



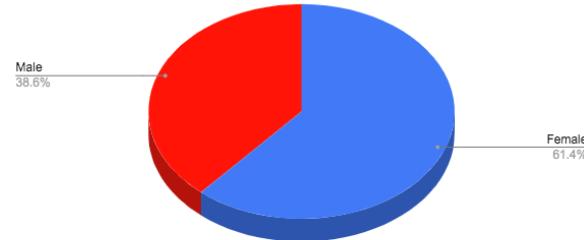
Volunteers in Medicine Wilkes-Barre

Survey Results

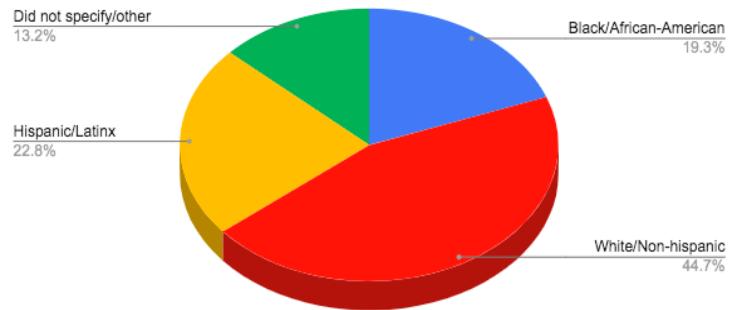
Survey Variables

- 114 out of 565 patients responded to survey
 - All surveys were recorded through phone calls
 - 20% response rate
 - Calls took place from late August through the middle of September, 2020
- “Active” patients were selected for survey pool
 - Those who received services in the past 12 months
- Average age: 43.12
- Female to male ratio:
 - Female: 70
 - Male: 44
- Race/ethnicity Demographics include:
 - Black/African-American: 22
 - White/non-hispanic: 51
 - Hispanic/Latinx: 26
 - Did not specify/other: 15

Patient Breakdown by Sex

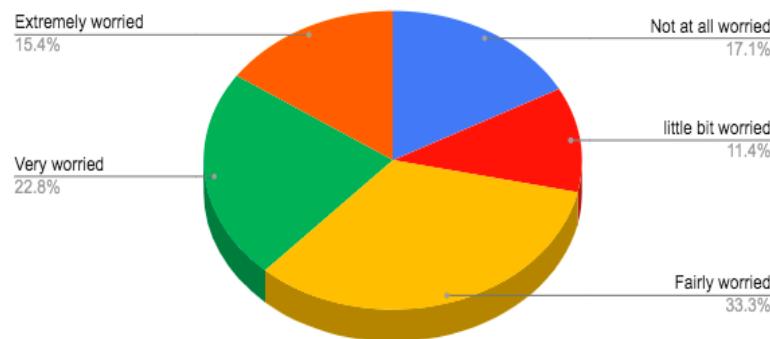


Patient Breakdown by Race/Ethnicity



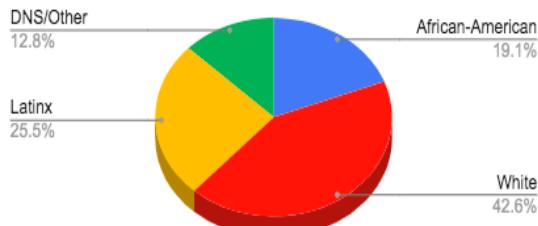
*Note: Language barriers played a role in receiving feedback from spanish speaking patients

How worried are you about the impact of COVID-19 on your life and the lives of those you care about?



Question 1 Breakdown: Race/Ethnicity

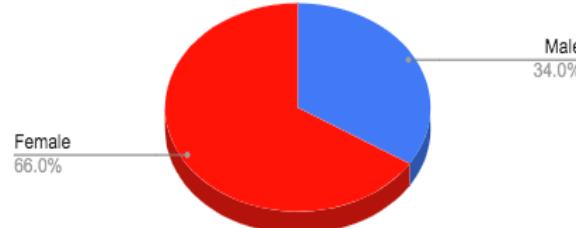
Those who answered either extremely or very worried



*DNS: Did not specify

Question 1 Breakdown: Sex

Those who answered either extremely or very worried

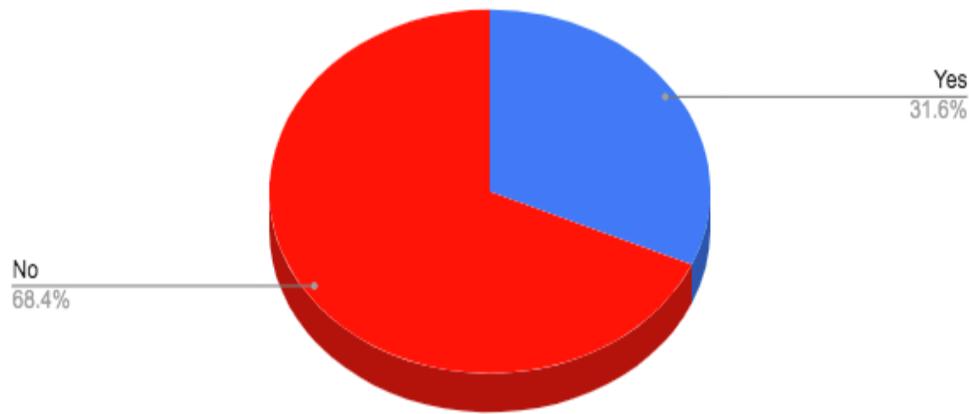


Most Common Challenges Included:

- Going out in public
- Job concerns
 - Less hours
 - Lost job completely
- Taking care of children/family members
- Businesses being shut down
- Wearing masks

Have you, or someone in your household, been tested for COVID-19?

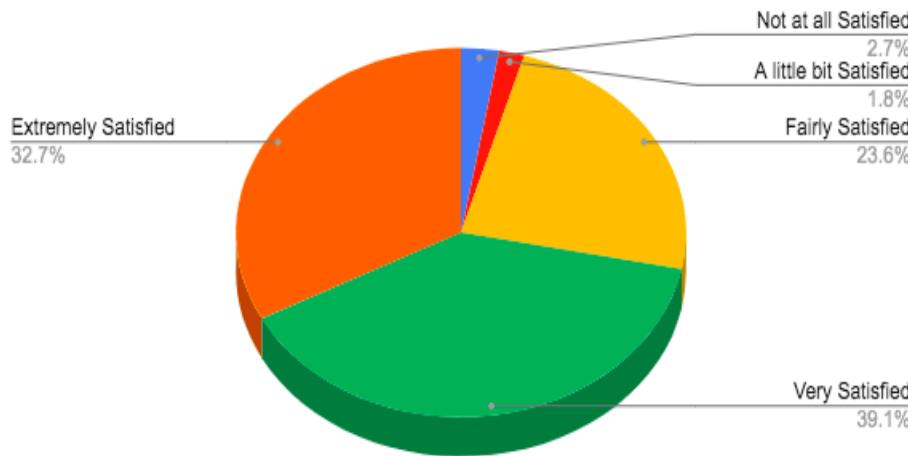
Percentage tested positive (Themselves and household): 0%



Things to consider:

- Out of all patients who claimed to receive a test, none stated that they tested positive.
- Possible confusion in what a COVID test is.
 - Some may believe that the checking of temperature is a test.
 - Some claimed to have received a test through work (may have been just temperature checks).

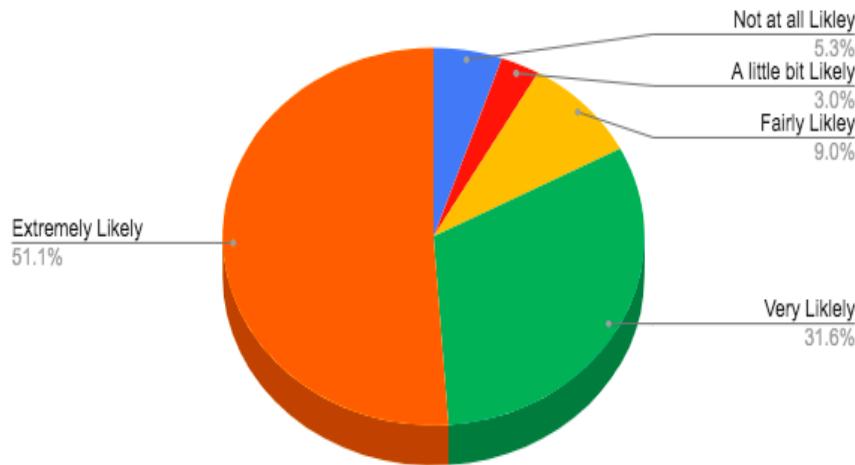
How satisfied have you been with Volunteers in Medicines' response during the COVID-19 crisis?



Most Common reasons:

- Those who were extremely/very satisfied stated:
 - VIM is very flexible
 - Friendly/competent staff
 - Appreciate the free health services
- Some who were fairly satisfied stated that they had not used our services during the pandemic, but were confident in VIM to help if needed.
 - Many did not specify
- Those who were either a little or not at all satisfied (less than 5 individuals) stated
 - Had appointments that were not rescheduled.
 - Could not get in contact with us.

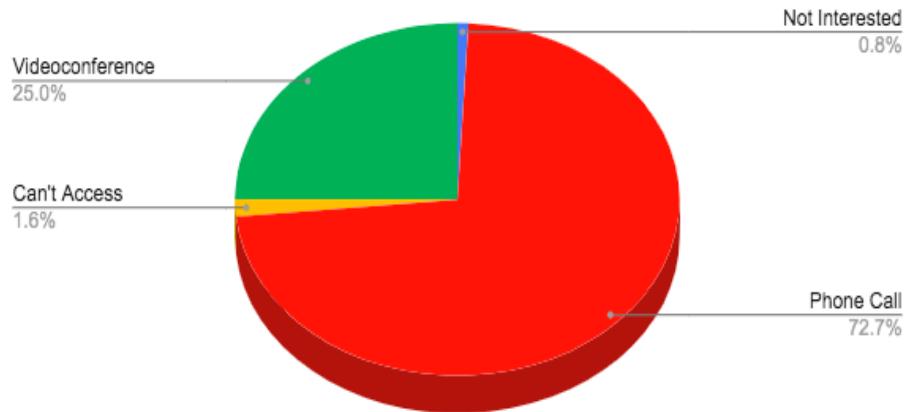
How likely are you to come to the clinic for in-person services if/when you need healthcare during the COVID-19 pandemic?



Explanations included:

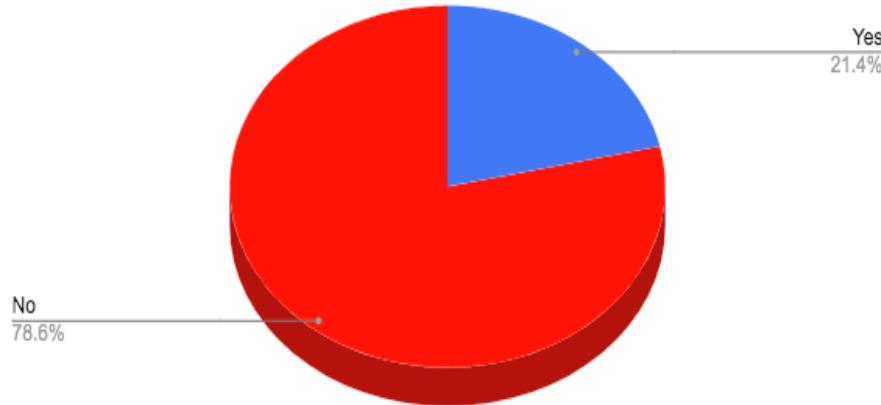
- Those who were extremely/very likely stated:
 - Confident with our protocols.
 - Felt comfortable when going through procedures (Temp. Checks, screenings, masks, room limitations).
 - Not concerned over COVID
- Those who were fairly, a little bit, or not at all likely, were mostly concerned with the pandemic and did not want to go out in public.

If/When you need virtual health services from Volunteers in Medicine, how would you prefer to access these services?



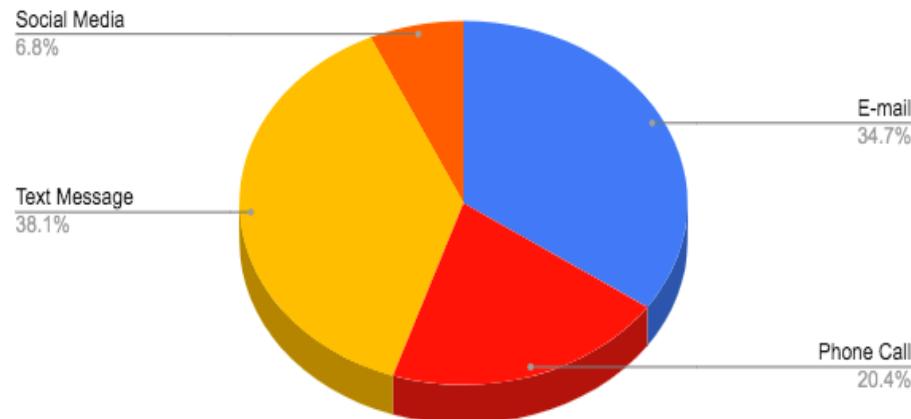
Many patients preferred phone calls as there were technological barriers with online services. While many had access to the internet, they did not believe they were savvy enough to use the resources.

Do you have any current healthcare needs that you have not addressed due to the coronavirus pandemic?



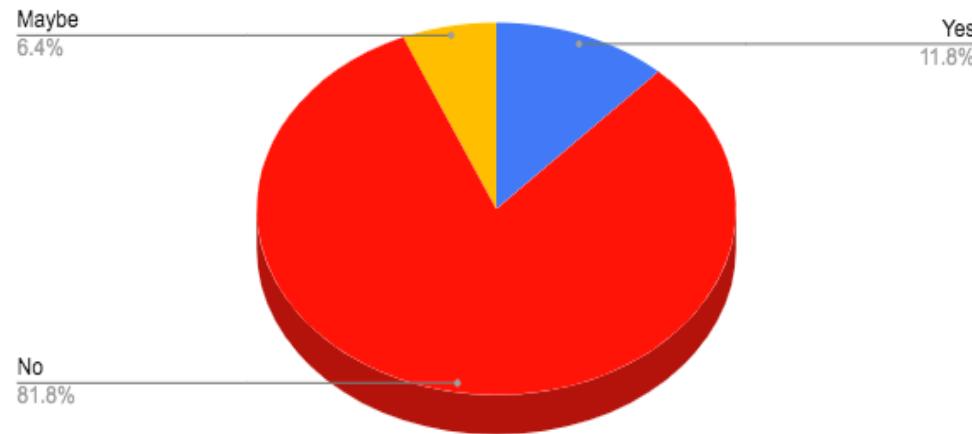
Those who had healthcare needs were mostly able to get in contact with the front desk and make appointments.

What is the best way for us to share updates about our services?



Many mentioned that they were not on social media, and therefore would rather receive updates through other methods.

Are you interested in learning more about COVID-19 and how you can protect yourself and others from infection?



Most individuals who stated “No” believed that they were already informed enough (mainly through news outlets). While those who said “Yes” or “Maybe” would appreciate receiving additional information.

Discussion Questions

- Is there anything we can do to increase awareness of what a COVID is?
 - Making sure to distinguish between test and temperature check
- Should we attempt to educate patients about technology in order to make virtual services more accessible?
 - If so how would this be possible?
- Are phone calls the best way to receive feedback from patients?
 - Are there other methods we should be investing time in?
- Are there any inequities in the population that need to be addressed?
 - Age
 - Race/Ethnicity
 - Sex