

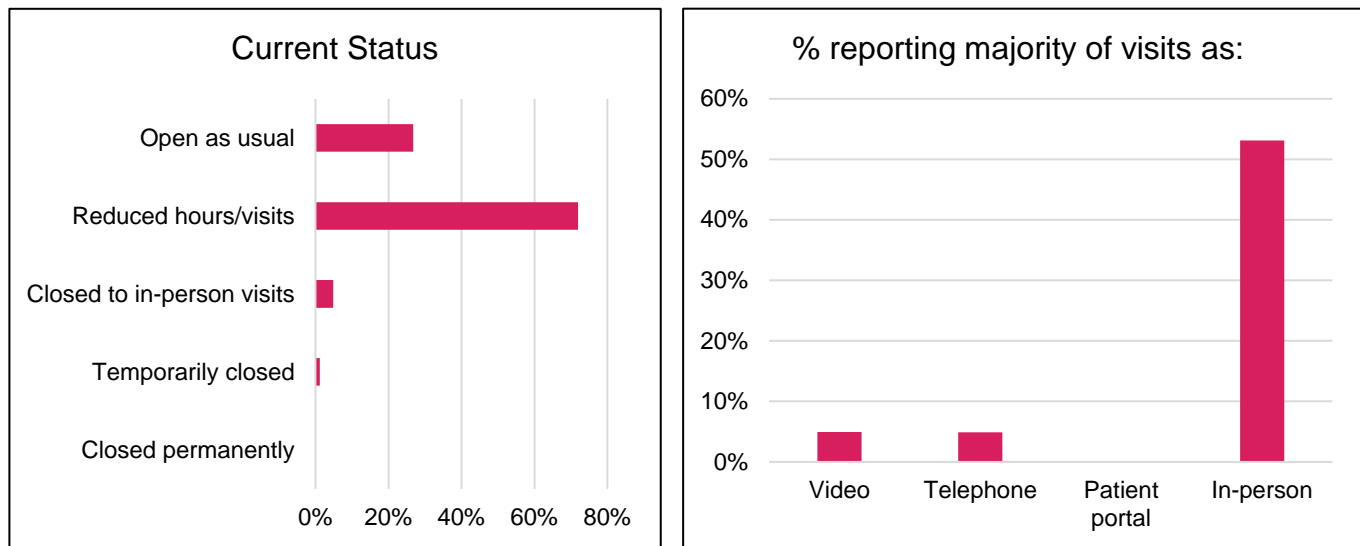


COVID-19 Impact on Primary Care in NYC

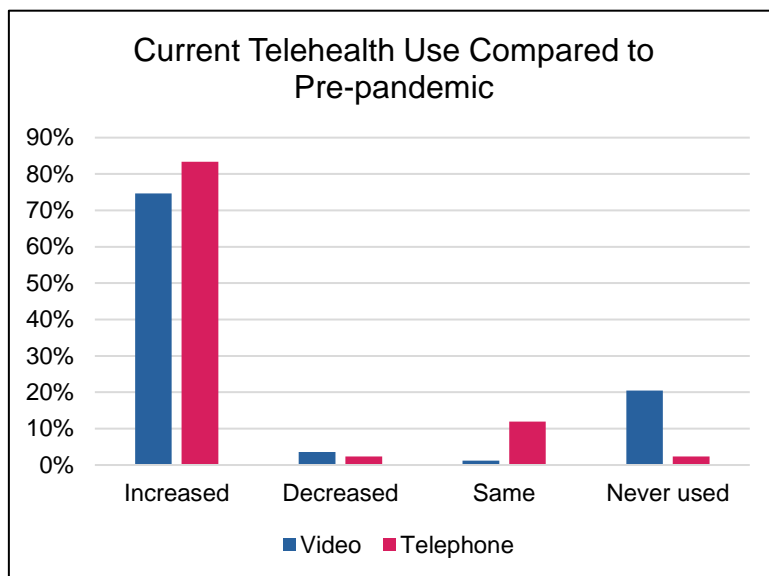
Wave 6 fielded July 14-July 23, 2020

New York University is conducting surveys of NYC primary care practices to assess needs and responses to the COVID-19 pandemic. This report highlights key findings from 88 respondents.

72% of providers report reduced hours/visits, with the majority of visits in-person



Telehealth use increased for 80% of providers since the pandemic began, though more than a third are relying on non-HIPAA compliant platforms



Mixed Opinions on Telehealth

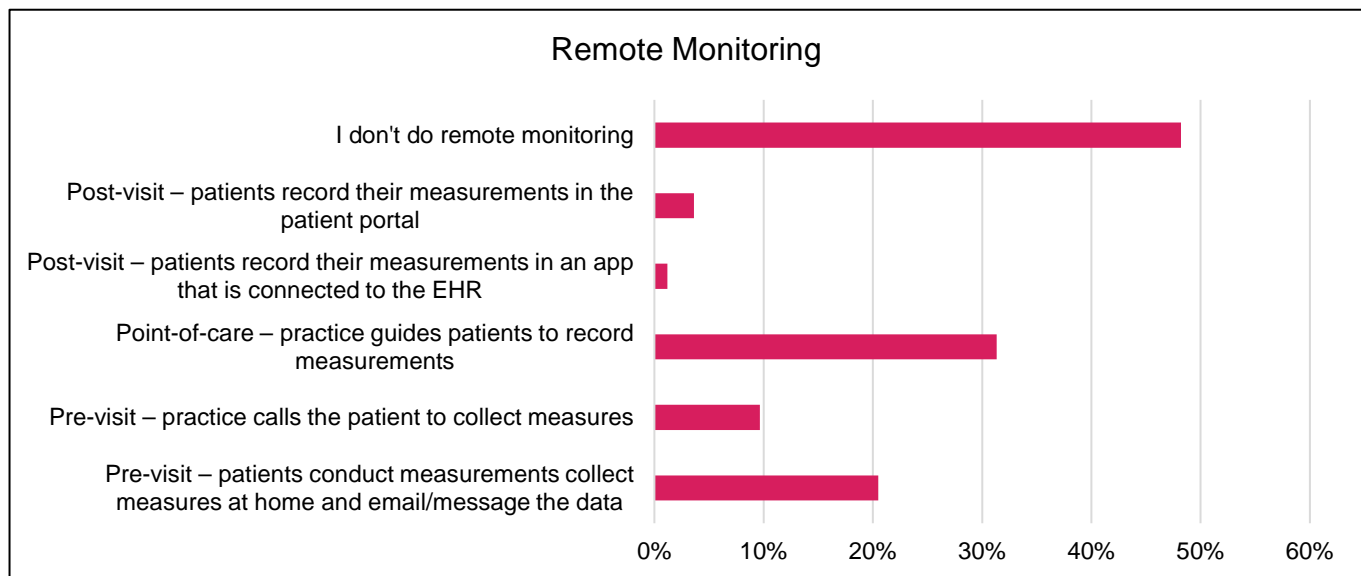
Positive: "Televisits should be encouraged, made a permanent feature, and reimbursed at the same level as in-person visits." (Queens)

"Telehealth has been a great addition to my practice." (Brooklyn)

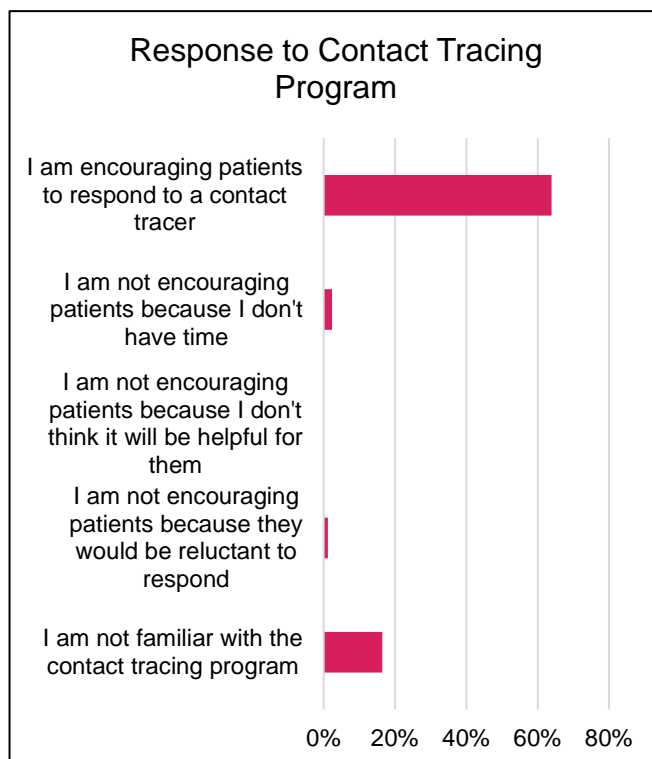
Negative: "I do not believe telehealth for primary care or oncology are of benefit. Patients are not always honest about vitals, and the BP machines may be outdated. It's difficult to assess elderly patients' performance status via video link." (Manhattan)

"Some insurance companies are paying less than in-person visits for telehealth visits from Day 1." (Queens)

Half of providers use remote monitoring. Most patients purchase their own devices



Providers are encouraging patients to respond to contact tracers



More providers are collecting data on social determinants of health

