**The Pandemic Induced Evolution of Remote Connected Care and Mobile Health**

Introduction:

Thank you for participating in our effort to look at remote care as it has changed during the pandemic and understand how it will transition into the post-pandemic future. Our focus is on the enabling technologies that support remote patient care especially in the areas of safe, effective and secure device communications.

We have prepared a number of questions which will hopefully allow you to reflect on the challenges and progress that has been made over the last 5 months and think about the good, the bad and the future.

Questionnaire:

1. What are the challenges in making things work, especially “overnight”?
   * What are the gaps? Technology, user, process, training, etc.
   * Do patients have an issue with dealing with multiple Zoom-like applications or portals or other tools due to multiple providers?
   * Tracking of patient encounters…
2. Which mobile applications do you use in your practice? How do you prefer to communicate with your patients?
   * Are all methods HIPAA compliant? If not, is this a concern?
   * At which point in the data acquisition and reporting process does HIPAA start to apply?
   * Is there a concern about privacy and security related to remote patient visits.
3. What are the advantages/challenges of a Face-to-Face vs. “Zoom-like” vs. audio only visit?
   * What can you do at home vs. what needs to be done in the office
     + What would you like to do remotely that you can’t do today?
4. How to best engage elderly patients… Impact of patient portals.
5. How do you deal with differences (if any) based on patient location or economic circumstances?
   * Urban vs. Rural; Socio-economic status; Cultural/religious barriers; Patients with mental or physical special needs; Age related challenges; etc.
6. Are there challenges related to obtaining lab/radiology or other diagnostic results?
   * Booking an appointment; hesitance to go to a facility; etc.
7. What type of vitals are needed?
   * For example: Pulse Oximeter, Thermometer, Blood Pressure cuff, etc.
   * How accurate do you think home based measurements are and need to be?
     + Do you trust patient acquired values?
       - Are devices bought off of Amazon good enough?
     + Do you trust patients to report their measurements accurately?
   * In Covid how do you balance accuracy vs. the need for remote care?
8. What kind of information would you like before the patient encounter?
9. Any interest in remotely looking at a patient’s data with their authorization but without their direct involvement?
   * Patient’s data is automatically uploaded to a portal which you can access?
10. Any interest in remotely controlling therapy?
    * Adjusting an infusion rate, ventilator setting, etc.
11. Once this has settled out, what does the future look like?
    * How do you think patient care, your practice, etc. will evolve?