Patient efficacy in telehealth is moderated by distress among patients with cancer: a cross-sectional survey study

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BACKGROUND
The COVID-19 pandemic increased the use of telehealth visits to reduce potential exposure, which was especially critical for patients with cancer, an immunocompromised population vulnerable to complications due to COVID-19. The extent to which patients with cancer view telehealth visits as meeting their medical needs during a time of emotional distress was investigated.

METHODS
• A cross-sectional survey design was used
• Survey packets emailed to 1944 patients with 94 final participants
• Patients completed the following
  • Emotional Thermometer
  • Telehealth usability questionnaire (TUQ)²
  • Perceived Efficacy in Patient-Physician Interactions (PEPPI-5) scale³

RESULTS
Patients experiencing low emotional distress and high comfort with technology had higher self-efficacy in communicating with providers via telehealth.

CONCLUSION
Telehealth is a convenient and effective modality. In times of emotional distress, in-person clinic visits may result in greater patient self-efficacy to satisfy health-related needs.

References