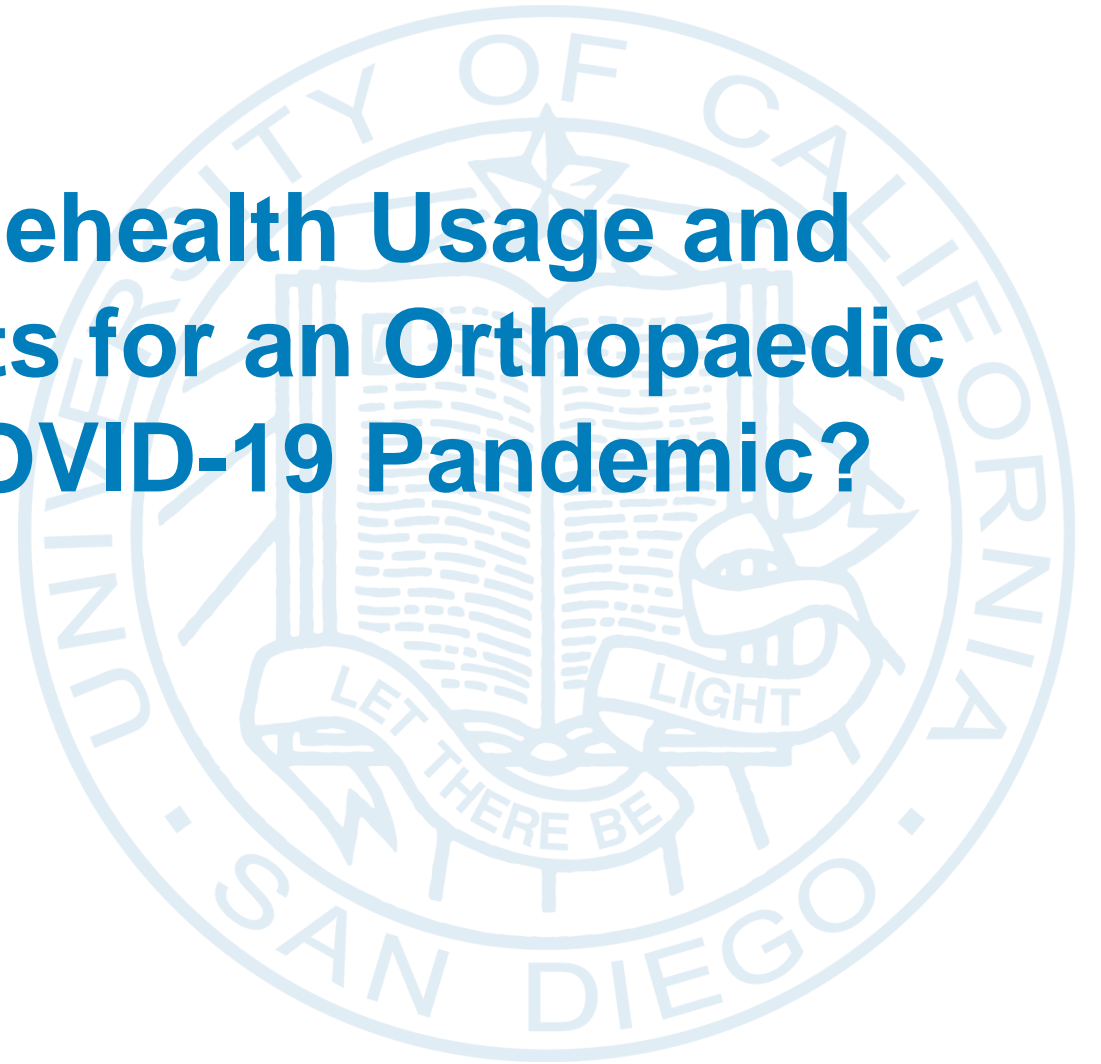


UC San Diego Health

What Was the Change in Telehealth Usage and Proportion of No-Show Visits for an Orthopaedic Trauma Clinic During the COVID-19 Pandemic?

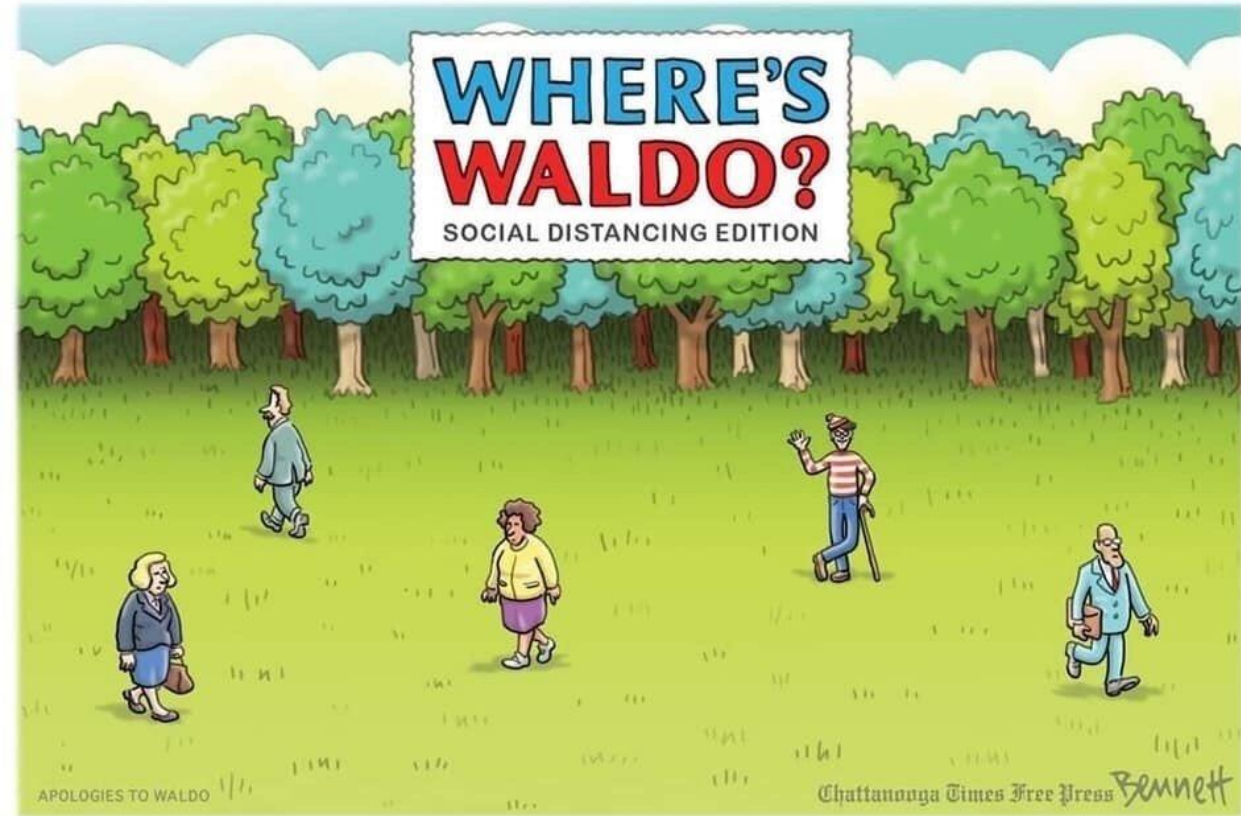
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Background

- CMS pledged payment for telehealth visits
 - Decrease transmission of COVID-19
 - Deployment to support critical-care services
- *Questions*
 - (1) To what extent did telehealth usage increase for an outpatient orthopaedic trauma clinic at a Level 1 trauma center from the month prior to the COVID-19 lockdown compared to the first month of the lockdown?
 - (2) What is the proportion of no-show visits before and after the implementation of telehealth?



Methods

- Non-urgent clinic visits were postponed
- Telehealth visits were offered to all patients
- 3 attending orthopaedic trauma surgeons
- Large, urban, Level 1 trauma center
- March 16, 2020 and April 10, 2020
 - COVID-19 period compared to the 4 weeks before March 16, 2020
- Absorbable closures; staples or non-absorbable sutures removed HH or SNF RN
- XR → patients returned home for their telehealth visit



Results

Age distribution of patients seen via telehealth

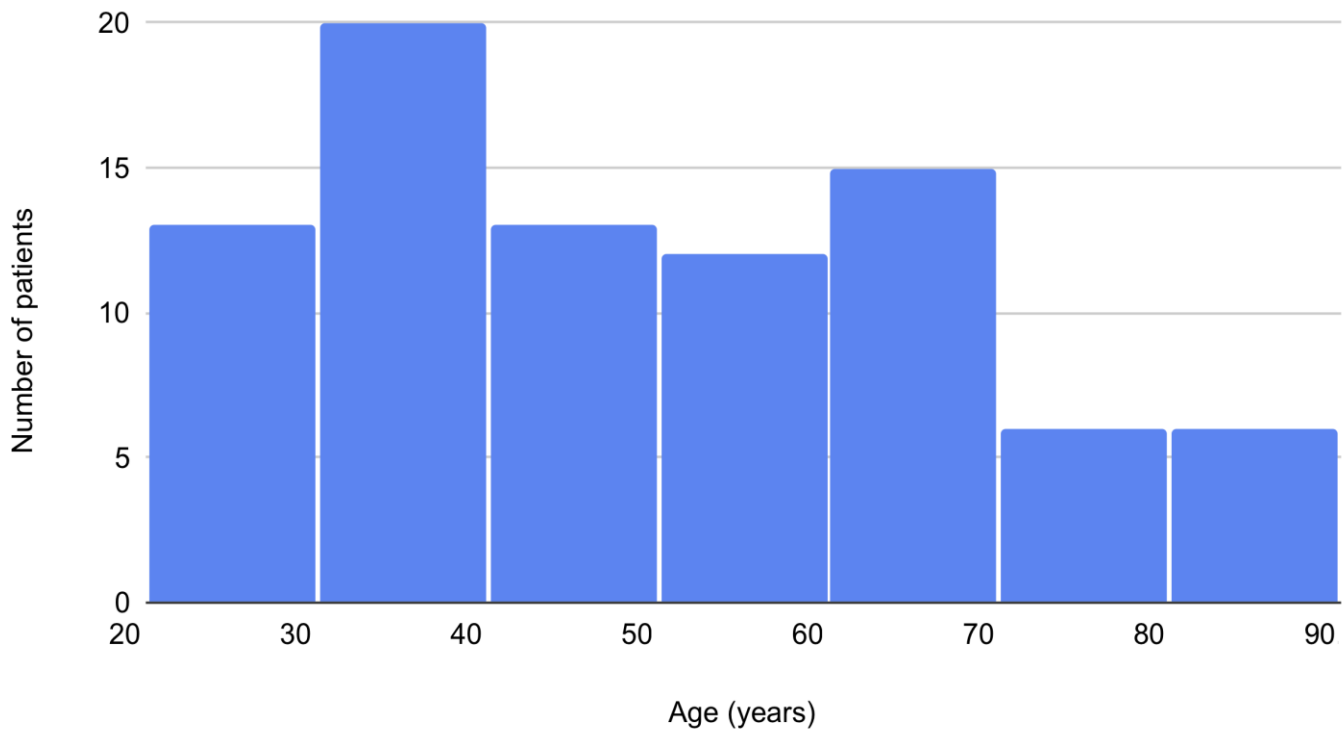


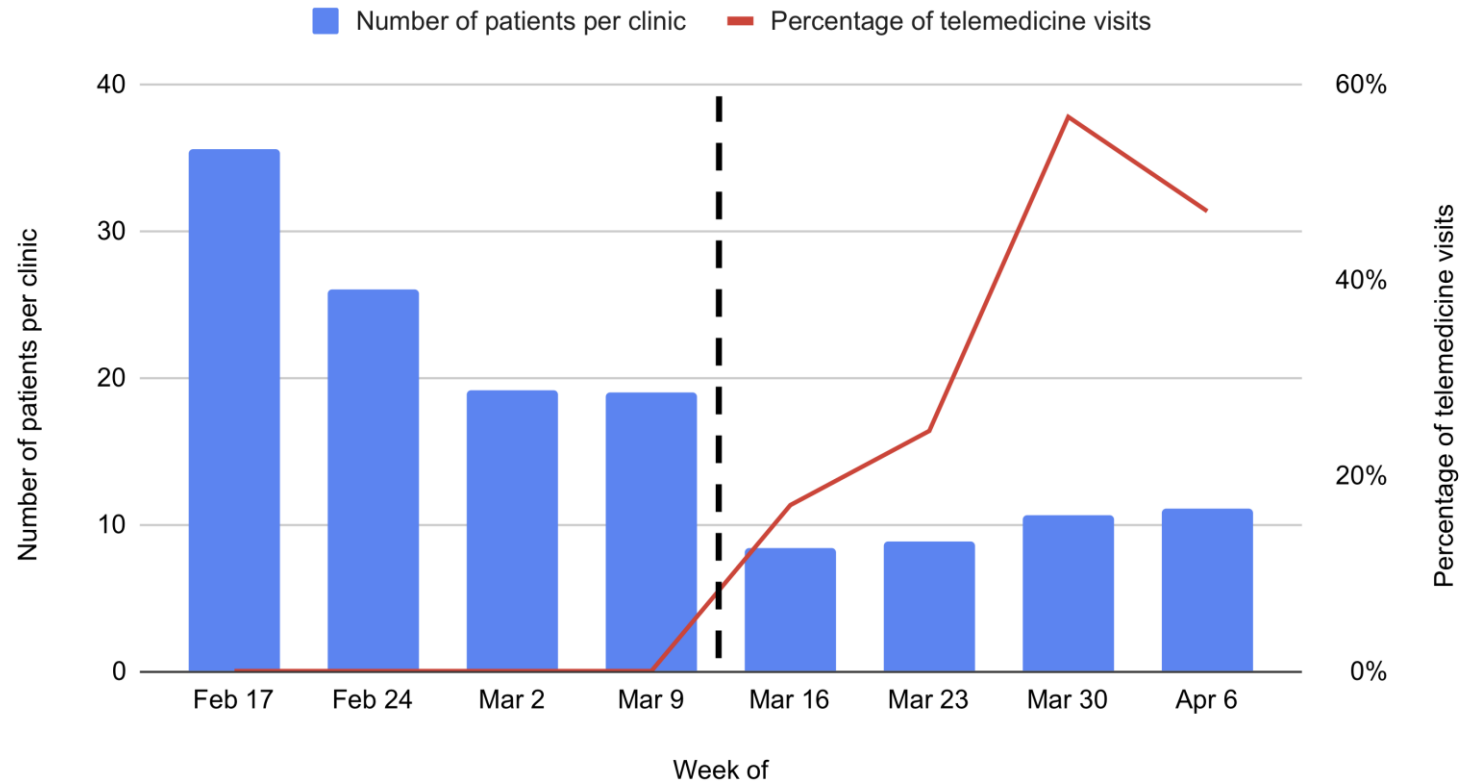
Table 2. Proportion of new traumatic patients seen within 7 days

Week of	Percentage
<i>Pre-COVID-19</i>	
Feb 17	88%
Feb 24	100%
Mar 2	100%
Mar 9	100%
<i>Peri-COVID-19</i>	
Mar 16	100%
Mar 23	100%
Mar 30	100%
Apr 6	100%

Results

Clinic characteristics	Pre-COVID-19: February 17, 2020 to March 13, 2020	Peri-COVID-19: March 16, 2020 to April 10, 2020	p value
Total clinic volume	340	233	
Telehealth visits	0% (0)	37% (86)	<0.001
In-person visits	100% (340)	63% (147)	
No-show proportion	14%	14%	0.906

Changes in clinic volume and structure during the COVID-19 pandemic



Conclusions

- Successful implementation of telehealth in a previously telehealth-naïve clinic
- Strategies:
 - Postponing long-term follow up visits
 - Sutures or staples removed by HH/SNF RN
 - Obtain imaging prior to the visit
 - Confirming access to mobile devices and internet connectivity
- Future studies:
 - Missed infections or stiffness
 - Vulnerable populations
 - Patient surveys

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Thank you!

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