

**“I like seeing my doctor through
the TV”**

**Patient experiences and
satisfaction with the use of HIV
Telemedicine Services among
HIV+ individuals living
throughout rural Alabama**

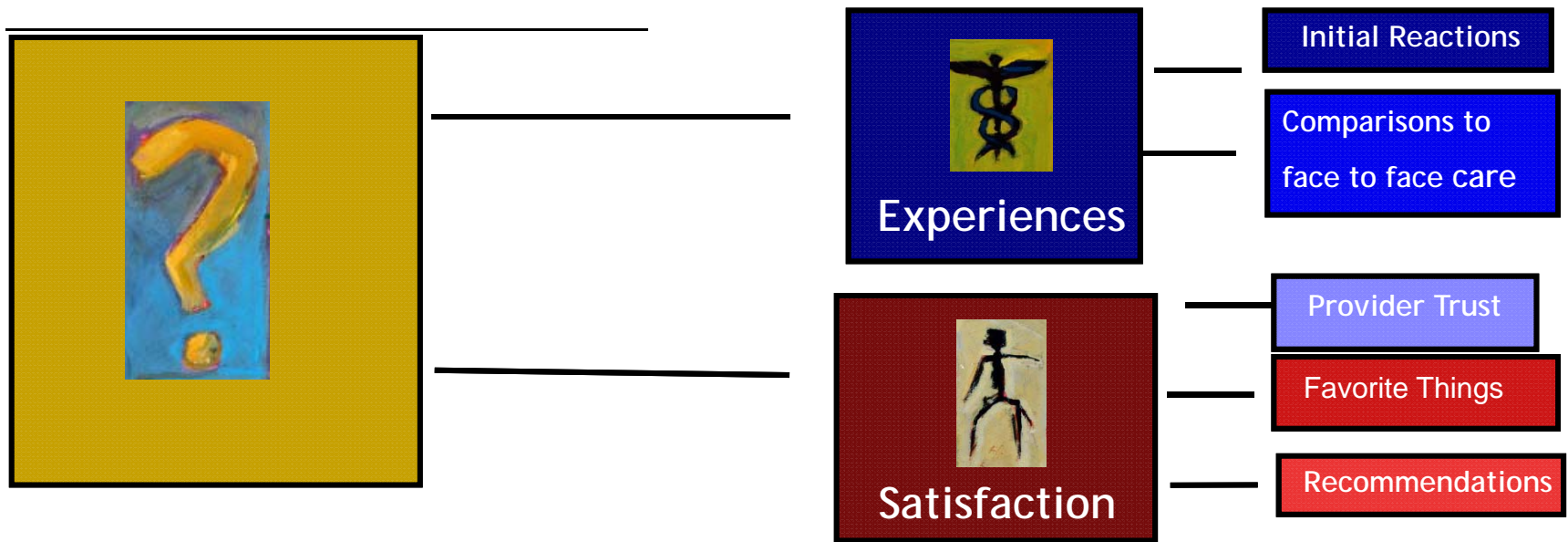


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Study Aim: To assess HIV+ patients experiences and satisfaction levels with receiving HIV telemedicine services?



From September 2013 through January 2014, we conducted semi-structured interviews with 20 HIV+ patients accessing HIV telemedicine services through remote clinics in Alabama

13 males & 5 females

Predominantly African- American

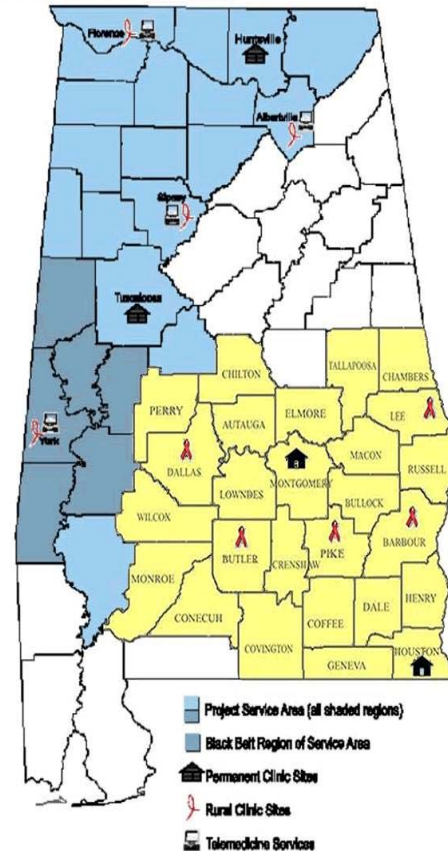
Tapes transcribed and analyzed to pull out overarching themes

HIV Telemedicine Services

In 2011, MAO began the Alabama eHealth program. The program uses telemedicine equipment to provide real time, face to face, video appointments between an HIV provider based at a central clinic and patients at remote satellite clinics

An onsite nurse is stationed at remote clinic sites and wireless blue-tooth peripheral stethoscopes, as well as other medical devices are used to facilitate the delivery of HIV clinical care

Montgomery AIDS Outreach, Inc.
National AIDS Fund Access to Care 2011



Findings

Initial Reactions

Uncertainty/Apprehension/Concern

“It was a shock to me”

“Wow it’s something different, but I like it”

“Seeing him on the TV, he said he’s going to check my chest; I was like “How you gonna do that”

“At first it was a little scary but after that it was fine”

Skepticism

“ I was nervous skeptical but they took us through it step by step, gradually, eased you into it” Once met him & felt him out properly was good.”

“ I was not happy. My reaction was how was this going to work. I thought it was very impersonal. I only had one request before starting & that is to meet the Dr. face to face first... And that worked for me. Once I met him & then saw him through Telemedicine, oh I was fine”.

How does it compare to face to face care?

For the majority of those interviewed, “it wouldn’t matter” if they saw him through the TV or face to face. A few ideally preferred face to face and few “liked the TV better”

- “It’s not really different because it’s the same person”
- “Seeing Dr. V in person & then on TV: I see it the same”
- “ I don’t see any difference. The only difference is that he doesn’t put his hands on me. The nurse does all that”
- “I would like to see him now and then, but no real difference

Provider Trust

Consistent theme of genuine trust in medical provider across all patients

- “I trust him even though I haven’t met him”
- “ I really trust him”
- “ I have a good connection with him, the nurses too”
- “That’s my buddy”

Most & Least Favorite Things

Accessibility

- “ An advantage is that you don’t have to worry that you’re not going to be able to see the Dr. You can get him from anywhere as long as he’s hooked up”
- “ Seeing him is enough”
- “You can be in and out quickly”

Holistic Care Approach

“ He tells me about my HIV stuff (results) & my diabetes (I have Type 2 Diabetes”

Compassionate Care (Bhat Effect)

ALL patient made reference to Providers as:

- “great”
- “likeable”
- “caring”
- “funny”

Majority could not identify a **least favorite** thing about telemedicine

- “I’m a little camera shy”
- “ Sometimes hard to hear”
- “Bad weather interferes with connection”

Patient Satisfaction & Recommendations

15 patients rated it 10 out of 10!!!

- “It’s good
- “quick on time, y’all doing a good job
- “Doing what they are suppose to be doing”
- “most definitely 10”

2 patients rated it 9 out of 10

1 patient rated it 5 out of 10

Main recommendation: A face to face contact with provider prior to starting telemedicine can help facilitate provider trust and buy-in of telemedicine care

Majority of patients had no specific recommendations when asked directly & pushed

- “Maybe the size of the TV could be bigger
- “Bigger screen”



Conclusions

Patient Experiences

- Patients had initial apprehension with telemedicine, but it quickly passed
- A good provider & staff can great help patient get comfortable with telemedicine services
- Over time, patients begin to see telemedicine as no different than face to face care
- Initial face to face contact can help “bridge the transition”

Patient Satisfaction

- 83% of patients (15/18) reported being extremely satisfied (10 out of 10) with telemedicine services
- Patients expressed extreme gratitude for having access to compassionate, HIV care

