

## POSTER #9

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### Patient Experiences with a Remote Monitoring Pathway for COVID-19

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**Background:** In response to the COVID-19 outbreak, Michael Garron Hospital developed the CovidCare remote monitoring pathway to provide timely clinical evaluation and management for patients suspected/diagnosed with COVID-19. Remote monitoring is increasingly used, but limited data exist on patients' experiences with these pathways for managing COVID-19.

**Objectives:** This study aims to describe patients' experiences with CovidCare, specifically two patient populations: those with medium-/high-level alerts that A) did not return to the emergency department (ED) and were successfully managed at home, and B) those who returned to ED but were not admitted.

**Methods:** Semi-structured phone interviews were conducted, transcribed, and analysed using grounded theory.

**Results:** Across 35 interviews (response rate of 66%), three main themes were identified: the program provided emotional support (a sense of security, reduced feelings of depression and loneliness, decreased fear and anxiety); was informative (taught patients COVID-19-related precautions, instructed patients on how to self-monitor COVID-19 symptoms, informed patients about self-care when coping with COVID-19), and motivated patients to self-monitor and self-manage (facilitated self-management, prompted self-management, and encouraged self-monitoring). Patients in both groups also identified the tendency for nurses to recommend ED assessment for worsening symptoms; however, only a few patients in Group B returned to ED for issues directly related to COVID-19, limiting further analysis into why this advice may have affected them differently.