

BACKGROUND

- The sudden transition to telehealth during the COVID-19 pandemic posed a potential threat to adolescent and young adult confidentiality during telehealth visits
- Confidential interview is an essential component of adolescent health care¹
- Telehealth has been studied in the adult populations and shown to improve patient satisfaction with satisfactory clinical outcomes.^{2,3}
- The use of telehealth has rarely been studied in the adolescent and young adult population

QUESTION

In adolescent and young adult patients seen by Adolescent Medicine providers, do satisfaction and visit confidentiality differ between telehealth and in person visits?

METHODS

- Patients were recruited from a subspecialty adolescent medicine clinic and from a system of free reproductive and primary care clinics.
- Data were gathered via anonymous survey, with questions from:
 - The Child and Adolescent Health Measurement Initiative Young Adult Health Care Survey
 - The University of Rochester Telemedicine and Non-Telemedicine Visit Experience Interview
- Online surveys were sent via email
 - 833 telehealth
 - 2529 in person

RESULTS

Table 1: Rochester Experience Interview results

	Telehealth (n=48)	In Person (n=119)
Ranked provider as 9 or 10 (out of 10)	89.6% (43)	79.8% (95)
Would recommend to a friend	83.3% (40)	95.8% (114)
Easy to communicate with provider	100% (48)	96.6% (115)

Figure 1: % of patients who met with provider alone

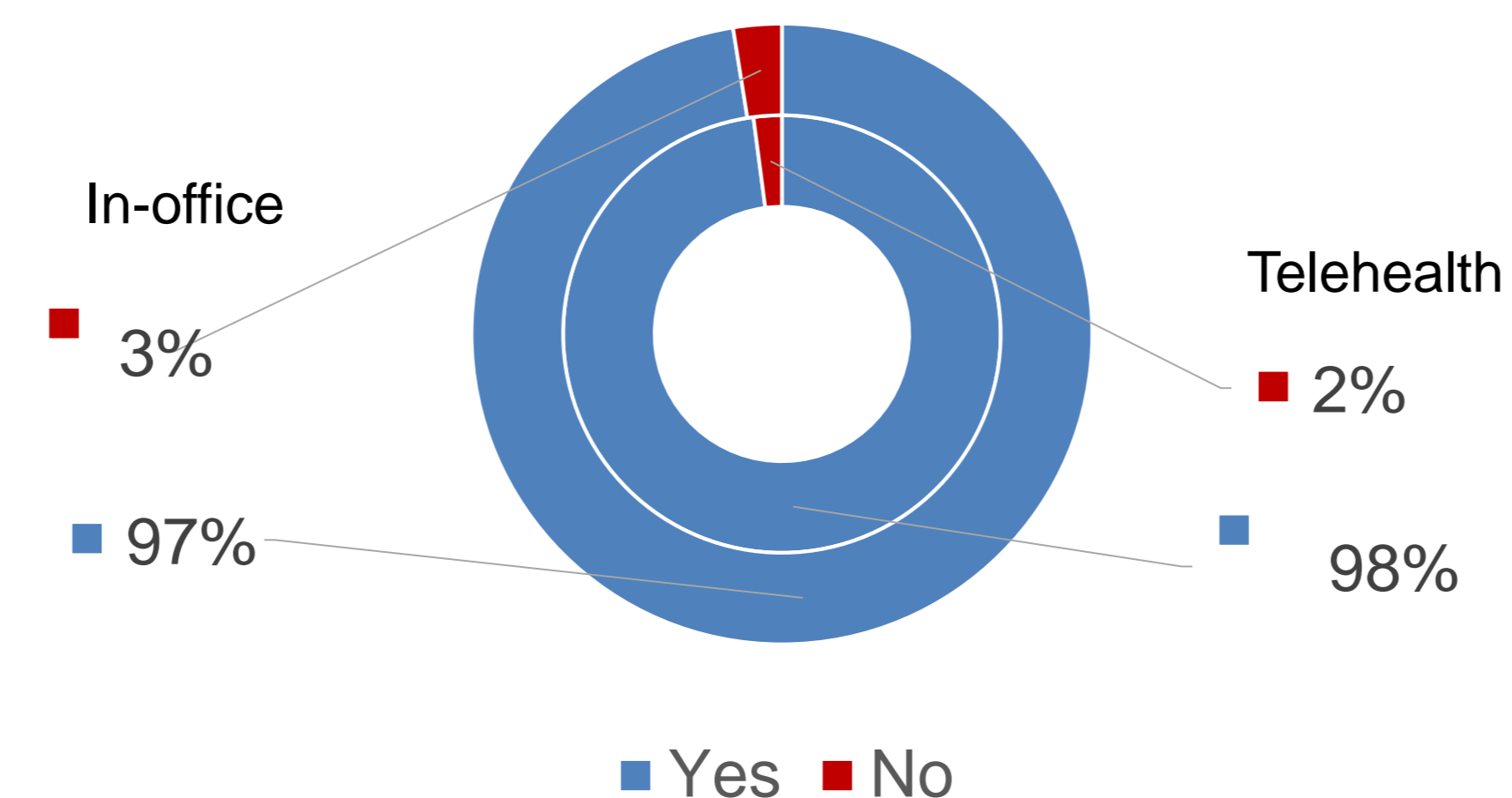
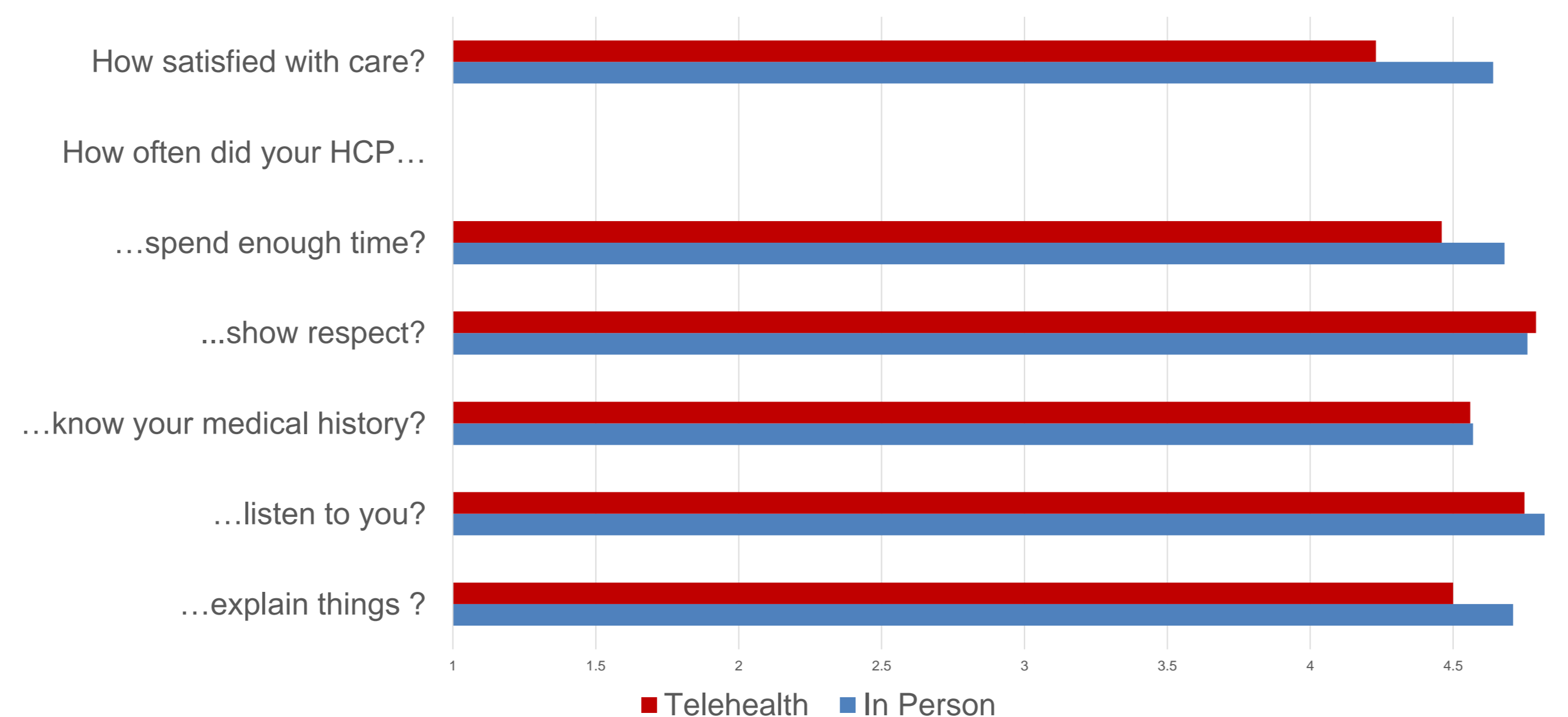


Figure 2: Mean satisfaction rating [out of 5]



RESULTS (cont)

- 97.9% of telehealth respondents reported meeting with provider confidentially vs 97.5% of in office visits
- Mean satisfaction ratings (out of 5) were 4.23 in the telehealth group and 4.64 in the in-person group.
- 56.3% of telehealth respondents reported that a telemedicine visit was more convenient than in person.

CONCLUSION

Adolescent and young adult patients perceive that confidentiality and satisfaction in telehealth visits is comparable to that of in-office visits.

AREAS FOR FUTURE RESEARCH

- What are the best practices to ensure confidentiality in telehealth visits?
- Does this trend maintain in primary care settings?
- What differences do parents of minor patients perceive between the two modalities?

REFERENCES

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