

Health Profession Students' and Preceptors' Satisfaction of Using Telehealth Technology

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INTRODUCTION

Telehealth is a broad area of medicine that focuses on using technological advances to provide medical, educational, and health-related services. Such telehealth technology allows health care providers to interact with their patients from afar. Telehealth can be implemented using, for example, mobile devices and computers. In addition to using Telehealth to provide care, Telehealth also permits individuals to access their health records online and join support groups, as well as allow health care providers to monitor vital signs and video call their patients.

The pilot study intended to focus on analyzing the effectiveness of a Telemedicine mobile unit versus a traditional Telemedicine laptop computer, as students and preceptors provided services at the MUSC CARES Clinic in Mount Pleasant, South Carolina.

METHODS

At the MUSC CARES Clinic, survey forms were distributed weekly consisting of questions that surveyed satisfaction of the following factors:

- visual and voice quality;
- personal comfort using the equipment;
- if the patients' needs were met;
- confidence of providing the patient care;
- length of the appointment time;
- the ease of using the Telemedicine laptop computer; and
- the overall experience.



DISCUSSION

Though the intended pilot study was unable to be completed due to the lack of accessing the Avizia CA300 Telemedicine Cart, our group was introduced to the realities of obtaining medical equipment within the healthcare system. However, the study succeeded as we focused on analyzing the satisfaction of teleprecepting with a traditional Telemedicine laptop computer. In total, we had 21 participants, both preceptors and students. As the results display above, the majority of participants surveyed were *satisfied to* very satisfied with the overall use of the Telemedicine laptop computer while precepting. Additionally, 100% of the participants had more confidence in providing patient care and would use this Telemedicine laptop computer again. Overall, 66.7% of the participants surveyed prefer telemedicine in practice.



RESULTS

Satisfaction With Teleprecepting

AVIZIA CA300 TELEMEDICINE CART

The Avizia CA300 is a FDA Class I registered device, tested to international safety standards, with built in Wi-Fi and storage for peripherals like telemedicine scopes and stethoscopes.

The initial plan was to include a comparison of the Telemedicine laptop computer and the Avizia CA300. Due to a delay in equipment processing, our group was unable to access the use of the cart. Therefore, the group was only able to survey satisfaction with using the Telemedicine laptop computer.



FUTURE DIRECTIONS

- Continue this IRB-approved project with a simple amendment in 2016-2017.
- Accomplish main aim of study: to compare the use of a laptop versus a bona fide telemedicine cart.
- Expand the project to other Charleston-area clinics.
- Survey all students using teleprecepting at CARES.

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