

## 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 care<sup>1</sup>
- Telehealth has been studied in the adult populations and shown to improve patient satisfaction with satisfactory clinical outcomes.<sup>2,3</sup>
- 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

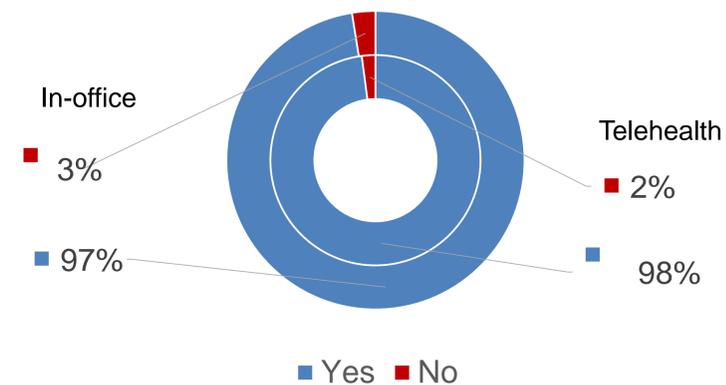
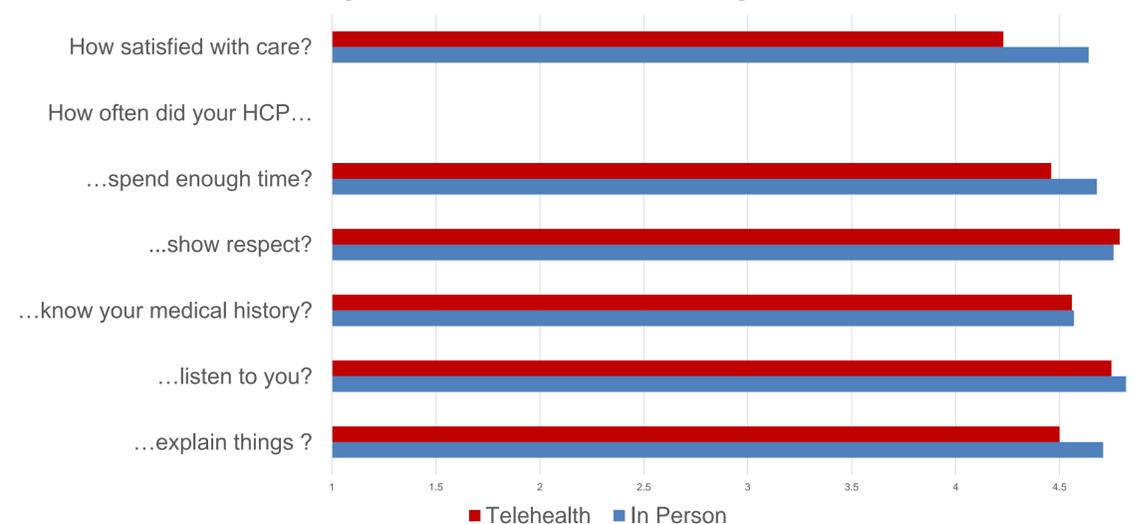


Figure 2: Mean satisfaction rating [out of 5]



## 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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3. Polinski JM, Barker T, Gagliano N, Sussman A, Brennan TA, Shrank WH. Patients' satisfaction with and preference for telehealth visits. *J GEN INTERN MED*. 2015;31(3):269-275. <https://link.springer.com/article/10.1007/s11606-015-3489-x>. doi: 10.1007/s11606-015-3489-x.