

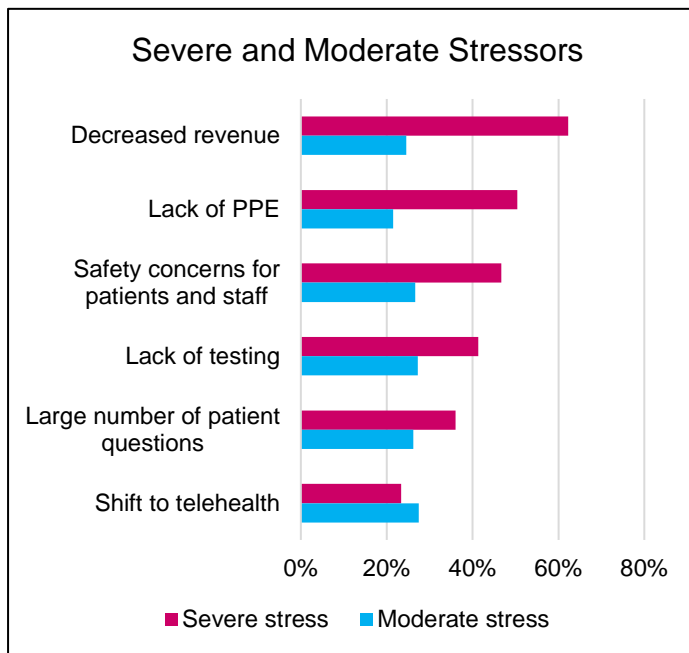


COVID-19 Impact on Primary Care in NYC

Wave 3 fielded May 8-21, 2020

New York University launched a survey of NYC primary care practices to assess needs and responses to the COVID-19 pandemic. This report highlights key findings from 123 respondents.

72% of respondents were severely impacted by COVID-19



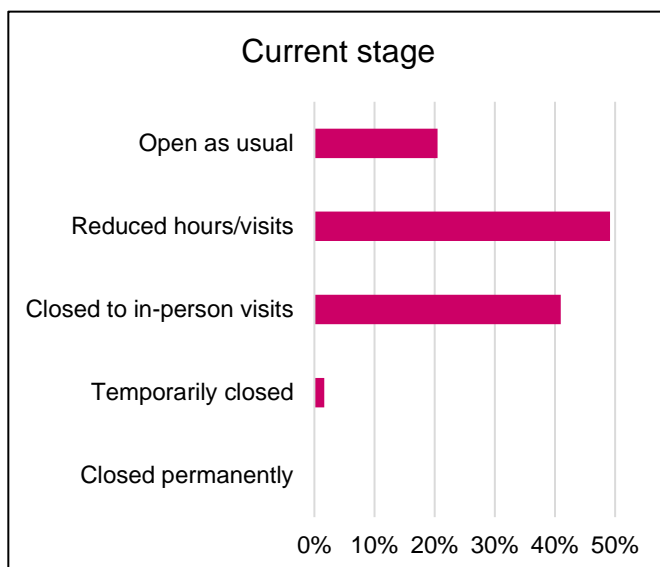
Stressful experiences

Decreased revenue: “It is frustrating because small community clinics are completely forgotten. We don't get funds and insurance carriers pay peanuts for tele visits – that is, if they choose to pay.” (Brooklyn)

Safety concerns for patients and staff: “[I have] stress over developing evidenced-based protocols to ensure patient and provider safety after clinical care in the office resumes.” (No Borough Listed)

Increased patient questions: “Providing information in general and updates on evolving COVID. A lot of reassurance and offering them support. (Manhattan)
“Reinforcing not to accept the internet information on COVID-19 as facts.” (Manhattan)

Only 20% have maintained practice as usual



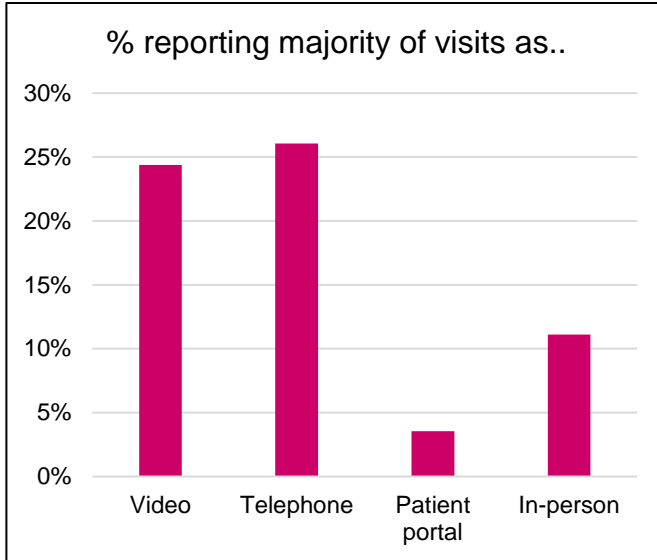
Practice adaptations to maintain patient care

Targeted outreach: “All patients are called with scheduled appointments in high-risk patient groups for telehealth visits by phone or video.” (Manhattan)

Spaced scheduling and social distancing: “Patients waited in cars to be called in to go directly to rooms. Well visits are seen in the morning and sick patients in the afternoon. Staggered hours. Limiting people accompanying patients. Social distancing of staff at all times.” (Bronx)

Increased availability: “I offer unlimited telephone access to myself, 24/7.” (Manhattan)
“I told my answering service to give my cell phone numbers to all callers.” (Manhattan)

More than 60% are conducting telehealth visits but face barriers



Strategies to address telehealth barriers

Technical support for patients: “Takes a long time talking them through how to log in and waiting as they learn how to use blood pressure cuffs. Video is the best.” (Brooklyn)
 “Ask my staff to call them before the visit to help walk them through the technological pitfalls.” (Brooklyn)
 “Send a YouTube video with instructions on how to set up Healow app.” (Manhattan)

Flexibility of telehealth options: “Practice allows patients to decide what platform they feel most comfortable with for their telehealth visit.” (Manhattan)

Virtual health information exchange: “Use Zoom or FaceTime, have patients send pictures, and take weights, blood pressure, and glucose at home.” (Bronx)

47% were reimbursed for telehealth, and among those who applied for a loan/grant, 61% received it

