

DOI: [10.4081/monaldi.2020.1528](https://doi.org/10.4081/monaldi.2020.1528)

Telemedicine during COVID 19

1. Have you come across any barriers or challenges in the assessment of patients over the phone?

- Barriers to reviewing patient records/notes during the consultation (eg observations, routine investigations, documentation etc)
- Telephone consultation set up (availability of landline, mobile phone etc)
- Safeguarding
- Confidentiality (others hearing the consultation without the patient's permission)
- Patient having clear understanding of the treatment they are consenting to
- No barriers
- Other (please specify)

2. I have received formal/non-formal training on telemedicine prior to starting telephone clinics

Yes No

3. I am aware of the updated GMC guidance regarding remote consultation during the COVID 19 pandemic

Yes No

4. I am satisfied that patients understand both their medical condition and instructions given about them, as explained over the phone

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

5. Patients are satisfied with the level of care provided over the phone

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

6. Patients that are aware of warning signs related to their medical conditions present late to the A&E during the COVID 19 pandemic

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Any further comments?

7. How would you prefer to communicate abnormal results of the investigations ordered to patients?

Written report (one way with minimal opportunity for patient to respond with questions) Secure email
Telephone conversation Face to face No preference

8. Videoconferencing as a virtual means of communication would add to patients' care rather than just phone communication

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

9. The number of patients discharged from the telephone clinics is less, with more follow up appointments arranged

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Any further comments?

10. What is your job grade?

Consultant Staff grade Trainee registrar Trainee SHO Specialist nurse Midwife

11. Which department / division do you work for?

Medicine Surgery Obs & Gynae Paediatrics Anaesthetics Community

12. What hospital or Trust do you work for?