

Learning from Patients' Experiences with Synchronous Virtual Encounters in Primary Care During the COVID-19 Pandemic: A Mixed-Methods Study

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BACKGROUND

The COVID-19 pandemic required primary care to shift quickly to telephone and video appointments (synchronous virtual care). Understanding patients' experiences is essential to guide ongoing use of virtual care during and beyond the pandemic.

METHODOLOGY

- Ontario-wide survey developed in partnership with our Patient Advisory Committee.
- Sample population: patients with at least one telephone or video appointment with a primary care provider.



SURVEY DIMENSIONS

Survey covers five key dimensions:

- Access
- Patient-Provider Exchange
- Privacy and Confidentiality
- Whole Person Care
- Perceived Quality of Care

PREVIEW
SURVEY

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NEXT STEPS

November 2020-February 2021
Survey Data Collection

- Distribution of survey in English and French across Ontario

December 2020-March 2021
Phase 2 – Individual Interviews

- Patients will self-identify on the survey if they wish to participate in a one-on-one interview about their experiences with virtual care
 - Aim: N=50



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