

Telephone audio visits
can serve various
functions and
advance
otolaryngological care
for underserved
patients.



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Title goes here; make it small if you need to free Utility of telephone visits at an urban safety-net hospital during 2020: A retrospective review.

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Methods

- Retrospective review of adult patients scheduled in 2020 at ZSFG Otolaryngology Clinic.
- Compared demographics, visit characteristics, and visit outcomes between patients who completed vs. missed telephone visits

Result

	Most common telephone visit outcomes
1	Arranging follow-up (n=213, 67.0%)
2	Behavioral and/or medication counseling (n=152, 47.8%)
3	Reviewing lab/imaging results (n=125, 39.9%)
4	Rendering a new diagnosis (n=84, 33.1%)
5	Referral to another department (n=103, 32.4%)

	Five most common diagnoses addressed in telephone visits
1	Hearing loss (n=26, 10.2%)
2	Oropharyngeal cancer (n=14, 5.5%)
3	Tinnitus (n=13, 5.1%)
4	Thyroid cancer (n=11, 4.3%)
5	Gastroesophageal reflux disease (n=10, 3.9%)

Discussion / Takeaways

- **No demographic factors were associated with missing telephone visits**, suggesting no specific patient groups face disparities in accessing telephone visits
- Telephone visits may be more accessible to socially disadvantaged patient groups because they **do not necessitate technical knowledge of videoconferencing software and internet access**