCY, 30% for COVID-19 RELATED and 16.7% for FOLLOW UP used telemedicine consultation.

TABLE NO. 5

VARIABLE	PERCENTAGE
SICK OR WELL CHECK	30%
SAFETY	40%
SAVE TIME	26.7%
OTHERS	3.3%

Table 5 represents that 40% for SAFETY, 30% for SICK OR WELL-CHECK, 26.7% to SAVE TIME and 3.3% for OTHER reason used telemedicine for most recent visit.

TABLE NO. 6

VARIABLE	PERCENTAGE
1 MONTH	60%
2 MONTHS	20%
3 MONTHS	20%

Table 6 represents that 60% people for 1 MONTH duration, 20% people for 2 MONTHS duration & 20% people for 3 MONTHS duration did consultation through telemedicine.

TABLE NO. 7

VARIABLE	PERCENTAGE
ONE	66.7%
MORE THAN ONE	33.3%

Table 7 represents that 66.7% people ONE & 33.3% people MORE THAN ONE telemedicine consultation appointments had.

TABLE NO.8

VARIABLE	PERCENTAGE
TELEPHONE	53.3%
VIDEO CONFERENCE	20%
BOTH	26.7%

Table 8 represents that 20% people through VIDEO CONFERENCE, 53.3% people through TELEPHONE & 26.7% people through BOTH WAY had telemedicine consultation.

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TABLE NO. 9

VARIABLE	PERCENTAGE
YES	20%
NO	56.7%
MAYBE	23.3%

Table 9 represents if the presence of camera or other equipment made uncomfortable while telemedicine consultation. In answer of this 20% people said YES, means presence of camera or other equipment made them uncomfortable, 56.7% people said NO, means presence of camera or other equipment didn't make them uncomfortable & 23.3% people said MAYBE, means maybe presence of camera or other equipment made them uncomfortable.

TABLE NO. 10

VARIABLE	PERCENTAGE
AGREE	90%
I DON'T AGREE	10%

Table 10 represents that 90% people AGREE & 10% people DON'T AGREE that telemedicine services made healthcare easier today during COVID 19.

TABLE NO. 11

VARIABLE	PERCENTAGE
YES	66.7%
NO	33.3%

Table 11 represents if ever reconsulted with the same doctor, consulted before through telemedicine. It shows 66.7% people said YES, means they consulted with the same doctor through telemedicine & 33.3% people said NO, means they didn't reconsult with the same doctor through telemedicine.

TABLE NO. 12

VARIABLE	PERCENTAGE
REASSURANCE & SELF MANAGEMENT	33.3%
PRESCRIBED DRUGS	50%
APPOINTMENT	16.7%

Table 12 represents the outcome of treatment from telemedicine consultation. It shows that 16.7% people have APPOINTMENT, 33.3% people got REASSURANCE & SELF-MANAGEMENT & 50% people got prescribed drugs as outcome of the telemedicine consultation.

TABLE NO. 13

VARIABLE	PERCENTAGE
DELAYED RESPONSE	13.3%
LONG WAITING TIME	6.7%
PUNCTUAL TIMING	80%

Table 13 represents the response & waiting in telemedicine consultation. It shows that 6.7% people experienced LONG WAITING TIME, 13.3% people experienced DELAYED RESPONSE & 80% people experienced PUNCTUAL TIMING in telemedicine consultation.

TABLE NO. 14

VARIABLE	PERCENTAGE
YES	33.3%
NO	66.7%

Table no. 14 represents count of unsolved medical issues which is not solved through telemedicine consultation. It shows 33.3% people said YES, means 33.3% people faced unsolved medical issues by using telemedicine consultation and 66.7% people said NO, means 66.7% people didn't face any unsolved medical issues.

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TABLE NO. 15

VARIABLE	PERCENTAGE
THEY GAVE ME AN APPOINTMENT WITHOUT EXPLAINING MY PROBLEM	53.3%
MY PROBLEM WAS NOT SOLVED	20%
THE DOCTORE DIDN'T UNDERSTAND MY MEDICAL ISSSUES	26.7%

Table no. 15 represents that 53.3% people faced issue regarding TELEMEDICINE CONSULTANT GAVE APPOINTMENT WITHOUT EXAPLAINING THE PROBLEM OF THE PATIENT, 20% people faced issue because THEIR PROBLEM WAS NOT
SOLVED & 26.7% people faced issue because THEIR DOCTOR DIDN'T UNDERSTAND THEIRMEDICAL ISSUES.

TABLE NO. 16

VARIABLE	PERCENTAGE
THE DOCTOR'S VOICE WAS NOT CLEAR	10%
POOR NETWORK CONNECTION	20%
VIDEO CALLS DROP OUT	20%
NO ISSUES FOUND	50%

Table 16 represents the technical difficulties faced by patients during telemedicine consultation. The representation of faced technical difficulties through the graph 16 & table 16 are as follows: 20% people said they faced VIDEO CALLS DROP OUT, 20% people said they faced POOR NETWORK CONNECTION, 10% people said they faced THE DOCTOR'S VOICE WAS NOT CLEAR & 50% people FOUND NO ISSUES of technical errors during telemedicine consultation.

TABLE NO. 17

VARIABLE	PERCENTAGE
HARDER TO OBTAIN PRESCRIPTION	30%
INCREASED WAIT TIME	13.3%
NO ISSUES FACED	56.7%

Table 17 represents the issues faced for obtaining prescriptions of the telemedicine consultation. The representation of issues faced for obtaining prescriptions of the telemedicine consultation through the graph 17 & table 17 are as follows: 13% people said they faced INCREASED WAIT TIME ,30% people said they faced HARDER TO OBTAIN PRESCRIPTION & 56.7% people faced NO ISSUES for obtaining prescriptions of the telemedicine consultation.

TABLE NO. 18

VARIABLE	PERCENTAGE
BETTER	26.7%
JUST AS GOOD	10%
WORSE	63.3%

Table 18 represents that 26.7% people had BETTER experience of telemedicine consultation compared to in-person visit, 63.3% people has JUST AS GOOD experience of telemedicine consultation compared to in-person visit, 10% people had WORSE experience of telemedicine consultation compared to in-person visit.

TABLE NO. 19

VARIABLE	PERCENTAGE
NOT AS COMPREHENSIVE OR THOROUGH	40%
TIME PRESSURE	50%

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LACK OF CONFIDENCE IN ASSESSMENT	10%

Table 19 represents that 10% people felt LACK OF CONFIDENCE IN ASSESSMENT in doctor during consultation, 50% people felt TIME PRESSURE in doctor during consultation & 40 % people felt NOT AS COMPREHENSIVE OR THOROUGH during telemedicine consultation.

TABLE NO. 20

VARIABLE	PERCENTAGE
GREATER COST THAN IN-PERSON MEDICAL VISIT	20%
SAME COST AS IN-PERSON MEDICAL VISIT	36.7%
LOWER COST THAN IN-PERSON MEDICAL VISIT	43.3%

Table 20 represents that in terms of cost saving in telemedicine 20% people felt GREATER COST THAN IN-PERSON MEDICAL VISIT, 43.3% people felt LOWER COST THAN IN-PERSON MEDICAL VISIT & 36.7% people felt SAME COST AS IN-PERSON MEDICAL VISIT.

TABLE NO. 21

VARIABLE	PERCENTAGE
YES	90%
NO	10%

Table 21 represents the understanding of consultation with health care provider through telemedicine. It shows that 90% people said YES, means they understand the telemedicine consultation with health care provider, & 10% people said NO, means they don't understand the consultation with health care provider through telemedicine.

TABLE NO. 22

VARIABLE	PERCENTAGE
YES	6.7%
NO	93.3%

Table 22 represents if sufficient time provided by healthcare while telemedicine consultation. It shows that 93.3% people said YES, means 93.3% people think that health care provider give sufficient time while telemedicine consultation & 6.7% people said NO, means 6.7% people think that health care provider don't give sufficient time while telemedicine consultation.

TABLE NO. 23

VARIABLE	PERCENTAGE
VERY SATISFIED	
SATISFIED	63.3%
NEUTRAL	10%
DISSATISFIED	3.3%
VERY DISSATISFIED	23.3%

Table 23 represents the satisfaction with provider's thoroughness while using telemedicine consultation. It shows that 63.3% people said they are SATISFIED, 23.3% people said they are VERY SATISFIED, 3.3% people said they are DISSATISFIED & 10% people said they feel NEUTRAL about the satisfaction with provider's thoroughness while using telemedicine consultation.

TABLE NO. 24

VARIABLE	PERCENTAGE
YES	93.3%
NO	6.7%

Table 24 represents that 93.3% people RECOMMENDED OF USING TELEMEDICINE TO A FAMILY MEMBER OR FRIEND & 6.7 % people DON'T RECOMMEND USING OF

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TELEMEDICINE TO FAMILY MEMBER OR FRIEND.

TABLE NO. 25

VARIABLE	PERCENTAGE
YES	53.3%
NO	6.7%
MAYBE	40%

Table 25 represents that 53.3% people PREFER & 6.7% people DON'T PREFER using telemedicine consultation in future for health issues and 40% people said MAY BE, means they maybe prefer using telemedicine consultation in future for health issues.

TABLE NO. 26

VARIABLE	PERCENTAGE
NOT USEFUL AT ALL	13.3%
VERY USEFUL	86.7%

Table 26 represents usefulness of medical appointment with telemedicine after the COVID 19 emergency is over. It shows that 86.7% people think medical appointment with telemedicine is VERY USEFUL after COVID 19 & 13.3% people think medical appointment with telemedicine is NOT USEFUL AT ALL after COVID 19.

IV. CONCLUSION

The COVID-19 pandemic is making many changes and increasing the need of telemedicine consultation. The current study revealed adequate satisfaction of patients towards telemedicine consultation services in the time of COVID-19. According to me the pandemic outbreak has given an opportunity to promote telemedicine more vigorously. Although most participants were satisfied with current telemedicine and willing to use it in the future, but also a small yet still significant portion of participants still prefer an in-person meeting with a physician. In short, the COVID-19 pandemic has promoted the use of telemedicine.

V. REFERENCE

1. What is telemedicine (telehealth)? - Definitionfrom WhatIs.com (techtarget.com)
2. The WHO Just Declared Coronavirus COVID-19 a Pandemic | Time

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AUTHORS

Stuti Debnath

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