

COVID-19 (Novel Coronavirus) Pandemic - Tele-Medicine Experience

May 4, 2020. On Tuesday, April 28, 2020 I received a call from the office of my neurologist, Jennifer Buczyner, with an offer to conduct a tele-medicine session with her in place of my next scheduled in-person appointment. I jumped at the opportunity. I don't have any fear of contracting COVID-19 at Dr. Buczyner's office but I am intrigued by the potential of tele-medicine and relished the chance for first-hand experience.

For many years I have contemplated how the combination of technology and patient self-testing could have a positive impact on patient/doctor relationships, in terms of convenience, efficiency, timeliness and costs. But instead of trying to insert my ideas into the process, I decided to act as a test case, in which I would document in detail every aspect of the process and provide a detailed critique at the conclusion. Whether or not the attending physician will be interested in the following remarks is unknown.

April 28, 2020 - I received a call from a person in Dr. Buczyner's office. I had difficulty understanding the caller because of background noise in the office and the caller's voice. She informed me that I would need to use the same username and password as the portal. When I asked the caller how do I access the portal website? She said she would have to ask someone else, and she agreed to send me an email with instructions.

April 29 - I received an email from Dr. B's office with a link to the portal. It turns out I had previously accessed the portal and established credentials. But the URL of mycw56.eclinicalweb.com wasn't intuitively the website associated with Dr. B. I finally found the link to the portal on the First Choice Neurology website.

May 1 - I logged into the portal and downloaded the Healow App to my iPad. However, I am more interested in the computer version where I can take advantage of a much larger display. I have both a Mac and a Windows 10 computer and I couldn't get a test in Televisit to verify that either of my machines would work. I tried my best to troubleshoot and I accessed Healow Help Pages to no avail to resolve the issue. After a few futile hours I was able to discern it was a bug in the Healow software, which I was able to confirm with Healow.

May 2 - In preparation for the Televisit I attempted to answer the questionnaires.

1. Vitals. I answered all the questions except blood pressure (don't have access to a cuff) and respiratory rate (don't know how to measure breaths per minute).
2. Medical History. First box asks if I ever had any types of cancer and to list them, and the second box asks for Medical Conditions. After I entered information, I got an error message - **Please enter a valid characters** - without any indication of what characters are valid. Sometimes it accepted numbers and commas but not always...seems like only letters are acceptable? Another waste of time trying to figure this out. Also it is an obvious software bug that needs to be corrected as well grammatical correction.
3. Allergies and Surgical - No issues

May 4 - Had the tele-medicine session with Dr. Buczyner with no technical issues. Only lasted about 7 or 8 minutes. I had one medical issue to discuss with her and she referred me back to my cardiologist.

Doing meeting remotely was better than going to her office and waiting, especially because this appointment probably didn't need to happen at all. You could say my enthusiasm for doing a tele-medicine session was not fulfilled.