



@MMMDD02

Predictors of the use of physician's televisits during the COVID-19 pandemic in Poland

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Introduction

- telemedicine-based contacts between patients and physicians legally not possible in Poland before 2016
- before the pandemic using such services possible but not common due to the lack of a relevant reimbursement scheme
- during the COVID-19 pandemic, the use of telemedicine and e-health systems increased radically



Aim

- the assessment of factors predicting the use of physician's televisit in the Polish general adult population



Methods

- an online survey of 2410 adult Polish Internet users performed in October 2020
- questionnaire:
 - items asking about the use of e-health services
 - items asking about adhering to preventive measures
 - a 16-item European Health Literacy Scale (HLS-EU-Q16)
 - an 8-item e-Health Literacy Scale (eHEALS)
 - sociodemographic variables



Methods

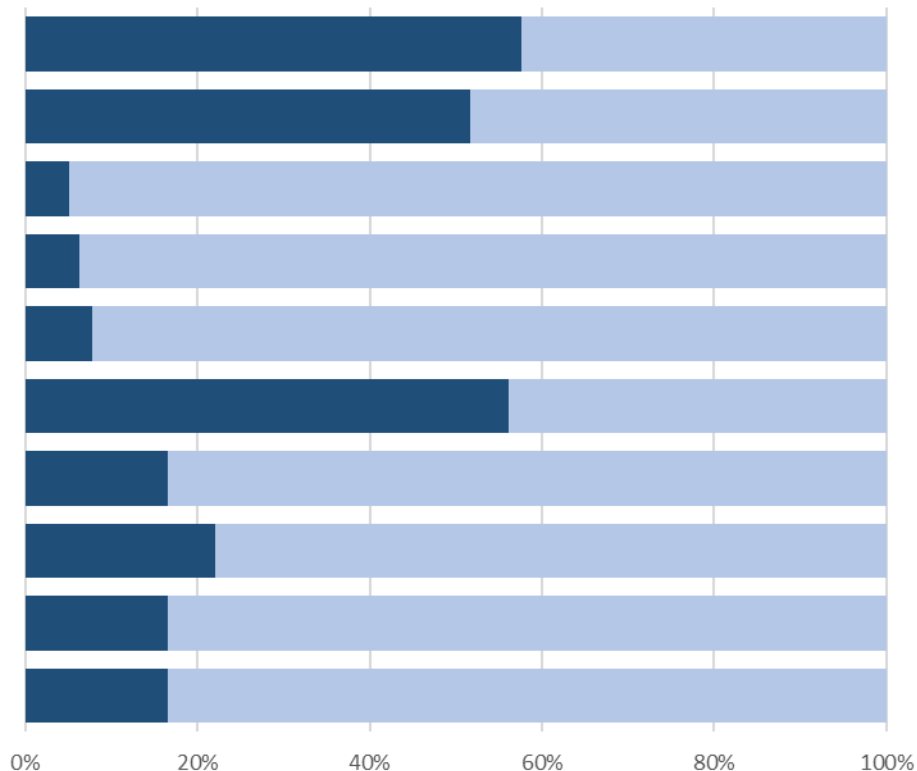
- univariable regression models were developed for a dichotomous variable reflecting the use of physicians' televisit six months after the announcement of the pandemic in Poland.
- the consent from the Bioethical Committee at Jagiellonian University (decision no 1072.6120.99.2020 from April 23, 2020).



Results

The use of e-health services

all types televisits
telephone televisits
VTC televisits
dedicated portal
e-mail advice
e-prescription
e-sickness leave
e-booking
e-referral
Internet Patient Account





Gender

male vs female



Education

sec. vs lower than sec.



post-sec. vs lower than sec.



Bachelors vs lower than sec.



Masters vs lower than sec.



Place of residence

urban >20,000 vs rural



urban 20,000-100,000 vs rural



urban 100,000-200,000 vs rural



urban 200,000-500,000 vs rural



urban >500,000 vs rural



0,5 0,7 0,9 1,1 1,3 1,5



Income

2nd vs 1st level

3rd vs 1st level

4th vs 1st level

Vocational status

self-employed vs employee

retired vs employee

student vs employee

unempl. vs employee

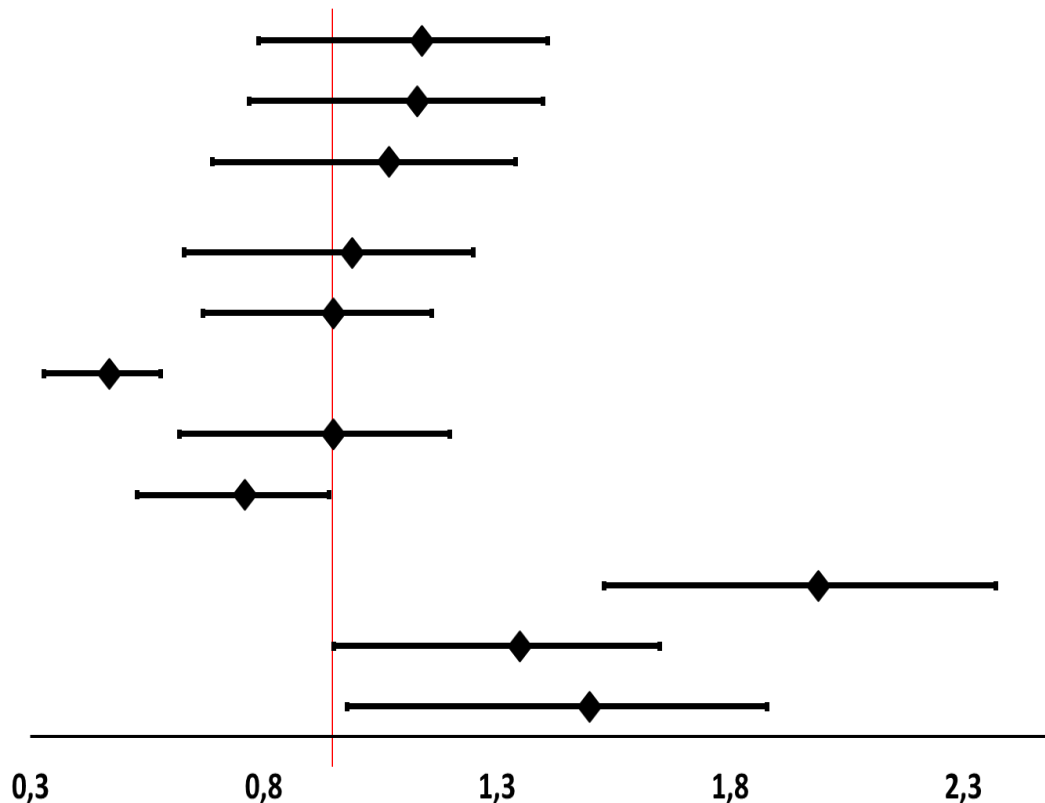
part-time vs employee

Marital status

married vs single

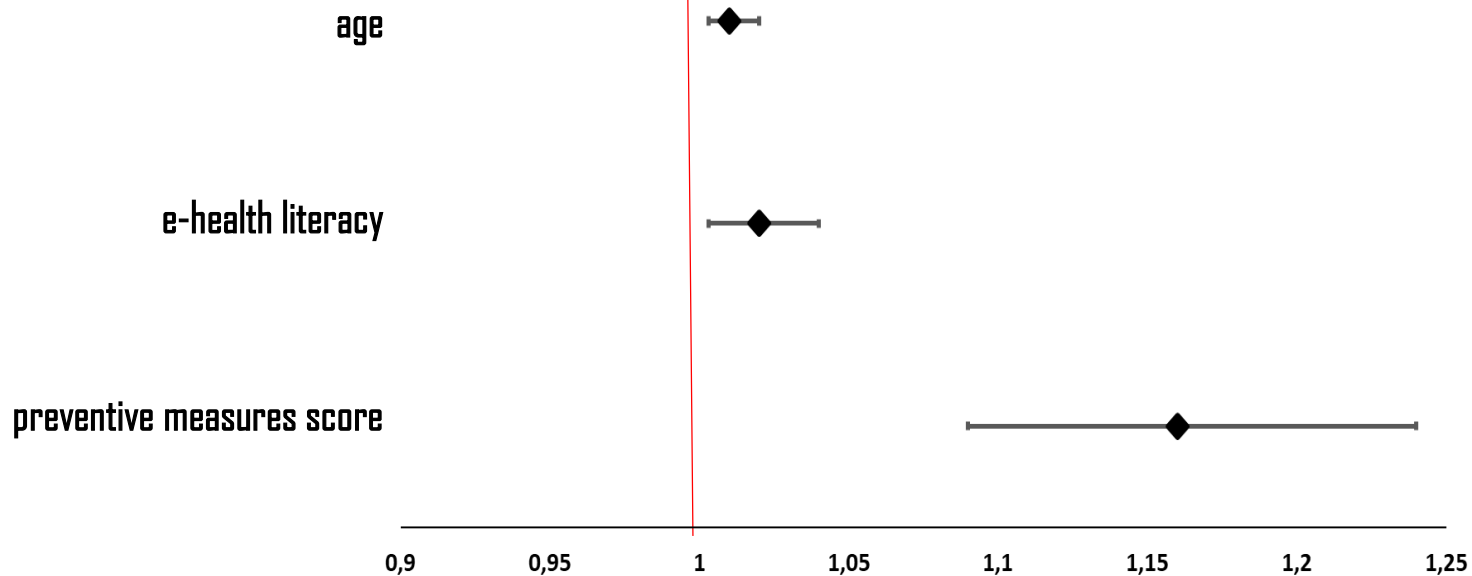
widowed vs single

divorced vs single





Results





Health literacy

problematic vs inadeq.

sufficient vs inadeq.

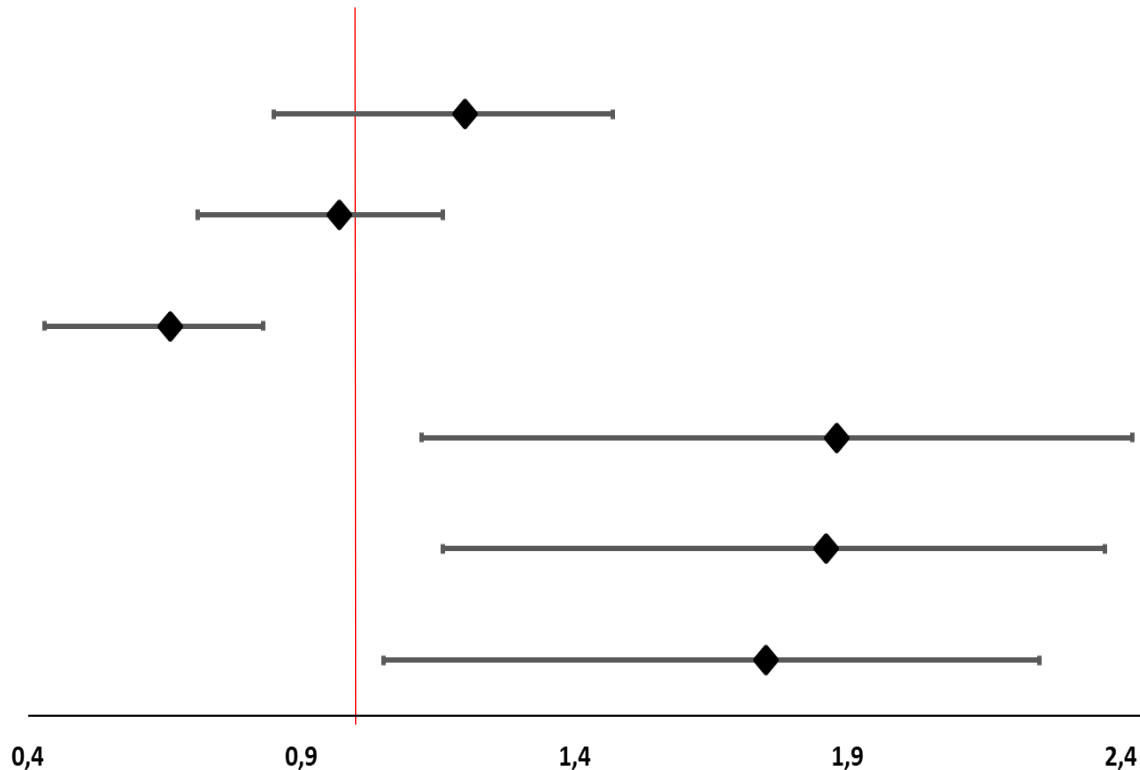
undetermined vs inadeq.

Social media use

< 30 min. vs no

30-90min. vs no

>90 min. vs no





Conclusions

- Prior experience with e-health systems is a strong predictor of using such systems during public health challenges.
- Higher eHL is associated with a higher likelihood of utilizing televisit during the pandemic.
- Persons with undefined level of HL are more prone to underutilize physician's televisit.
- More intensive users of social media are more prepared to use e-health applications.



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