

# ACE National Survey on Arthritis Patient Experience with Virtual Care During the COVID-19 Pandemic

**ACE** Arthritis Consumer Experts

Find more survey information here:  
<http://bit.ly/VirtualCareSurveyResultsEN>



## Who took the survey?

- 253 respondents (173 EN, 80 FR)
- 4 of 5 were women
- RA 47%, OA 19%, Lupus 13%, PsA 8%, AS 4%
- Disease duration
  - 50% > 10 yrs
  - 13% 6 to 10 yrs
  - 37% < 5 yrs

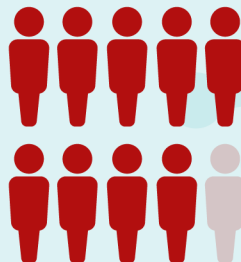
### Pre-COVID



6 out of 10

respondents accessed some form of *virtual care*

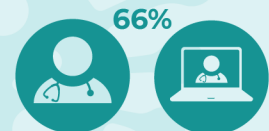
### During COVID



9 out of 10

respondents reported using *some form of virtual care*, a 50% increase

### Post-COVID



Majority want *both virtual and in-person health care services*



There is a 36% increase in patients wanting to receive virtual care from rheumatologists and family physicians compared to how they were originally receiving care from them pre-pandemic

44%

36%



44% used a form of virtual care to see their *family physician*; 36% to see their *rheumatologist*

73%

49%



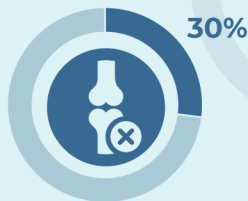
73% used a form of virtual care to see their *family physician*; 49% to see their *rheumatologist*

# The Virtual Care Experience

## Timeliness



15% respondents could not get any *in-person healthcare services* since March 2020; 5% were not able to get any *virtual healthcare services*



Nearly 30% of respondents reported that they were *unable to receive* either in-person or virtual *arthritis specific healthcare services* at a time they felt they needed them since March 2020

## Challenges



15% of respondents did not own a *smart phone*; 5% did not own a *computer*

16% faced certain *difficulties* using/receiving *virtual care services*:

- *not feeling comfortable* or *not understanding* how to use the virtual care *technology*
- *access to the internet issues*
- *cost* of electronics
- *language* that virtual care is offered in
- *hearing impairment issues*

## Satisfaction Levels

### In-Person



What respondents liked most about *in-person* appointments:

- full or partial *joint examinations* (79%)
- *face-to-face interaction* with *immediate feedback* from healthcare team (75%)
- *medication review* (45%)

### Virtual



85% of respondents were *satisfied sharing health concerns* and getting advice from their healthcare providers



Liked virtual care because:

- did *not have to travel* to appointments
- *not at risk* of getting COVID-19
- able to get appointments with healthcare provider(s) *more quickly*
- felt *more comfortable sharing their health concerns* virtually vs. in-person



Our thanks to Eric Sayre, Research Associate at Arthritis Research Canada, for his analysis of the data related to this survey.