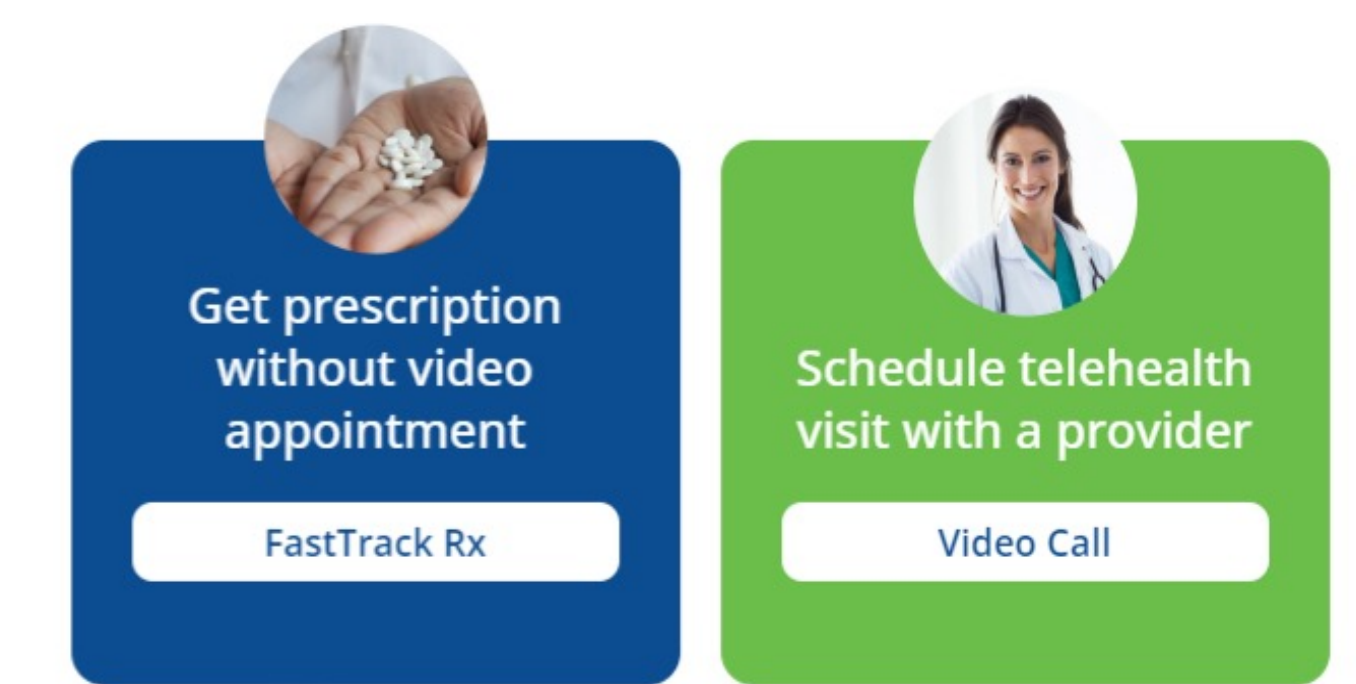


# Usability and acceptability study of a healthcare market-place platform

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How would you like to conduct your medical visit?



## ABSTRACT

The average wait time to see a physician in the US is 26 days. Furthermore, physicians would need 26.7 hours per day to provide the recommended preventive, chronic, and acute care to a panel of 2,500 adult patients, including the related documentation and inbox work. Out of this, preventative care makes up as much as 14 hours per day, alone. As of 2020 estimates, there are 2.6 physicians per 1000 people in the US. Clearly, there is a huge burden on the healthcare system to increase capacity and this is plagued with challenges owing to the limited number of providers and resources.

Optimizing patient onboarding, treatment, and reporting is increasingly crucial, and for which manual processes across hospitals and medical practices vary. Additionally, medical treatment adheres to standards, pre- and post-appointment procedures lack consistency. This leads to issues like repeated visits, ineffective communication, and non-compliance. Clinical and process uncertainties perpetuate trial and error.

HelixVM has developed the medical marketplace platform that makes it convenient for patients to access quick prescription and medical opinion from anywhere irrespective of the patients' insurance status. Using the platform, patients can receive a prescription in minutes with or without video visit with a healthcare provider. This capitalizes on the opportunity for improving existing technologies to enhance patient intake, appointment scheduling, diagnostics, data quality, and medical records. These improvements can standardize onboarding, enhance compliance, reduce administrative work, and minimize errors.

## OBJECTIVE

Evaluate the usability and acceptability of the HelixVM's medical marketplace platform, developed for improving healthcare accessibility for patients and streamline consultations for providers.

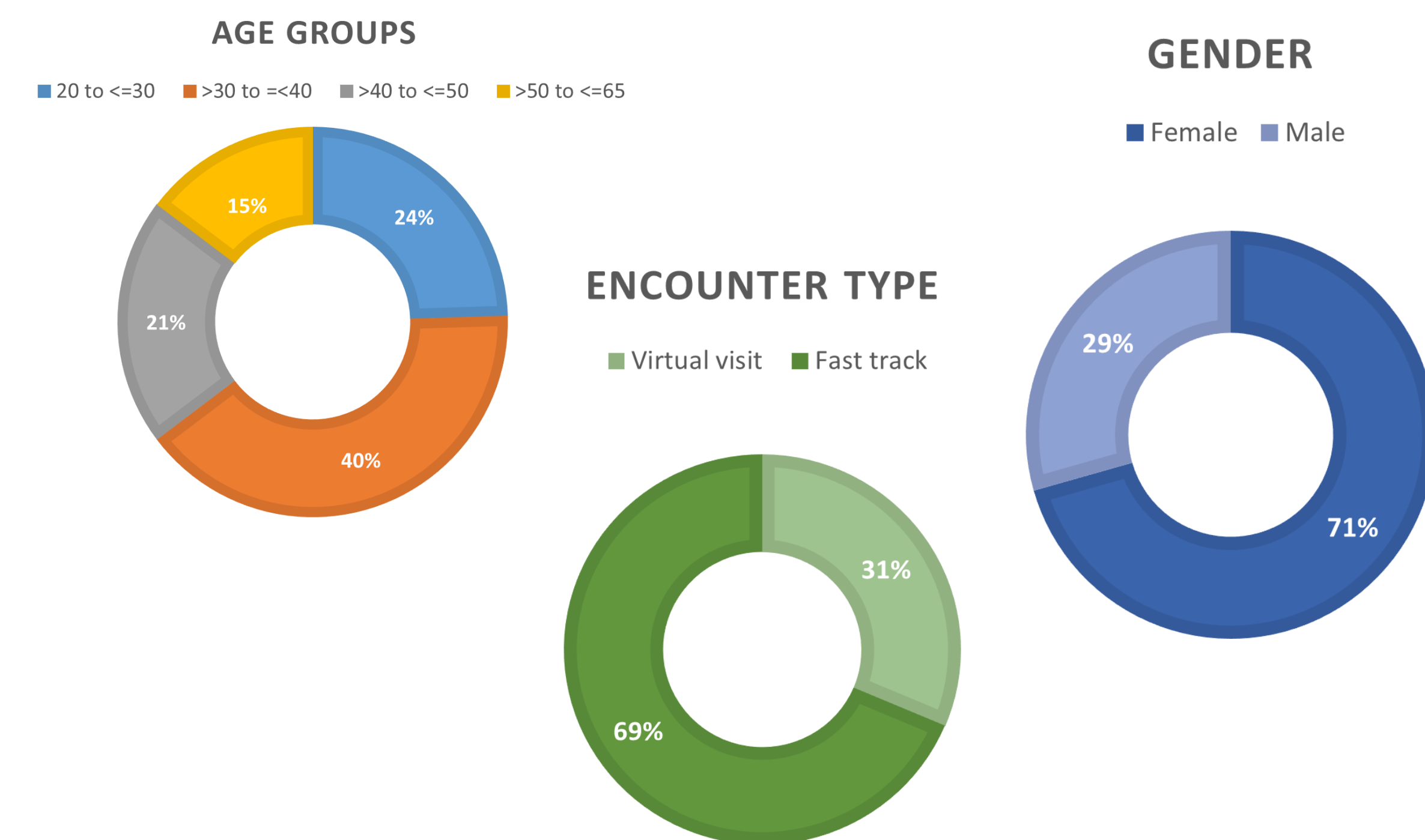
## STUDY METHODS

### Study Design:

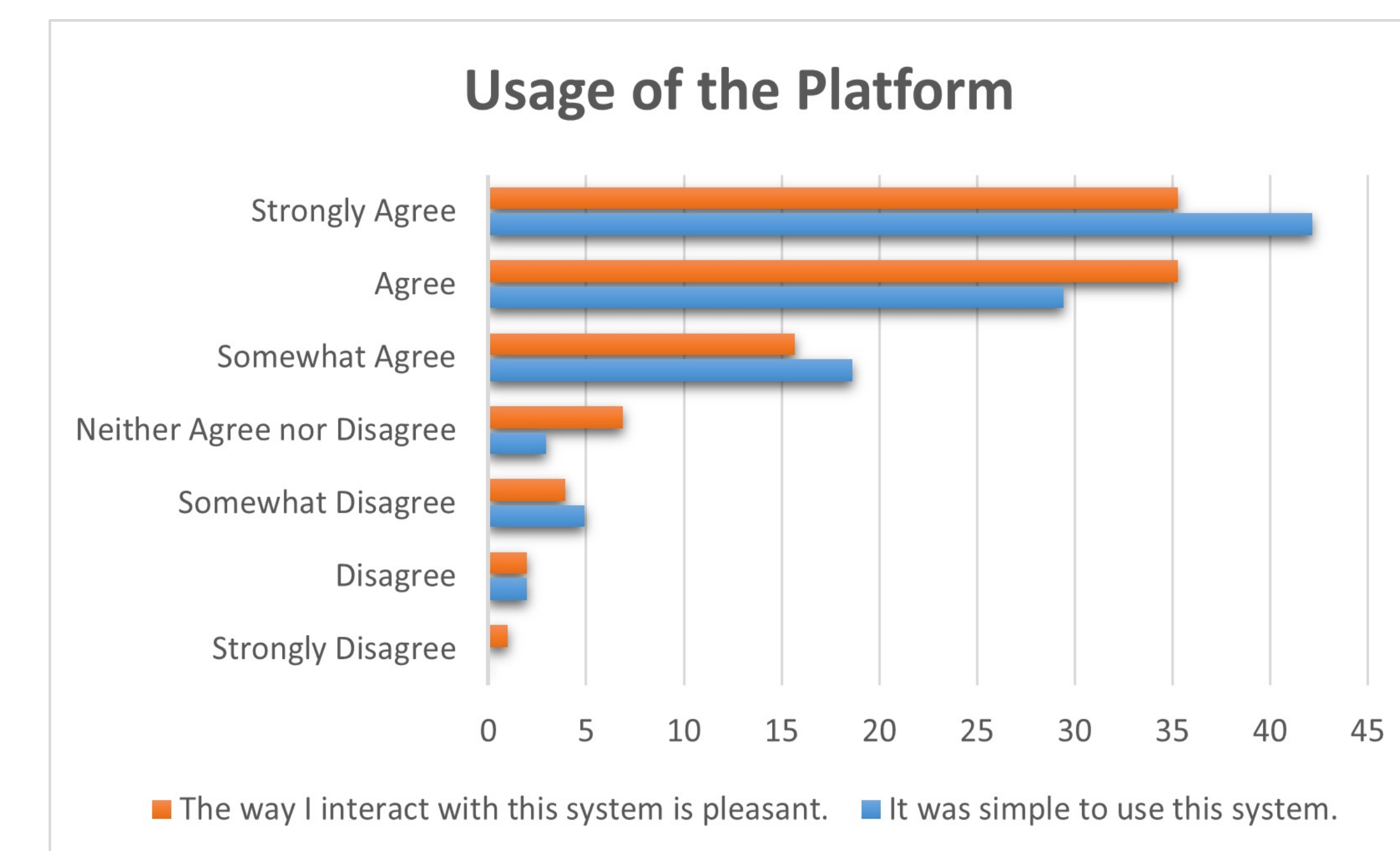
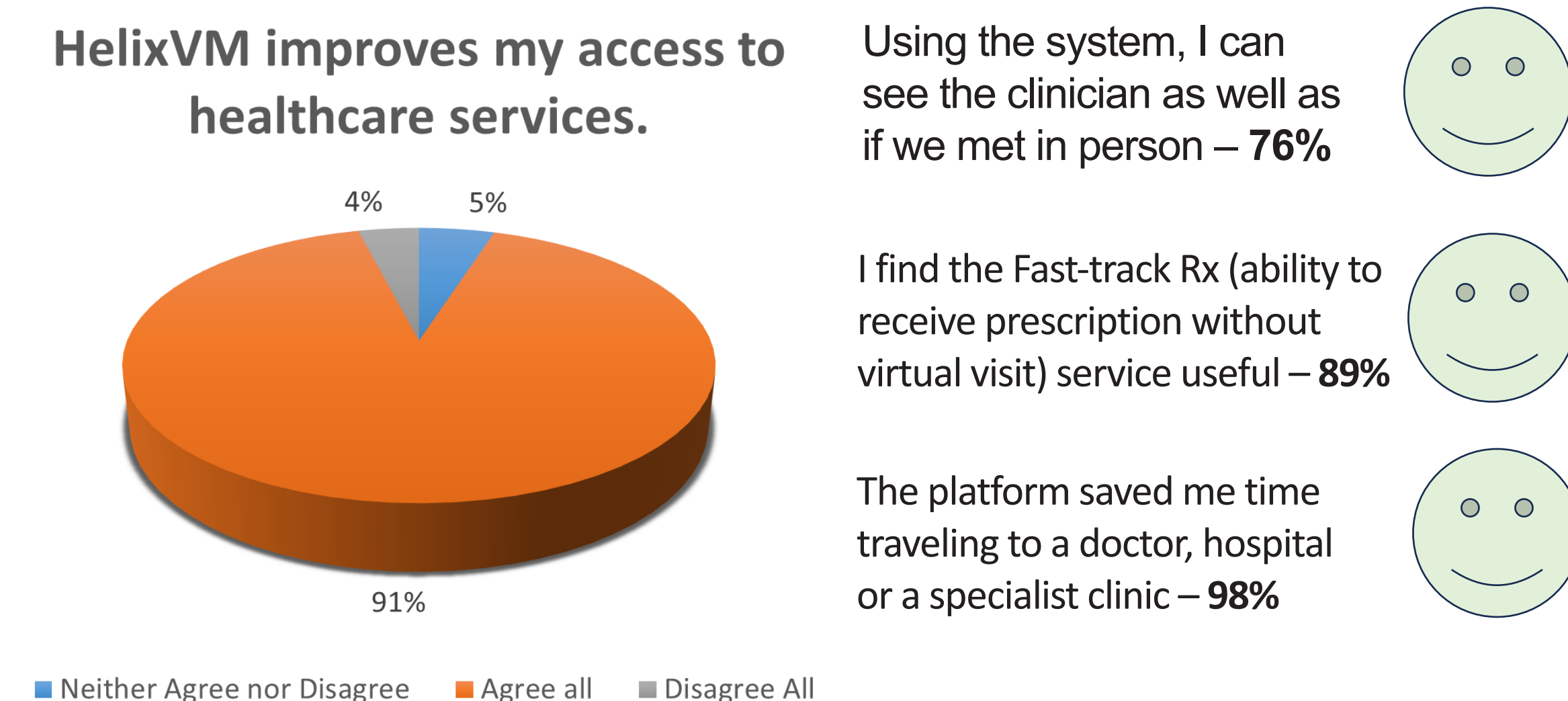
- Single-arm, quantitative study (survey) involving patients, providers and referral sources.
- A total of 102 patients (aged 18 years and above, registered users of the platform), 11 providers (registered and active users of the platform) and 5 referral sources (Examples: Pharmacist, health retailer, healthcare institution, hospital etc.) were recruited in the study.
- The surveys used were modified versions of the Telehealth Usability Questionnaire.
  - Patients were administered a total of 22 questions
  - Providers were administered a total of 25 questions
  - Referral sources were administered 12 questions

## RESULTS

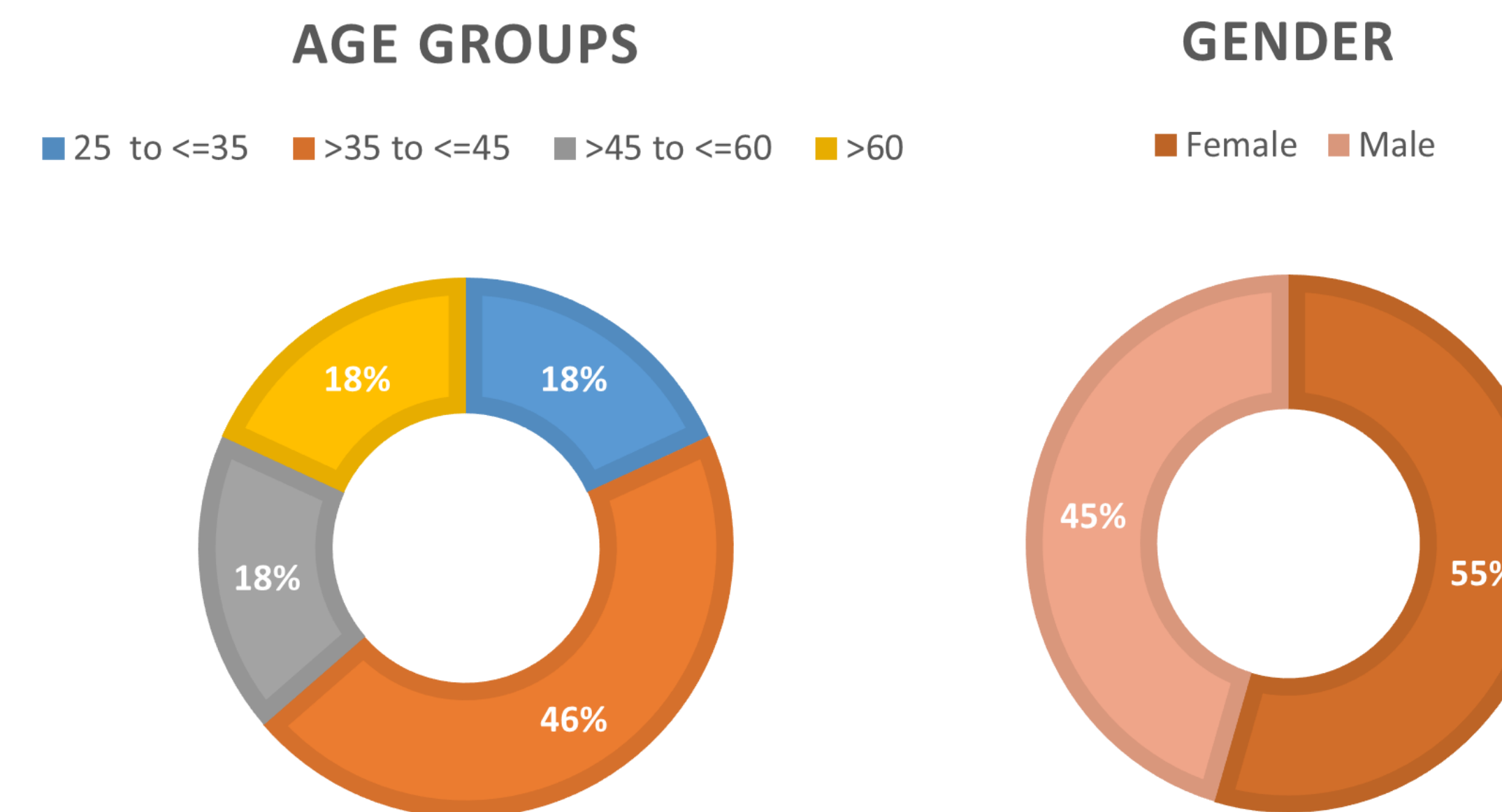
### Patient Demographics



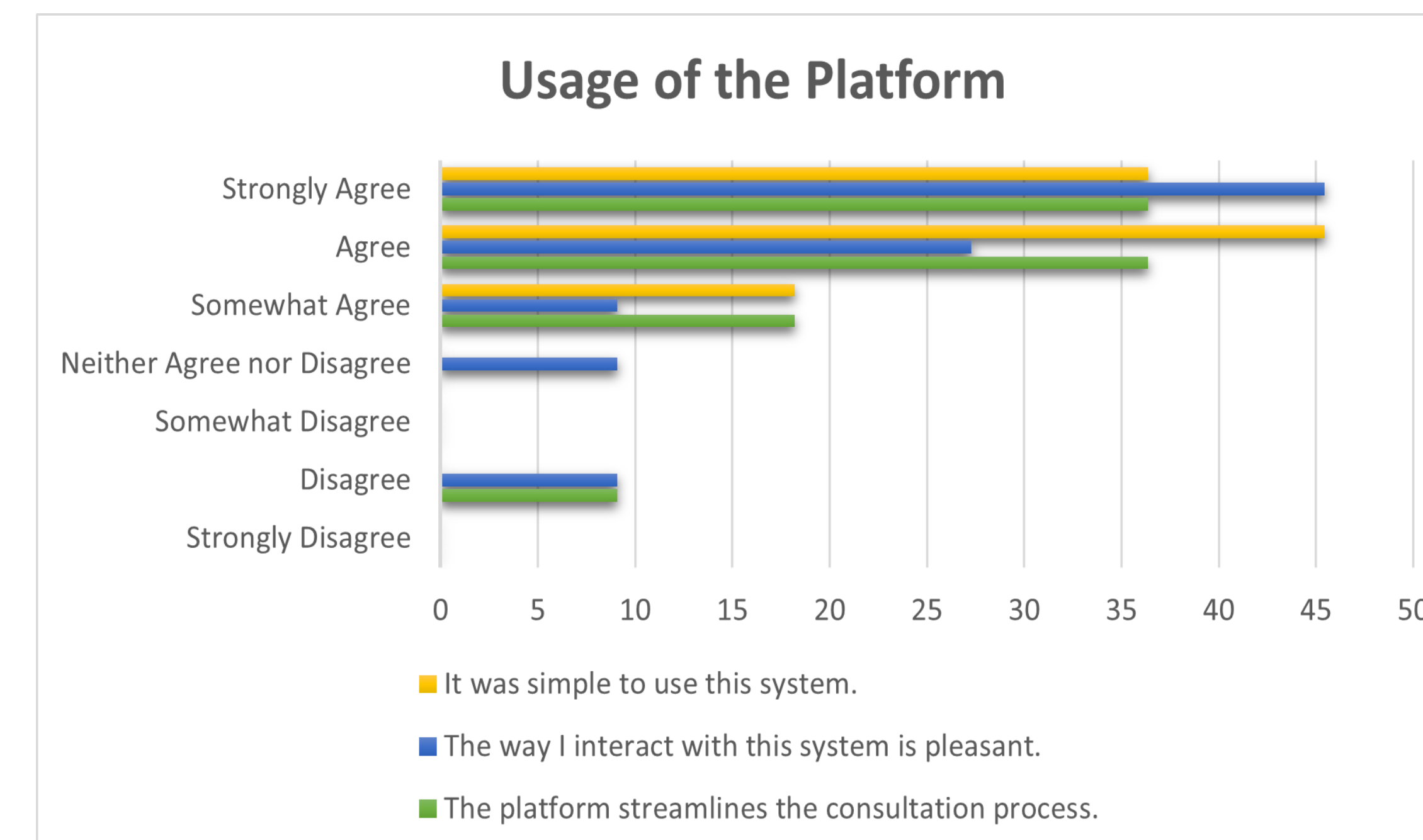
### Patient Survey Responses



### Provider Demographics

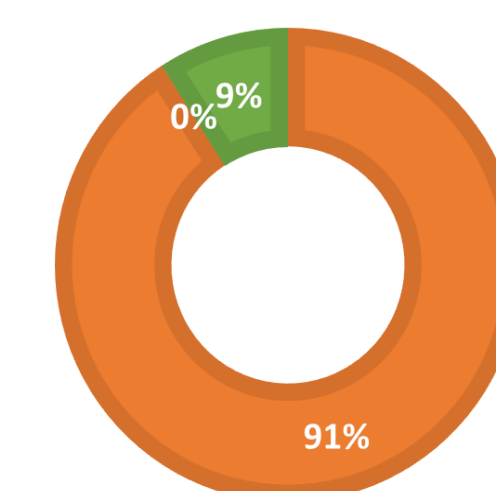


### Provider Survey Results



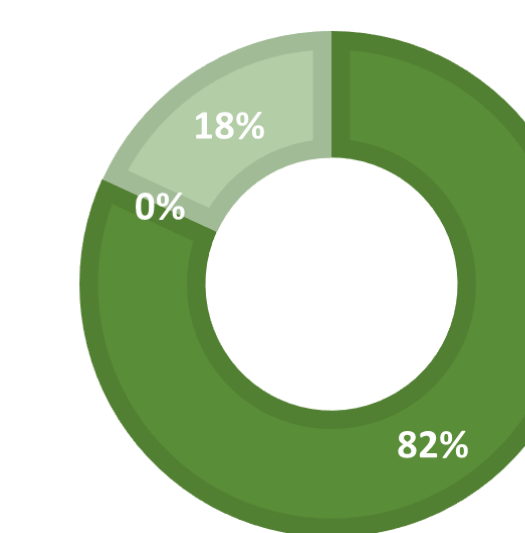
### HELIXVM IMPROVES ACCESS TO HEALTHCARE SERVICES.

Agree all Disagree all Neither Agree nor Disagree

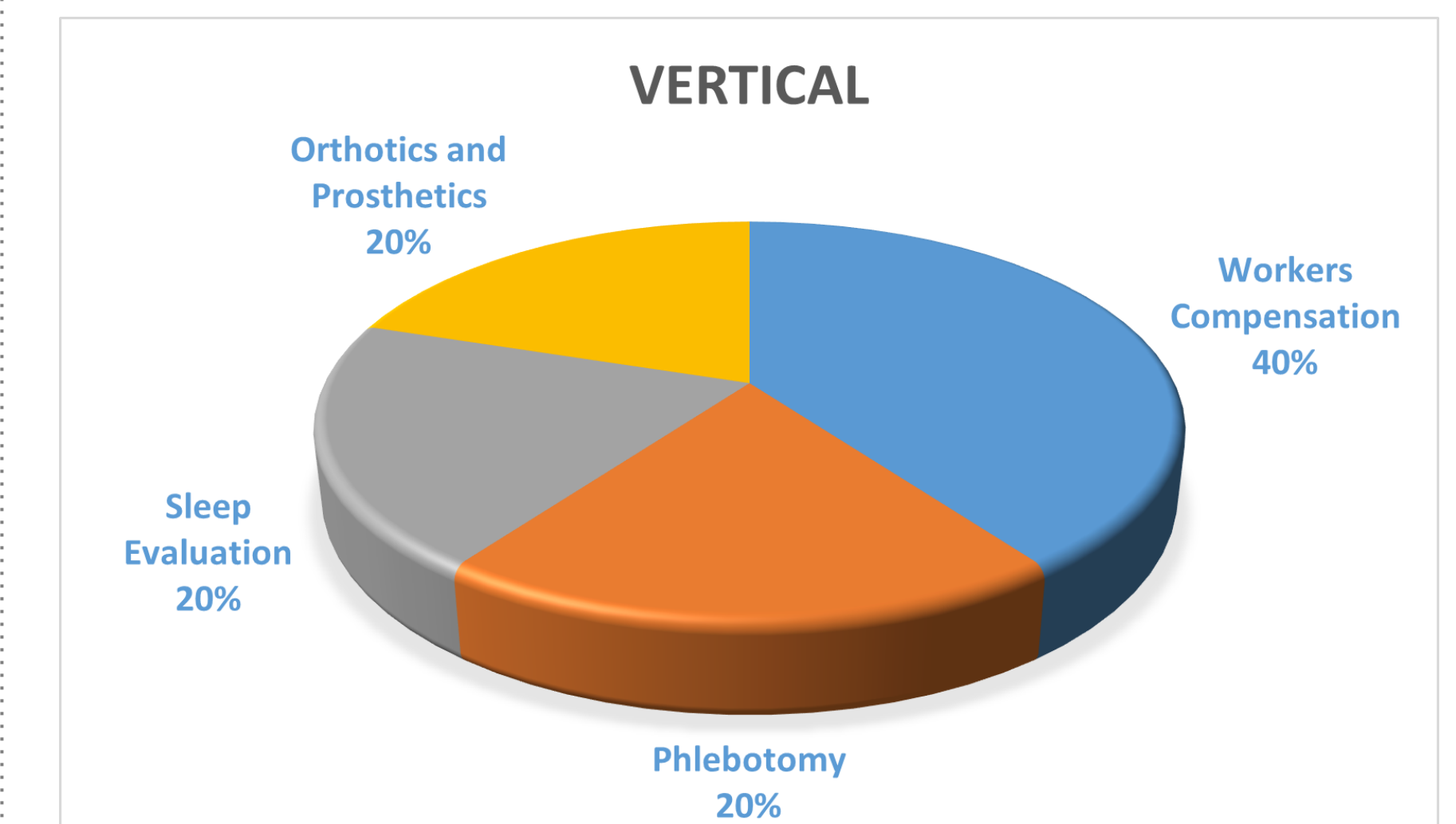


### THE PLATFORM SAVES ME TIME TRAVELING TO A HOSPITAL OR SPECIALIST CLINIC.

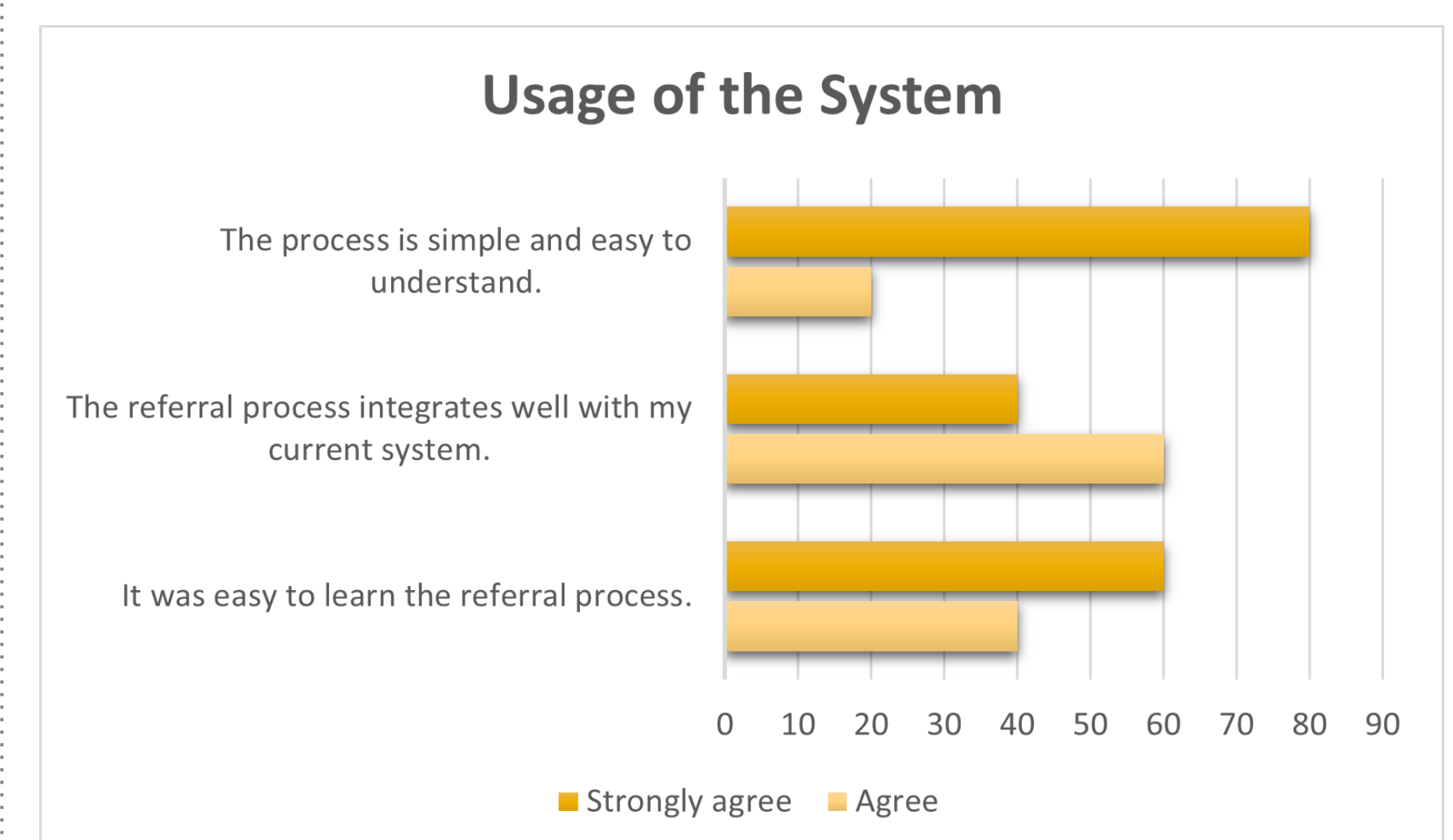
Agree all Disagree all Neither Agree nor Disagree



### Referral Sources Demographics



### Referral Sources Survey Responses



## CONCLUSIONS

- Overall, the responses of the patients, providers and referral sources are in the agreement categories (somewhat agree, agree, strongly agree).
- For referral sources, across all questions, there is no negative response (no referral source disagreed).
- From the patients' perspective, HelixVM is an important and highly useful technology that makes it very easy for a patient to access healthcare remotely.
- As much as 90% providers express agreement in being satisfied with HelixVM and all providers respond in agreement to using HelixVM again.
- All referral sources are highly satisfied with their participation with HelixVM and respond in high agreement to continue with the same.
- All three user groups found the system easy to learn and easy to use.

### ACKNOWLEDGEMENTS

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