

Perspective of patients with chronic physical and psychological illnesses

# Recommendations regarding continuing **teleconsultation** after the pandemic



As a **patient**, I would like ...

1. To **continue receiving services via teleconsultation** even after the pandemic, **but not have it be mandatory** if there's no advantage in it for me.
2. To **know the pros and cons** of teleconsultation and in-person meetings, so I can form an opinion on how it fits with my needs.
3. To **have my preferences considered** when the consultation method is chosen. I don't want to feel that the choice is imposed on me. **I want to have a say about each visit**, because my needs evolve over time and depend on my condition.
4. That the professional team **takes into account both my personal characteristics** and the **determinants of my health**, as these may affect my ability to have teleconsultation visits.
5. To do **phone visits** for certain types of consultations, such as **follow-ups when my condition is stable** or for **medication renewals**, for example. This saves me time.
6. When the reason for my consultation requires a **physical examination or visual observation** by the healthcare professional, to be **able to have an in-person appointment** right off the bat, and not a teleconsultation, as that duplicates the appointments.
7. That, even if I receive services via teleconsultation, my **interprofessional team is collaborating**. I'm aware of the **lack of collaboration** even if I'm not physically present.
8. That my professional team displays **the following attitudes to ensure a positive care experience**: punctuality, listening, empathy, trust, consideration, professional knowledge, availability, involvement, communication, and active listening. I pick up on **professionalism even in teleconsultation**.
9. That **certain topics be avoided over the phone**, especially when it comes to my mental health, weight gain, or other topics that make me uncomfortable.
10. To be able to invite a loved one to join the discussion if I wish. That person should be able to hear and **watch the consultation in the same way as me**, and I should be able to consult with him or her to make a decision if I feel the need.



Poitras, ME., Couturier, Y., Poirier MD., Massé S., T Vaillancourt, V., Cormier, C., Morin, A., Beaupré P., Boudreault A., Blanchette P., Bernier AA. (2021).