

# CAREGIVER SATISFACTION WITH THE USE OF TELEMEDICINE IN THE NEURODEVELOPMENTAL EVALUATION OF CHILDREN AT THE PHILIPPINE CHILDREN'S MEDICAL CENTER

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## INTRODUCTION

COVID-19 pandemic facilitated innovative solutions for the delivery of healthcare services through telemedicine and created an opportunity for its enhanced use. More pediatric patients are being seen via telemedicine and a better understanding of caregivers' satisfaction with its use becomes important. Of the few studies in pediatric patients, none reported the satisfaction in neurodevelopmental evaluation of children with developmental disabilities in our country. This study aimed to assess caregiver satisfaction with telemedicine use in the neurodevelopmental evaluation of children at the Neurodevelopmental Pediatrics Clinic.

## METHODOLOGY

A prospective cross-sectional study was conducted on caregivers of children aged 3-months to 18-years 11-months for neurodevelopmental evaluation. A questionnaire to determine the socio-demographic and clinical data and Parent/Caregiver-Reported Satisfaction Form were administered via email, Facebook messenger or phone call.

## RESULTS

Seventy-three caregivers completed the questionnaire. 95.9% were mothers, 47.9% were college graduates and 43% have an income of 10,000-20,000 with one parent working. 47.9% of children included were ages 3-months to 2-year 11-months, predominantly males and 69.9% were new patients. Caregivers were highly satisfied with telemedicine in all domains (technical functioning, comfort and perceived privacy, access to care and overall satisfaction.) No significant difference in the responses based on the child's age and type of visit noted.

## CONCLUSIONS AND RECOMMENDATION

Caregivers showed high level of satisfaction with telemedicine use in the neurodevelopmental evaluation and holds a significant promise for its use both within the context of the pandemic and beyond. Further studies on caregivers' satisfaction with telemedicine over a sustained period and comparing it with in-person evaluation are recommended.

**KEY WORDS:** Neurodevelopmental Pediatrics, Telemedicine, Satisfaction, Neurodevelopmental Evaluation

