

EXPERIENTIAL LEARNING DURING COVID-19 DISRUPTION: THE INTRODUCTION OF VIRTUAL ORTHOPAEDIC CLINIC (VOC) IN HOSPITAL TENGGU AMPUAN AFZAN, KUANTAN

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Introduction: The Covid-19 pandemic has hastened the adoption of telemedicine services across Orthopaedics service at our department, particularly with outpatient clinic consultations. We endeavoured to create a framework for Virtual Orthopaedic Clinic (VOC) implementation from the perspective of a non-IT facilitated hospital that can be easily adopted elsewhere. We have begun to provide telemedicine consultation to home-based clients and subspecialty consults with other healthcare facilities with the patient present at our counterpart's locality, to reduce potential exposure to COVID-19 during physical visits, alleviate clinic congestion whilst ensuring a safe and high quality service.

Discussion: Within a month's inception since February, our pilot project has successfully hosted 24 synchronous Paediatric Orthopaedic consultations between a clinician here to another clinician-hosted patient at a different hospital, and another 12 synchronous consultations between a resident clinician to a home-based patient. Initial patient experience has been remarkably positive, with 87.5% of patients being highly satisfied with the pre-VOC explanation, 62.5% were highly satisfied with the platform chosen (GoogleMeet ®) and 100% were keen to opt for VOC again if offered. Though the current numbers may represent a small proportion (2.5%) of overall outpatient visits, we hope the future uptake may be more promising as we gradually breach certain stereotypical barriers which prevent the greater adoption of telemedicine in our clinical setting. We hope to further expand this service to include remote assessment for new case referrals from a district facility, primary care wound co-management with Family Physicians and Cluster Hospital service.

Conclusion: This discussion provides a practical narrative based on our experience for doctors who wish to implement VOC at their centres. Ultimately, we hope that more widespread adoption of VOC may allow many routine visits to be completed in a fraction of the time, leading to improved practice efficiencies. Keywords: COVID-19 pandemic, framework, Orthopaedics, Virtual Orthopaedic Clinic (VOC)