

Impact of Shelter-in-Place: Ways that COVID-19 Has Changed Healthcare Practices

The healthcare landscape has changed in response to COVID-19 and HCPs are adapting their practices in different ways as a result. Many states implemented 'shelter in place' orders that restricted optional travel and required residents to stay home unless for essential trips. Individual HCPs were left to create their own policies to keep patients and staff safe.

WHAT WE ASKED

- Patient visit trends
- Procedural changes
- Telemedicine use
- Time spent with patients
- Patient receptivity to HCP recommendations

The InStep Health team of Physician Liaisons surveyed over 250 practices across the US in four different specialties to understand how the COVID-19 epidemic is affecting HCPs and the patients they serve. We heard from PCPs, OB-GYNs, Allergists, and Pediatricians about the steps they were taking to modify their practices as a result of the Coronavirus.

The number one thing we found, was that regardless of location or specialty, patients across the board were more receptive to doctors' recommendations than they were prior to the pandemic. Patients are looking to HCPs for facts and answers about their healthcare.



69% of participating offices say they find that patients are more receptive to HCP recommendations

77%

Pediatricians



66%

Allergists



73%

OB-GYN



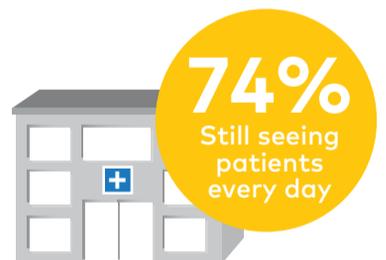
79%

Primary Care



Doctors—regardless of specialty—were spending as much or MORE time with patients during each visit

Overall visits are down, but 74% of participating offices are still seeing patients every day – and many are still using the waiting room. Most are taking additional precautions, such as mandating face coverings or six feet of distance between patients, scheduling more time between appointments, or deploying additional sanitizing measures.



CONCLUSION:

Doctors across all specialties have changed their practices' operating procedures as a result of COVID-19, but for many it's not so different from business as usual when it comes to one key thing: HCPs and patients are still in need of tools and resources to help manage their health. It is more important than ever that HCPs receive critical Rx and OTC treatment information.

.inStep.Health.

For more information, contact Shauna Garshon • shauna.garshon@instephealthmedia.com