Abstract

Background: Patients want and need to be seen in a timely fashion. Due to a lack of availability for patient appointments, there can be waits of upwards of three or more weeks for an appointment for an acute healthcare problem. Due to this growing demand for access, visit types such as telemedicine must be researched and implemented to allow for better access for patients.

Objective: The purpose of this scholarly project was to implement a telemedicine platform for physician use and analyze patient satisfaction of the telemedicine platform.

Methods: Patient satisfaction data was obtained over a 3-week period through the use of an anonymous survey via SurveyMonkey.

Results: 45 surveys were obtained during the given timeframe.   The mean score of the overall satisfaction with the appointment was 3.7 (SD 1.2). The mean score of the overall satisfaction with the treatment received during the appointment was 4.2 (SD 1.0). The mean score of the overall satisfaction of the software used for the appointment was 3.2 (SD 1.3). The mean score regarding if the patient would prefer this type of appointment for routine medical issues in the future was 3.1 (SD 1.3).

Conclusion: Each question yielded at least a somewhat positive response regarding telemedicine visits. These results show that this telemedicine platform can be used (especially in a time like the pandemic) to see patients when in-person patient visits are not required.