COVID-19 Impact on Primary Care in NYC
Wave 6 fielded July 14-July 23, 2020

New York University is conducting surveys of NYC primary care practices to assess needs and responses to the COVID-19 pandemic. This report highlights key findings from 88 respondents.

72% of providers report reduced hours/visits, with the majority of visits in-person.

**Current Status**

- Open as usual
- Reduced hours/visits
- Closed to in-person visits
- Temporarily closed
- Closed permanently

**% reporting majority of visits as:**

- Video
- Telephone
- Patient portal
- In-person

Telehealth use increased for 80% of providers since the pandemic began, though more than a third are relying on non-HIPAA compliant platforms.

**Mixed Opinions on Telehealth**

**Positive:** “Televisits should be encouraged, made a permanent feature, and reimbursed at the same level as in-person visits.” (Queens)

“Telehealth has been a great addition to my practice.” (Brooklyn)

**Negative:** “I do not believe televisits for primary care or oncology are of benefit. Patients are not always honest about vitals, and the BP machines may be outdated. It’s difficult to assess elderly patients’ performance status via video link.” (Manhattan)

“Some insurance companies are paying less than in-person visits for telehealth visits from Day 1.” (Queens)
Half of providers use remote monitoring. Most patients purchase their own devices

Providers are encouraging patients to respond to contact tracers

More providers are collecting data on social determinants of health