



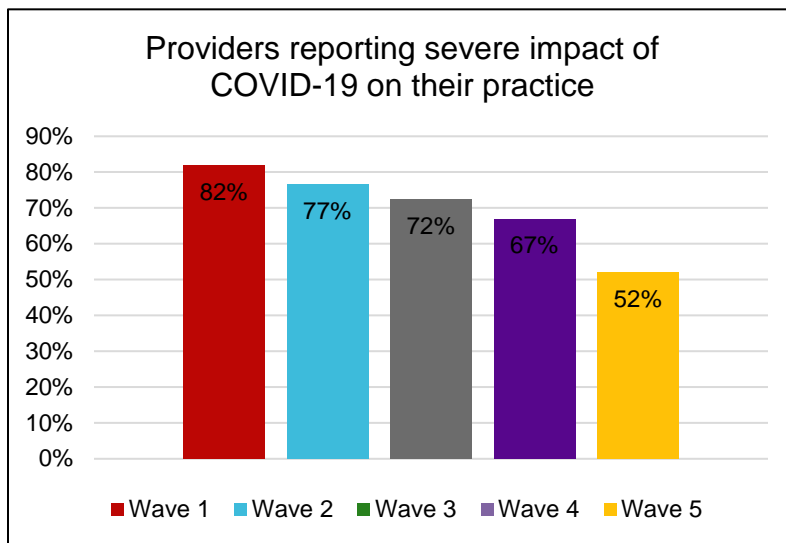
SCHOOL OF GLOBAL PUBLIC HEALTH

COVID-19 Impact on Primary Care in NYC

Wave 5 fielded June 5-June 18, 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 133 respondents.

Overall severity of the impact of COVID-19 on practices has been decreasing but challenges remain



Concerns about in-person visits

Need to plan:

“Not prepared and not able to go back to business as usual.” (Brooklyn)

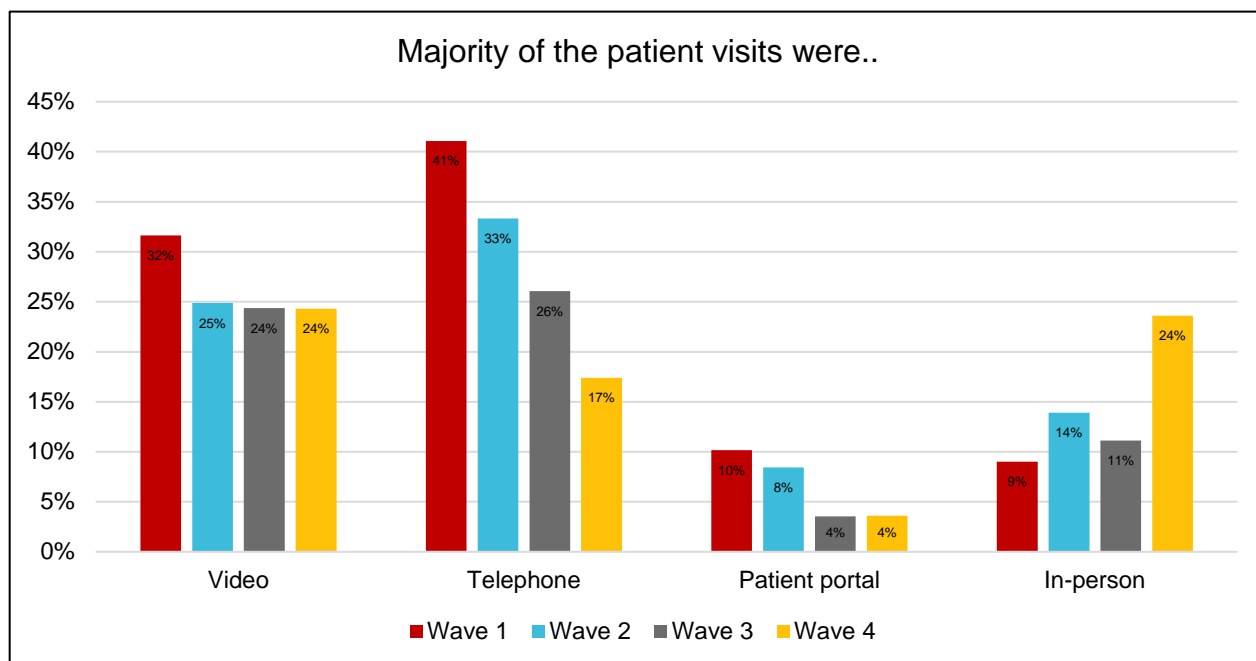
Need for safety protocols:

“Difficult to maintain social distancing.” (Brooklyn)
 “Cannot book full day due to social distancing in waiting room. Patients waiting outside reduces # of patients we can see” (Manhattan)

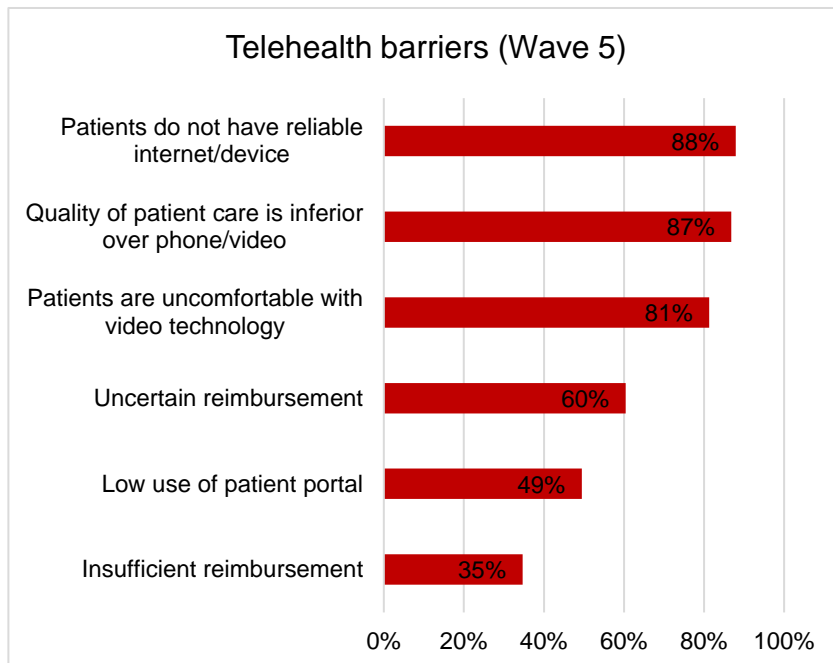
Insufficient supplies and staff:

“We will need more PPE and hire more employees with new tasks doing outreach to high-risk patients.” (xx)
 “Staff opting not to return due to unemployment insurance.” (Queens)

As New York moves to the next phase in the pandemic, in-person visits are increasing



More than 80% of providers reported patient-related barriers to telehealth



Opinions about continuing the use of telehealth

Yes: "Very likely to continue telehealth, with emphasis on video." (Bronx)
 "Due to timely waivers by CMS and NYS DOH, telehealth is the only thing that helped reduce stress during COVID. And we hope it will stay permanently with us for better primary care delivery." (Brooklyn)
 "For some issues, telehealth works very well, and if older patients cannot come in, at least [we] can see them through video to make sure of their well-being." (Manhattan)

No: "Prefer live patient visits. Phone visits more physically draining." (Brooklyn)
 "Only 50% likely. I am a pediatrician. I need to see the children to check their growth and give immunizations." (Queens)
 "The reimbursement rates are the biggest concern for doctors to continue telehealth."

Without good reimbursement, nobody is interested in telehealth." (Brooklyn)

63% had capacity to test for COVID-19 antigen or antibodies or both; 71% were reimbursed for telehealth

