

Analyzing Patient-Provider Communication Characteristics After Mohs Micrographic Surgery (MMS)



INTRODUCTION

- Tele dermatology is an emerging field within dermatology that has allowed for increased access to care through web portals such as MyChart.¹
- MyChart is a password-protected website that offers patients 24-hour access to personal health information and permits patients to send messages and photographs pertaining to their medical concerns.
- MMS is a microscopically controlled surgery used to treat skin cancers such as Basal Cell Carcinoma (BCC), Squamous Cell Carcinoma (SCC), and Melanoma.
- Mohs surgeons have increasingly utilized such portals post-operatively to keep track of patient progress², but there has been sparse research that analyzes the characteristics of patient-initiated electronic and telephone communication after MMS.
- This study identifies the attributes and factors that contribute to patient-initiated contact after MMS.

OBJECTIVES

- To obtain the percentage of MyChart vs Telephone usage among patients that initiate contact after MMS.
- To identify the reasons that motivate patients to independently initiate contact after MMS.
- To assess the number of times that a patient initiates contact for a singular concern after MMS.
- To measure the duration of time elapsed between an MMS procedure and patients' initiation of contact.
- To determine the percentage of patients that include photographs in their initial message via MyChart.

METHODS

Study Design:

- Observational Study (Data from Epic Health Record).

Study Population:

- 147 subjects aged ≥18 who have undergone MMS for treatment of BCC, SCC, or Melanoma.
- Time Period: December 2021 – May 2022
- Recruited from UC Davis Dermatology Clinic.

RESULTS

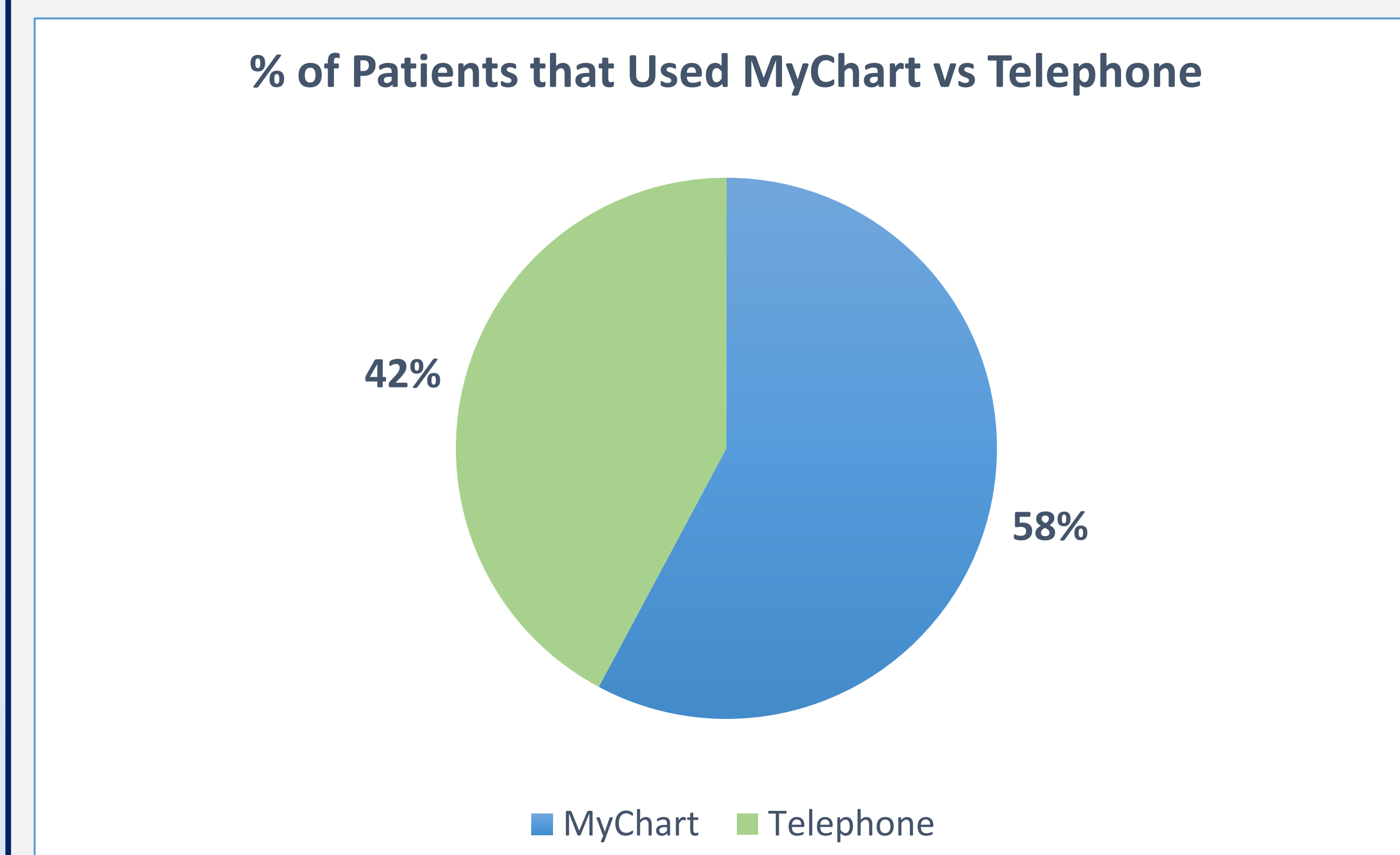


Figure 1. Percentage of Patients that communicated via MyChart and Telephone (N=147).

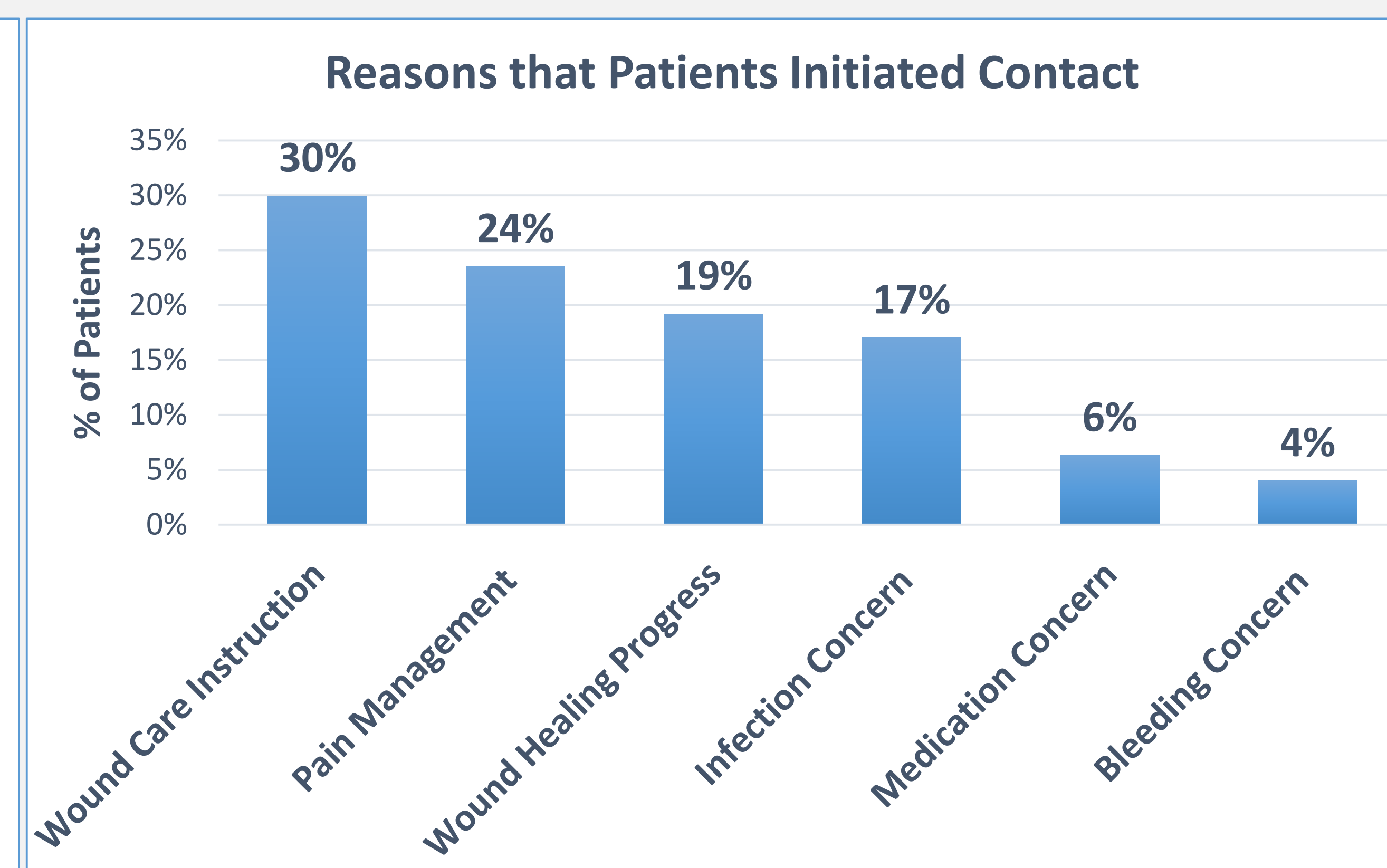


Figure 2. Reasons that patients initiated contact via MyChart or Telephone (N=147).

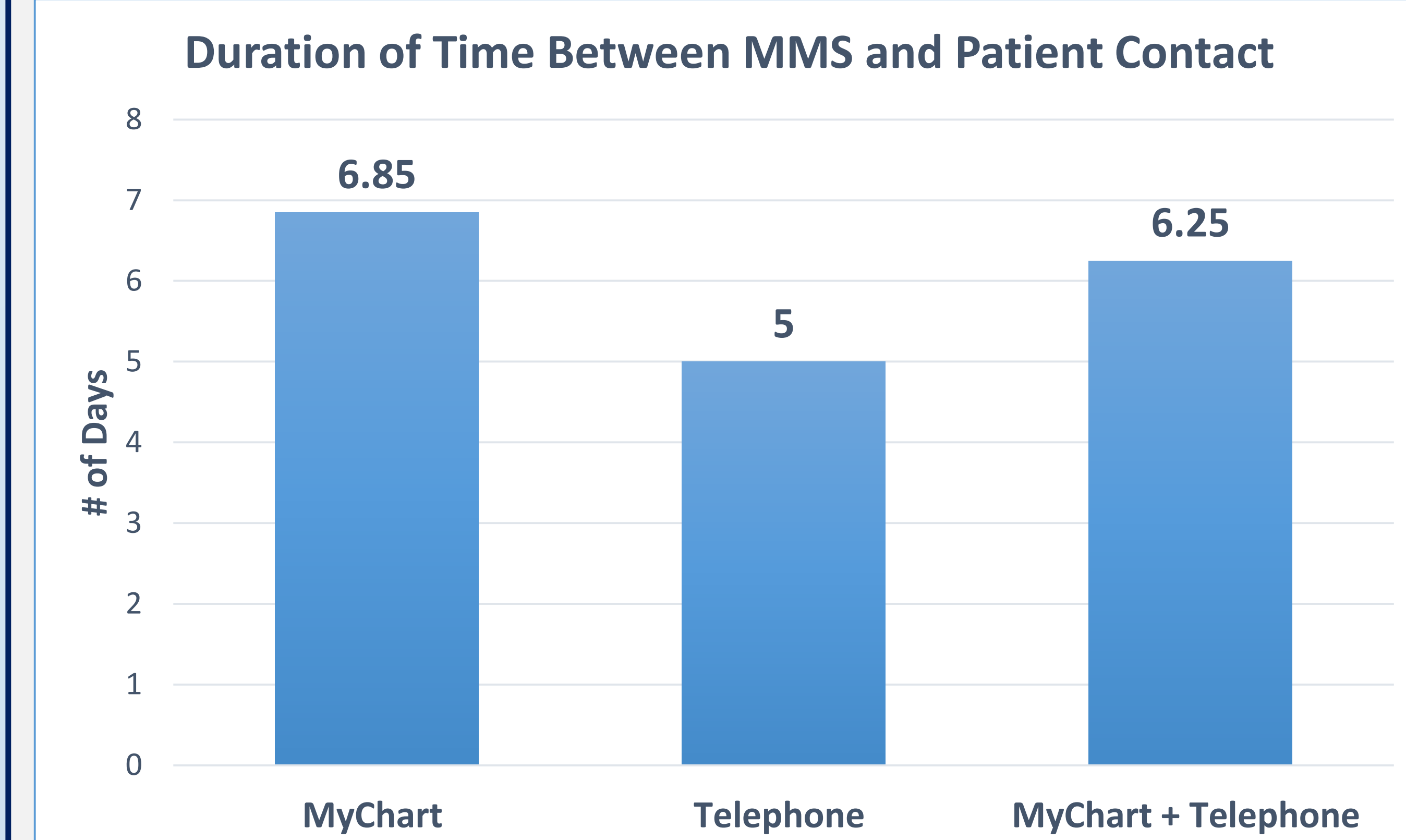


Figure 3. The average duration of time that patients waited prior to initiating contact (N=147).

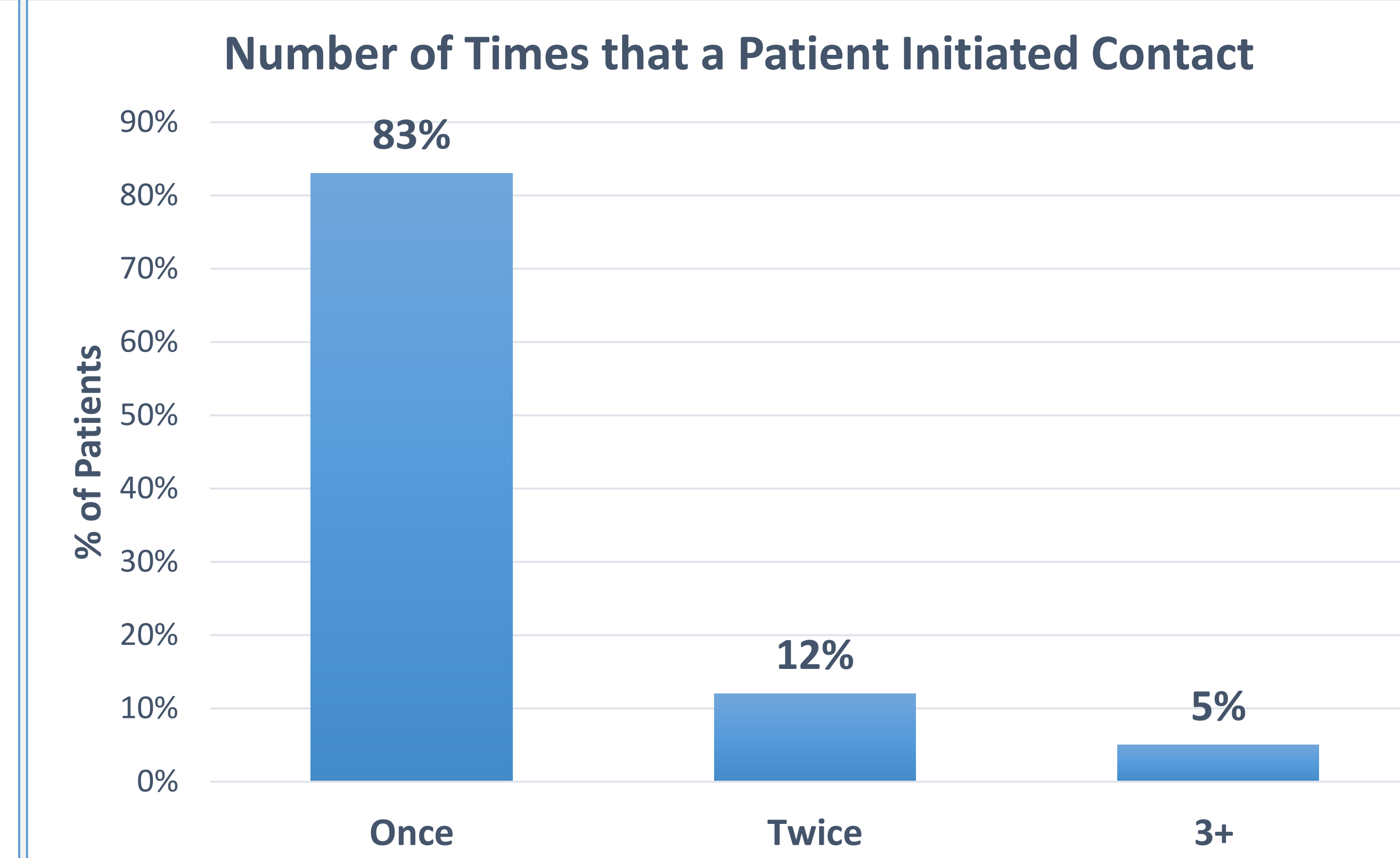


Figure 4. The number of times that a patient initiated contact for the same concern (N=147).

Type of Skin Cancer	% of Patients
BCC	45%
SCC	35%
Melanoma	20%

Table 1. Patient Characteristics.

Type of Patients	Average Age
All MMS Patients	71
MyChart Patients	69
Telephone Patients	73

Table 2. Age of Patients by Method of Communication.

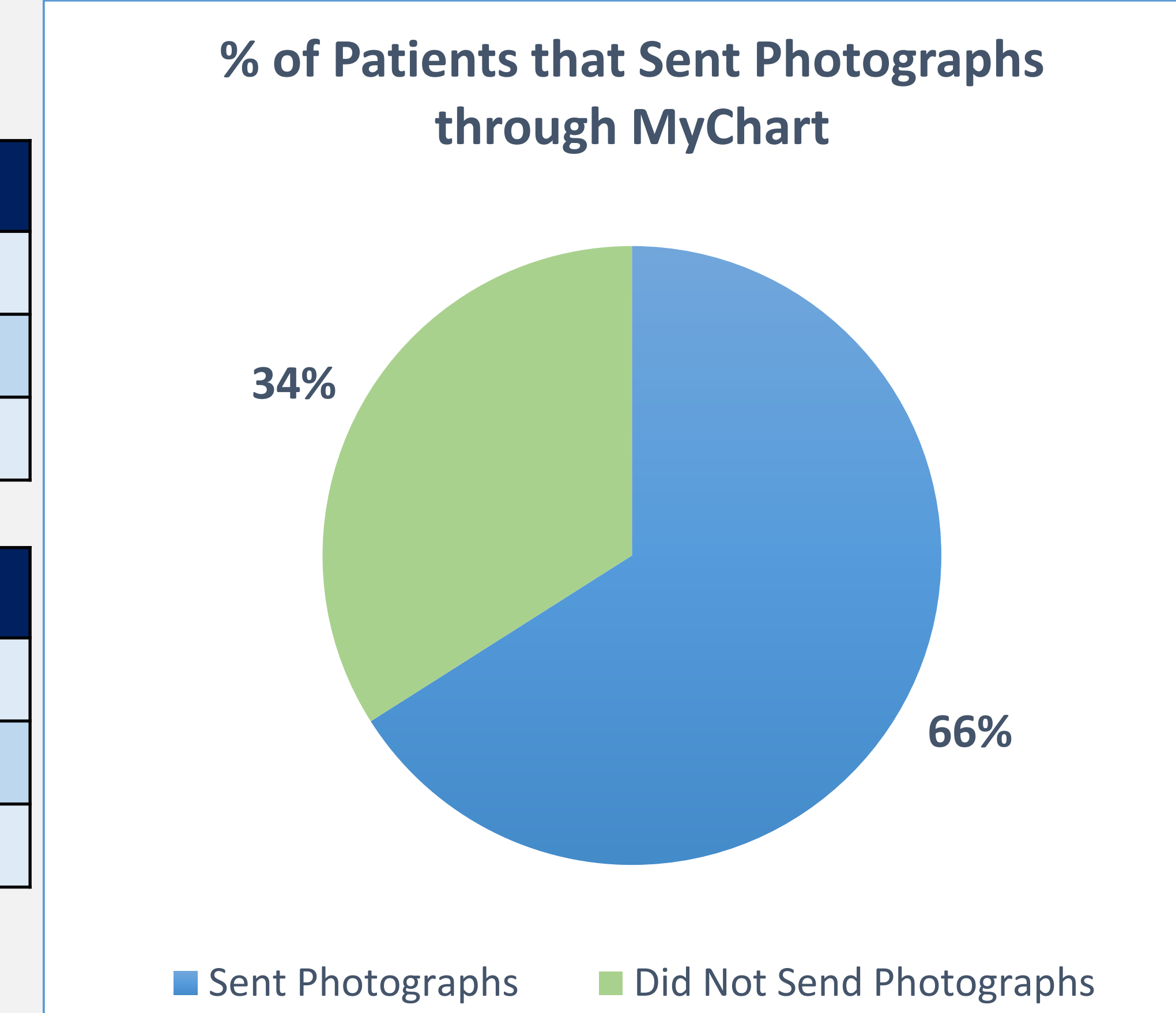


Figure 5. Percentage of patients that sent photos through MyChart (N=147).

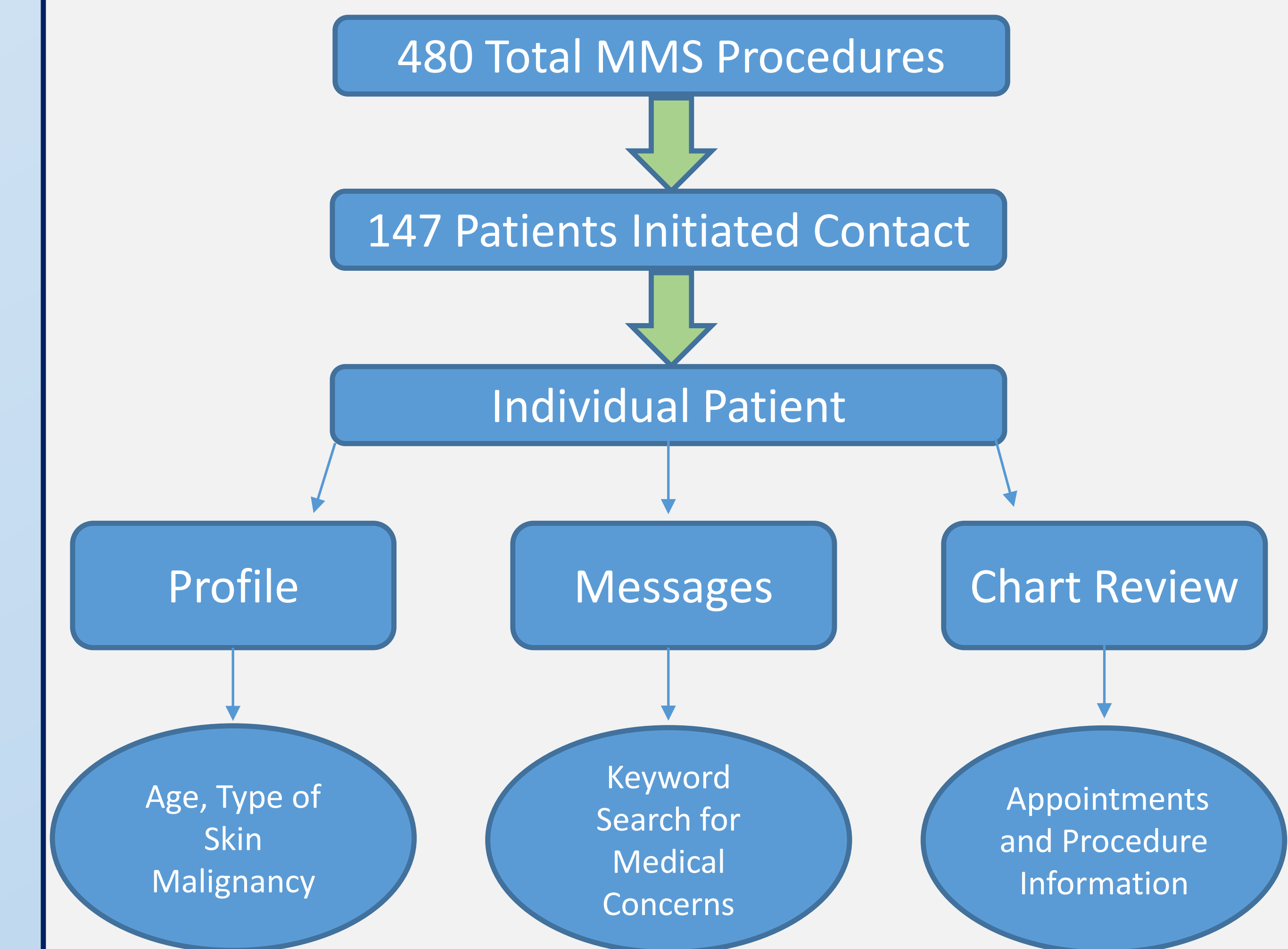


Figure 6. Post-MMS photo sent by patient.



Figure 7. Post-MMS photo sent by patient.

METHODS



CONCLUSION

- There is a greater predisposition among patients to utilize MyChart for communication with their provider.
- 66% of patients that used MyChart to communicate a medical concern attached a photo on their own accord.
- Patients that contacted the clinic via telephone did so sooner than those that contacted via MyChart.
- The difference in average age for those that used MyChart vs Telephone was not statistically significant.
- Nearly 75% of patients that contacted the MMS Clinic did so due to questions and concerns regarding wound care, wound healing, and pain management.
- Given that over 30% of patients initiated contact after MMS, additional materials on post-operative care and other topics could be beneficial to patient education.

REFERENCES

1. Kaunitz G, Yin L, Nagler AR, Sicco KL, Kim RH. Assessing Patient Satisfaction with Live-Interactive Tele dermatology Visits During the COVID-19 Pandemic: A Survey Study. *Telemed J E Health*. 2022 Apr;28(4):591-596.
2. Maruthur M, Lee E, Dusza S, Nehal K, Rossi A. Pilot Survey of Adoption of Telemedicine in Mohs Surgery During the COVID-19 Pandemic. *Dermatol Surg*. 2022 Feb 1;48(2):187-190.

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