

EP03.28 Telehealth vs. face-to-face for women being managed in the early pregnancy assessment service in a tertiary hospital

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Aim

To evaluate the EPAS patient experience, and compare Telehealth (TH) and Face-to-face (F2F) appointments

Method

From 01/02/2022 to 01/02/2024

EPAS patients invited by text to complete an online survey.

8 questions about patient experience were scored (5 very satisfied to 1 not satisfied) and mean scores calculated.

3 additional questions were asked for those who received Telehealth only

Results

4,665 text messages sent.

355 (7.6%) completed responses

91 women (25.8%) F2F and TH.

262 women (74.2%) F2F only

Age, education level, parity and marital status, did not differ between the two groups

The management received (expectant, medical or surgical) was statistically significantly different between the groups ($p = 0.03$). 72-90% women were satisfied with their care.

Satisfaction scores calculated for all domains assessed

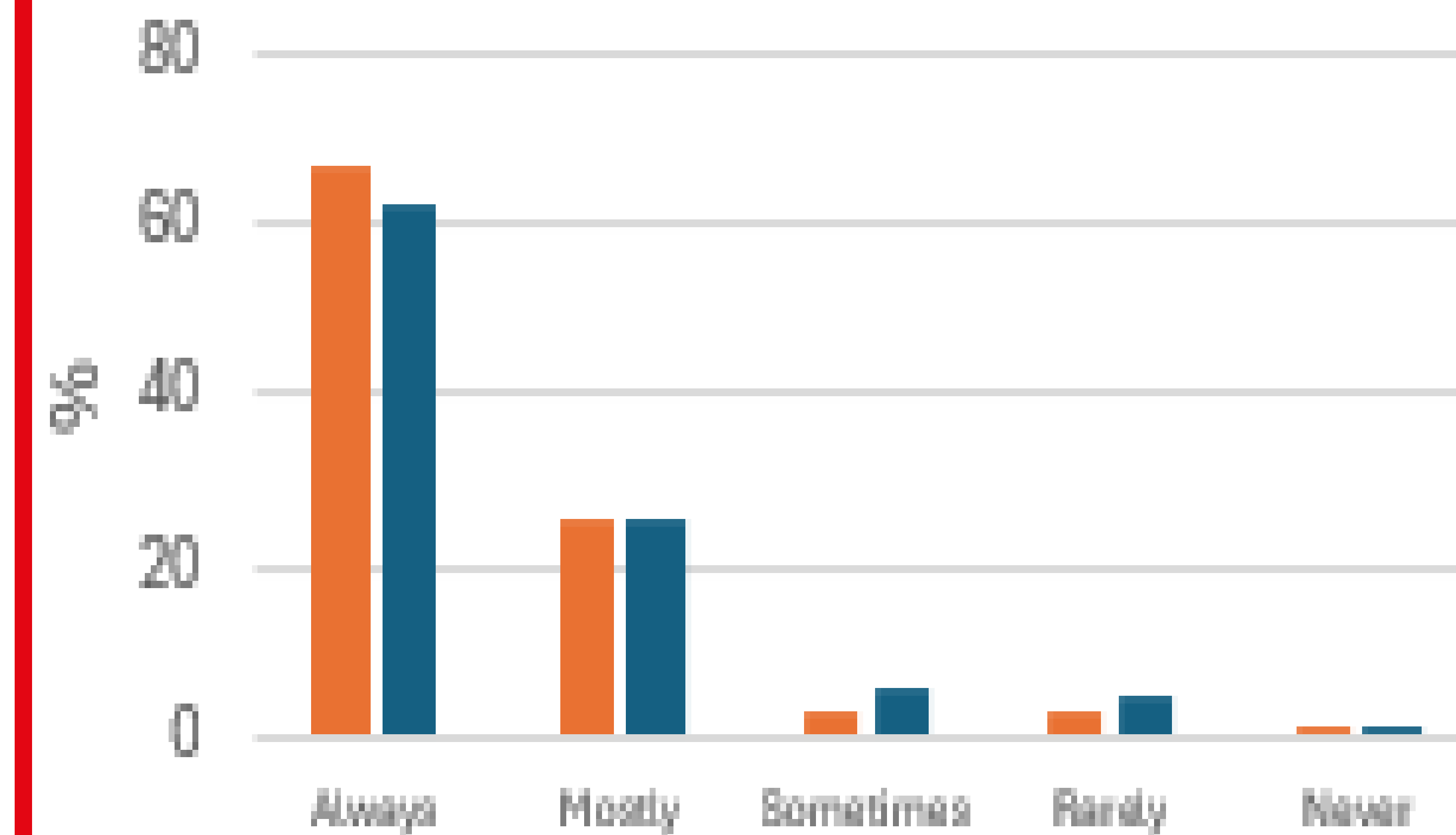
	Total	F2F only	F2F and TH	p-values
Access to care	4.01	4.02	3.94	0.794
Integration	4.30	4.25	4.43	0.826
Information and education	4.41	4.36	4.52	0.660
(*2Qs addressed in this domain)				0.950, 0.428*
Interpersonal support	4.47	4.44	4.55	0.973
Care needs	4.46	4.43	4.53	0.973
Safety	4.52	4.51	4.53	0.708
Overall satisfaction	4.42	4.40	4.47	0.948

Conclusion

Regardless of treatment received, patient reported EPAS experience did not differ whether Face-to-face only or Telehealth and Face to Face.

Concurrent qualitative research may provide more detailed information to improve the EPAS experience

Were your health care needs met?



Overall, the quality of the treatment and care you received was:

