

Survey Reveals Most Medical Practices are Now Using Telehealth due to COVID-19 But Visit Volumes Remain Low and Many Practices are Closed April 22, 2020

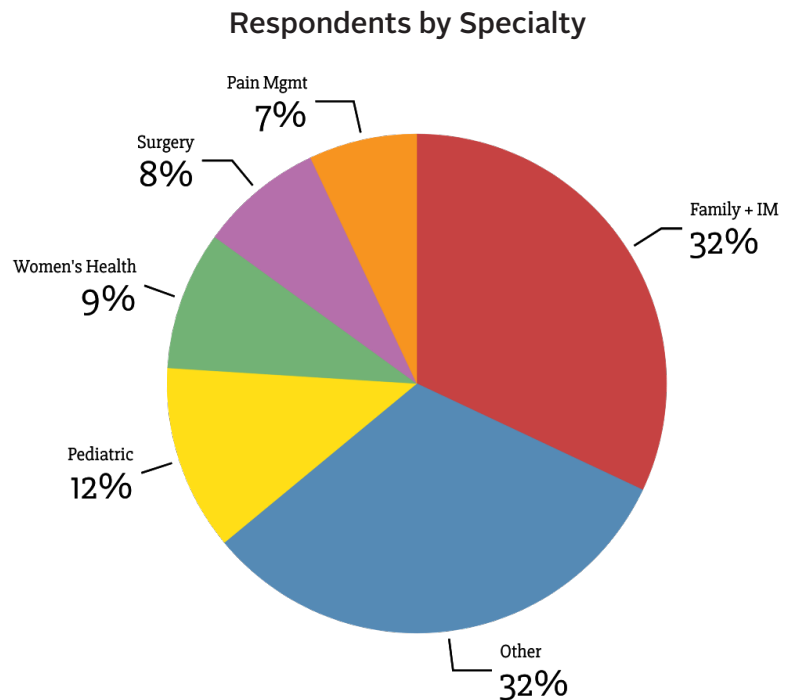
Overview

Medical practices are struggling with how to continue to serve their patients during the global COVID-19 pandemic. Providers and staff are concerned about safely providing patient care and patients are similarly concerned about maintaining social distancing and limiting exposure to possibly infected individuals. As a result, many practices are turning to Telehealth.

This survey was conducted in April 2020 by the Sevocity® division of Conceptual MindWorks, Inc in order to understand the impact of COVID-19 on office closures, patient volume and efforts to conduct Telehealth.

About the Respondents

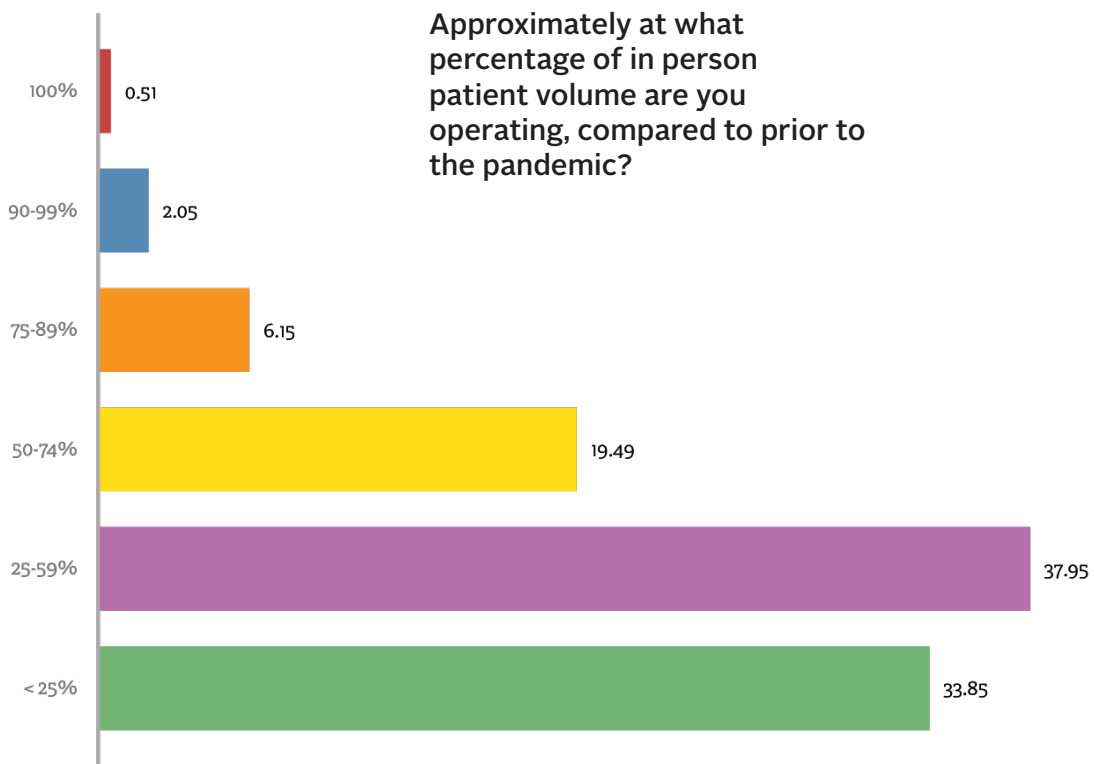
The Telehealth Survey was emailed to 2,657 Sevocity practice contacts. Of these, 270 private practices completed the survey, for a 10.2% response rate. One hundred and eighty-two (182) of the survey respondents provided their specialty and state. These practices represented offices covering thirty-three (33) specialties domiciled in twenty-seven (27) different US states. Family Practice and Internal Medicine together comprised the largest percentage of respondents at thirty-two percent (32%). No other specialty comprised more than twelve percent (12%) of respondents.



Summary

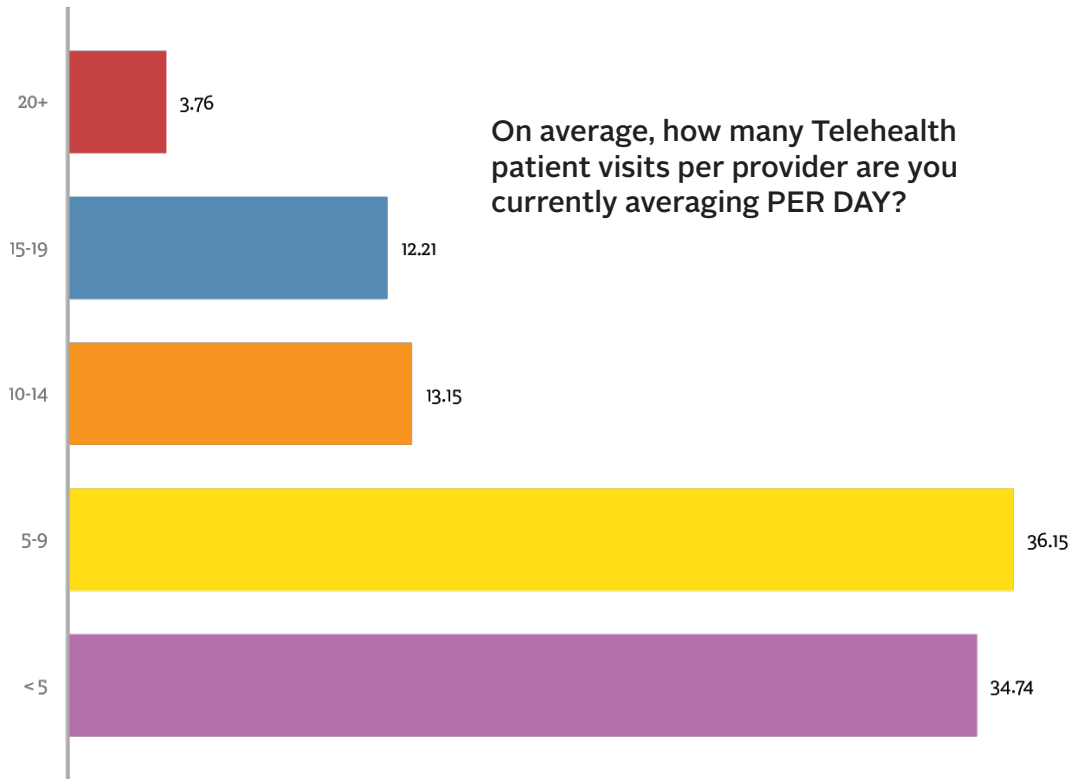
Many Offices are Closed and Patient Volume is Significantly Down for Most Offices

As of the survey dates (April 7-April 15, 2020), 22.6% of survey respondents' offices were closed due to COVID-19 and 71.8% of respondents are experiencing in person patient volumes less than 50% compared with pre-pandemic:



Telehealth Usage has Soared but Patient Volumes Remain Low

Reported Telehealth usage increased from 6% to 85% due to the pandemic. However, 96% of survey respondents reported less than the typical average of 20 average office visits per provider(1) and nearly 71% reported fewer than 10 Telehealth visits per day per provider. This makes it very clear that, barring measures allowing significant volumes of patients to be seen in person, Telehealth visits will need to increase substantially for patients to receive care and for medical practices to stay afloat.

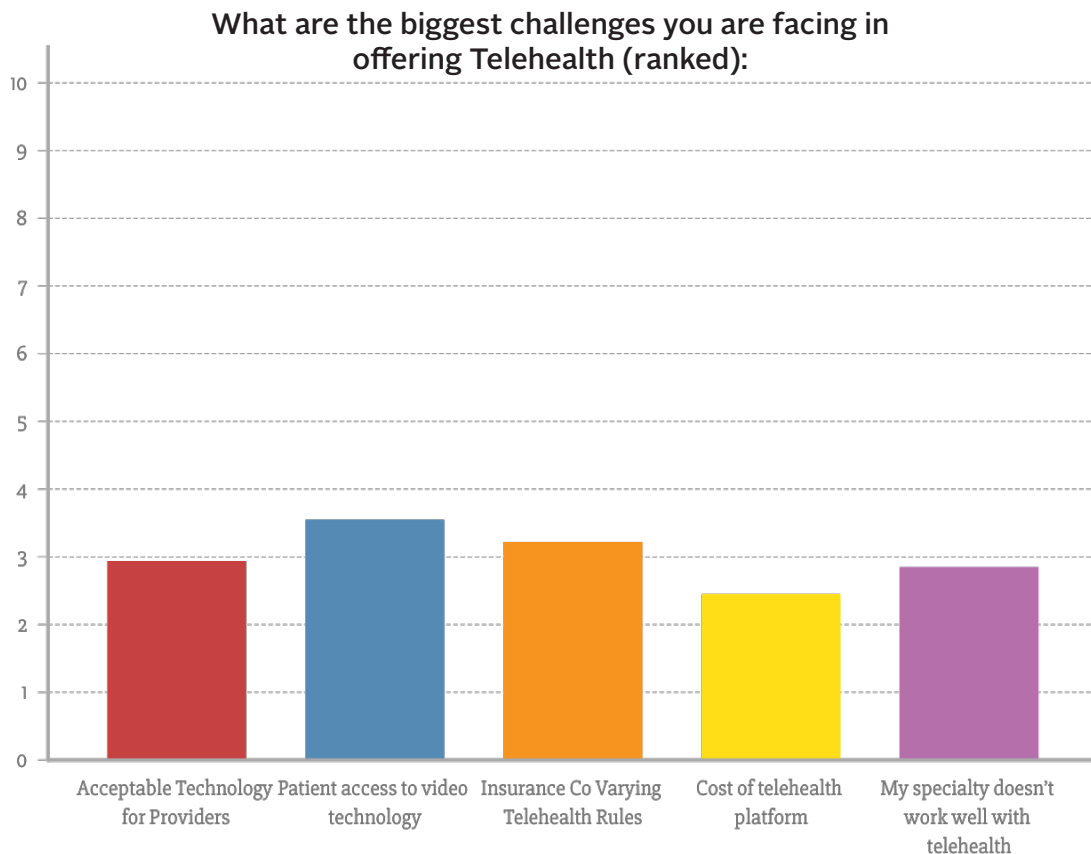


Prior Telehealth Experience Helped – But Not as Much as Expected

Among all practices now offering telehealth 28.4% have been able to average ten (10) or more visits per day per provider, while 38.5% of practices offering telehealth prior to the pandemic have been able to average 10 or more visits per day.

Many Barriers Exist to Effective Telehealth Delivery

Practices cite patient access to video technology as the biggest challenge in offering Telehealth; however, many other barriers exist. In their rankings, 34.4% of respondents selected Patient Access to Video as their #1 challenge, with 31.3% selecting My Specialty Doesn't Work with Telehealth as their #1 challenge. The following chart displays the weighted average of respondents' ranking of various challenges.



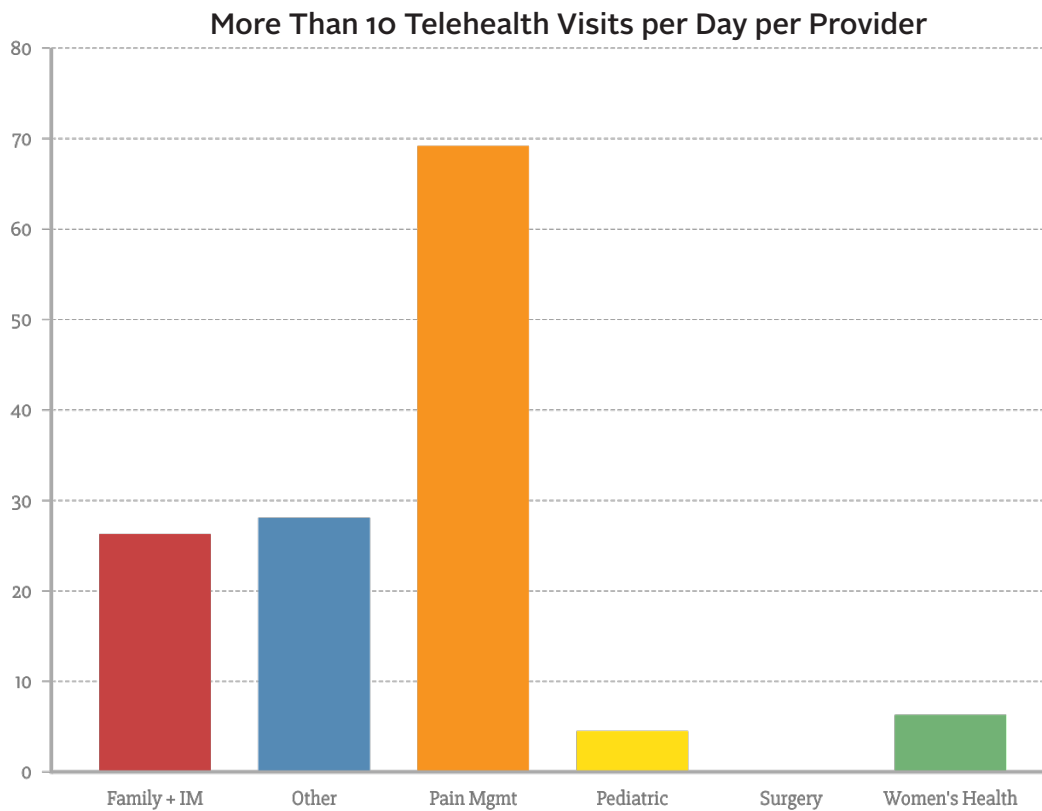
Other challenges noted by multiple respondents included Internet bandwidth/connectivity, patient age, patient acceptance of telemedicine, workflow and the need to physically examine patients in person.

Ease of Use Trumps All Other Functionality Needs

Respondents were also asked to rank their chief functionality needs with 44.1% selecting Patient Ease of Use as most important, while 34.4% ranked Provider Ease of Use as most important. Other functionality needs mentioned by multiple respondents included the patient's ability to schedule their own telemedicine appointment and automated debit/credit card collections for visits.

Specialty Matters a Lot

Pain Management reported the highest percentage of providers currently conducting 10 or more patient visits per day via Telehealth. The percentage of other specialists reporting ten or more Telehealth visits per day was initially surprising. However, a detailed review of this category found that Endocrinology and Nephrology were the specialties with the highest percentage of these practices reporting ten or more Telehealth visits per provider per day.





Summary

A majority of medical practices are now offering telehealth; however, many practices feel limited in their ability to expand telehealth visits due to patient receptivity and access to video technology, ease of use for patients and providers and the need to physically examine patients.

About Sevocity® and Conceptual MindWorks, Inc

Sevocity is a combination of two words: seven, which signifies good luck or prosperity and velocity, which means speed or journey. Together, they create prosperous journey. Our mission is to facilitate a prosperous journey for our customers.

Based in San Antonio, Texas, Sevocity is a division of Conceptual Mindworks, Inc. (CMI). CMI specializes in providing exceptional biotechnology and medical informatics services and solutions. CMI is a recognized leader developing healthcare technology and has supported Department of Defense initiatives since 1990.

Sources

(1) - 2018 Survey of America's Physicians conducted by the Physicians Foundation found that on average physicians work 51 hours a week and see 20 patients a day.