reckner healthcare

Office Changes due to Covid-19

Recently, we surveyed nearly 400 healthcare professionals to find out how their offices and work are changing in response to Covid-19.
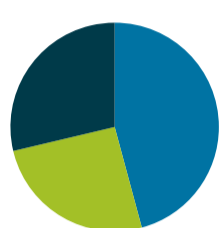
93% are conducting or will soon conduct in-office visits

But **7**% do not anticipate conducting in-office visits within the next 4 weeks. (Of these, half are primary care practices.)
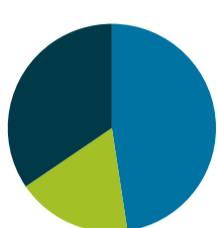
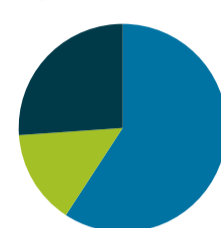## About **half** of HCPs are using telehealth **more** now than **in the past.**

April 2020 v. Today   January 2020 v. Today   July 2019 v. Today

■ More now   ■ About the same   ■ Less now

Time spent per patient is the **same** for most HCPs (**65**%).

But, **one quarter** say they now spend **more** time per patient.

98%* have implemented **new procedures** in response to the pandemic.

Here are the changes their offices have made:

* of those who are conducting in-person visits

Changes to **the Office**

94% Cleaning procedures have been enhanced

88% Waiting rooms have been modified

75% Shared-use items have been removed

Changes **Impacting Staff**

95% Staff who would not normally wear PPE now wear it

71% Staff temperatures are checked

50% Staff complete a health screening

Changes **Impacting Patients**

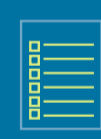**97**% Patients wear masks

86% Patients come alone /limited visitors

71% Patient temperatures are checked

50% Patients complete a health screening

Changes to **Patient Visits**

94% Fewer patients in office at one time

72% Telehealth visits are encouraged

30% Increased time allotted per patient visit

Impact of New Office Processes on the **Amount of HCP Work**

More Work   Same   Less Work

31%   **47**%   **22**%

Most often cited: Increased prep, process changes, enhanced cleaning & longer hours.

Most often cited: Lower patient volume.

"It simply takes more time to do these things. Every little thing takes time, effort, imagination."

"There is less patient volume and also limits on scheduling and add-ons to prevent over-crowding."