



McGill

Department of Family Medicine | Département de médecine de famille

Research Program



# Telemedicine during and beyond the COVID-19 pandemic: Transferable lessons from the experience of primary care clinicians and patients

## Online

Research Seminar Series

Friday October 8, 2021

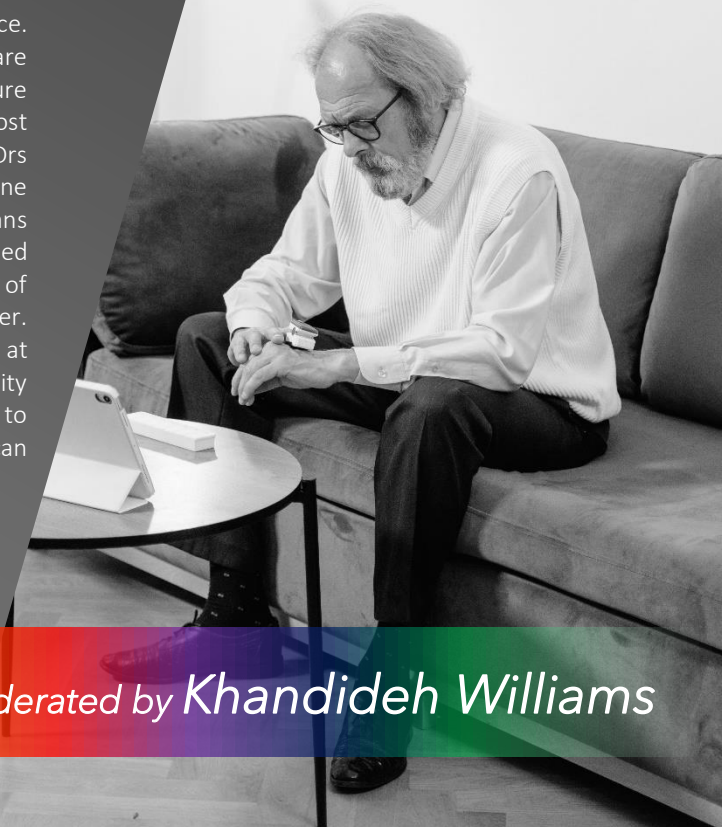
12:30pm-1:30pm

**REGISTER HERE**

**Presented by:**

*Peter Nugus, Jeannie Haggerty,  
Alayne Adams, Nadjib Mokraoui,  
Mylène Arsenault, Isabelle Leblanc,  
Kimberly Munro*

This seminar features two qualitative studies on Telemedicine conducted by the McGill Primary Care Practice Based Research Network: 1) 8 Quebec-wide focus groups with primary care clinicians of their perceptions and experiences with telemedicine consultations, and 2) individual interviews with members of 29 high-need households exploring their experience of telemedicine and healthcare access between March to December 2020. The research of Dr. Mylène Arsenault and Prof Peter Nugus will show that clinicians are strongly committed to patient-centered care, but that clinic-specific processes and infrastructure are determining factors whether telemedicine is a positive or negative experience. Overall, clinicians estimate that approximately 50% of consultations are amenable to telemedicine, but the organizational conditions and infrastructure shape clinician perceptions of what clinical conditions are deemed most appropriate to telemedicine beyond the pandemic. From their research, Drs Isabelle Leblanc and Kimberly Munro, and Profs Jeannie Haggerty and Alayne Adams will convey that high-need patients were insufficiently seen by clinicians during the 1st wave of the pandemic. Two areas of distress for high-need patients are amenable to improvement through provider actions: challenges of appointment-booking, and quality of the telemedicine clinical encounter. Potential solutions to such challenges were explored in deliberative dialogues at three UFMGs and one community centre. Provider solutions and community feedback to patient concerns will be put forward, and we look forward to exploring insights with those present in the seminar about how telemedicine can enhance both provider and patient experience for optimally safe health care.



Webinar moderated by *Khandideh Williams*

Questions: [research.fammed@mcgill.ca](mailto:research.fammed@mcgill.ca)