

A review on patient satisfaction of virtual consultations for biopsy results in the times of COVID

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This is a presentation of a retrospective review of patient satisfaction related to the use of virtual consultations when discussing biopsy results from ENT procedures in Antrim Area Hospital in Northern Ireland. We found predominantly positive attitudes towards the telephone reviews in the virtual consultation group but it was noted that this represented mostly patients with benign conditions. Our patients with malignant diagnoses seem to have preferred in person reviews. Our conclusion is that under specific circumstances, it can be appropriate to discuss biopsy results on telephone clinics for selected patient groups. We hope that our results will help guide future service planning.

Biography

Dimitrios Angelou is a Core Surgical Trainee in the ENT department in Antrim Area Hospital in Northern Ireland. He graduated from the National and Kapodistrian University Medical school of Athens in 2017 and started his core surgical training in 2019.