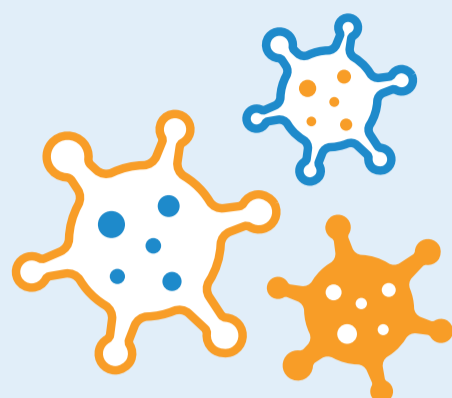


# Positive experiences with telehealth during COVID-19: a mixed-methods study

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In 2020, the COVID-19 pandemic dramatically impacted healthcare delivery with physiotherapists quickly pivoting to telehealth.



Researchers set out to determine the experiences of physiotherapists and patients who consulted via videoconference from April to November 2020 and how it was implemented.

The study included:



- 207 physiotherapists in private practice or community settings
- 401 patients aged over 18 years covering all 8 states and territories of Australia.



Patients and physiotherapists had overall positive experiences using videoconferencing for individual consultations and group classes.

99% felt safe doing prescribed exercises

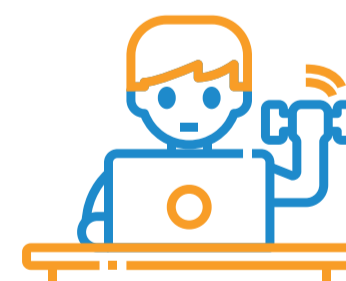
At least 83% reported that the consult was effective



At least 92% were satisfied with the management they received

At least 86% felt comfortable communicating

Post-pandemic:



Physios intend to continue using videoconferencing:

- 81% for individual consultations
- 60% for group classes.

Patients intend to choose videoconferencing in the near future:

- 47% for individual consultations
- 68% for group classes.

The results suggest that videoconferencing is a viable option for the delivery of physiotherapy care in the future.

