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PATIENT'S PERSPECTIVE ON THE IMPLEMENTATION OF MEASURES TO CONTAIN THE SARS-COV-2 PANDEMIC IN A PORTUGUESE GASTROENTEROLOGY DEPARTMENT

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BACKGROUND

As the COVID-19 pandemic races around the world, hospital departments had to adapt their activities, which could ultimately jeopardize patient's best interests. Our gastroenterology department of Centro Hospitalar Vila Nova de Gaia/Espinho (CHVNG/E) was forced to undergo dynamic changes and adjusted its clinical practice. The aim of this paper is to evaluate the **patient's perspective** to the implementation of SARS-CoV-2 measures in our department.

METHODS

A survey with 13 questions was created using an online platform and available to the patients via an automatic short message service (SMS). To be included patients had to have at least one gastroenterology appointment at our center in the year 2019.

RESULTS

- **973 patients** completed the survey between April 27th and May 24th 2020.
- 76.8% and 69.6% agreed in postponing endoscopic and non-endoscopic procedures, respectively

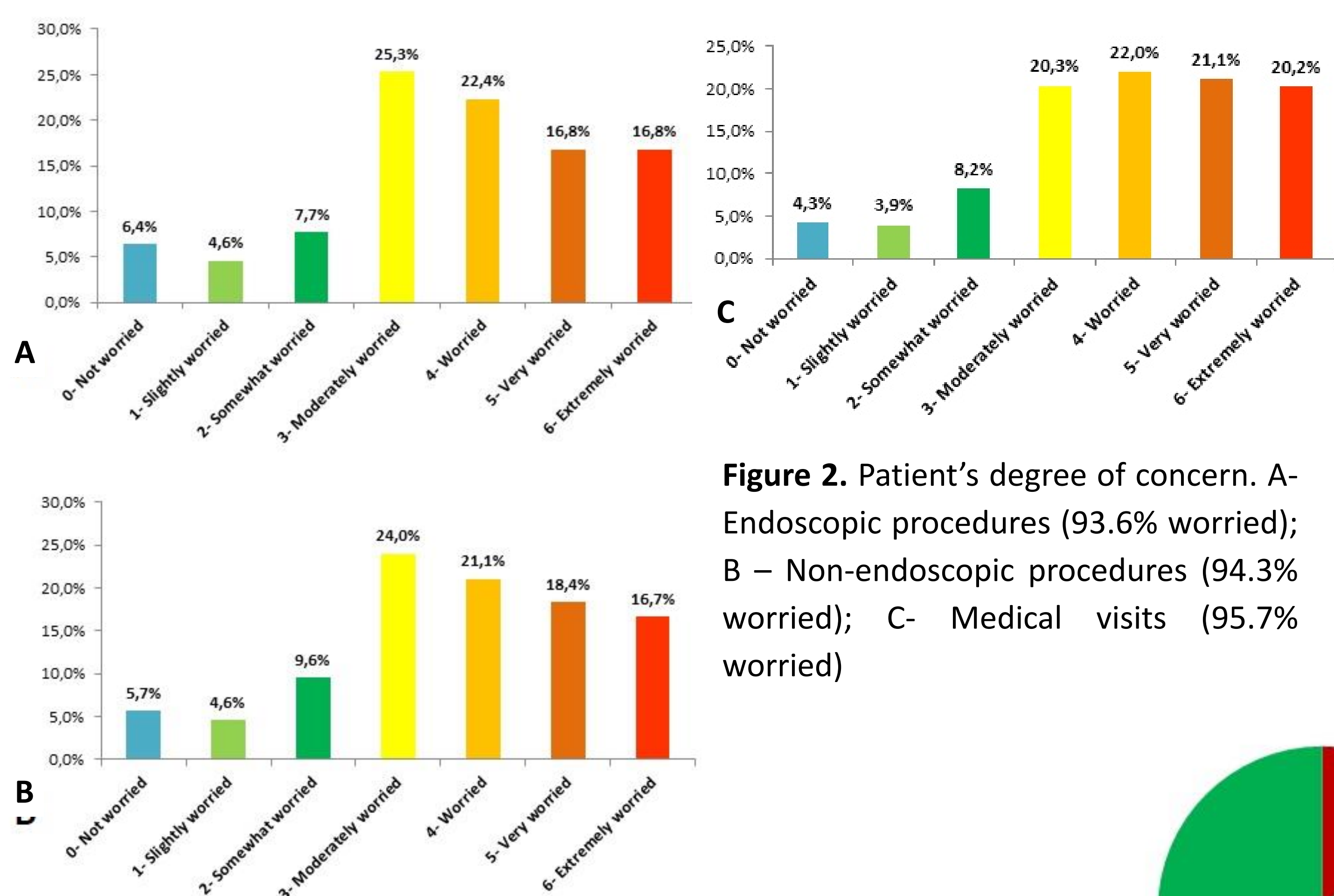


Figure 2. Patient's degree of concern. A- Endoscopic procedures (93.6% worried); B – Non-endoscopic procedures (94.3% worried); C- Medical visits (95.7% worried)

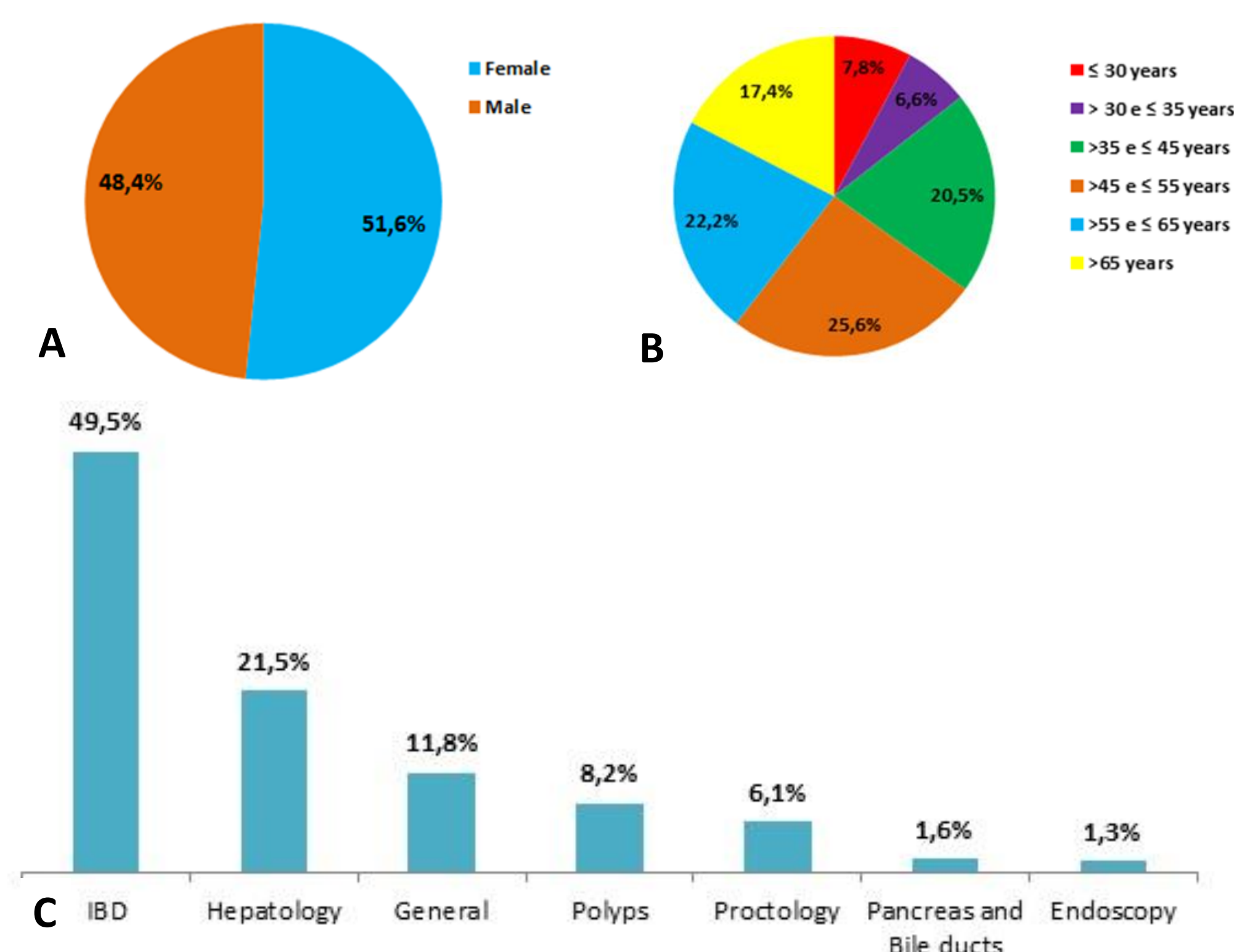


Figure 1. A and B- Patient's sex and age group distribution. C-Types of Gastroenterology consultation

- 80.9% of IBD patients treated with immunosuppression or biologics were **concerned** about a severe infection by COVID-19
 - Only **42.5%** assume to feel safer with a SARS-CoV-2 screening before treatment

CONCLUSIONS

Around 80% of respondents had less than 65 years-old and a great part belong to IBD appointments, which could be due to the fact that these patients are usually younger and more easily adapted to electronic devices and online surveys. The majority agreed in postponing procedures, although they feel concerned with this situation. Almost all patients supported remote consultations, and most patients found them positive.

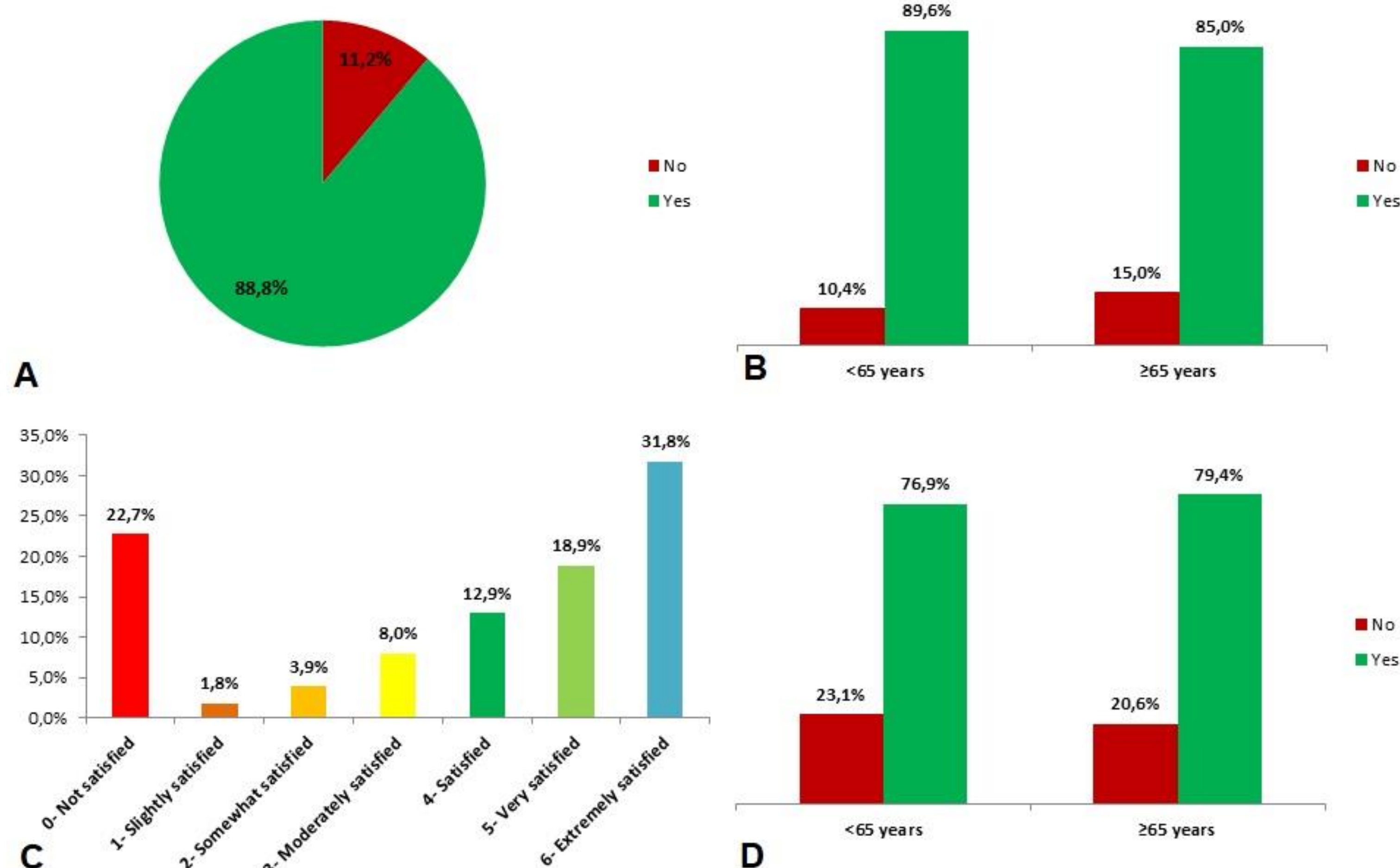


Figure 3. Remote consultations: A- Patient's agreement; B- Patient's agreement according to age, p=0.09; C- Satisfaction level (77.3% satisfied); D- Patient's satisfaction according to age groups, p=0.66