



PCOVID23 - Massive SMS Survey Using Google Forms As a Novel Method To Gather Patients Data In a Tertiary Hospital: A Single-Centre Experience

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Resumen

Introduction: Due to the rapid spread of the novel SARS-CoV-2 worldwide, new methods to quickly gather patients' information have to be explored in order to gain knowledge about COVID-19. Original approaches in telemedicine can replace other time-consuming ways of reaching the patient such as traditional phone calls. Our centre carried out a study on self-reported respiratory symptoms suggestive of SARS-CoV-2 infection in patients taking adalimumab to perform serological tests. The main purpose of this study is to assess the participation rates in an online survey conducted during the COVID-19 pandemic when an alternative method to reach the patient is used.

Methods: A Google Forms survey was created asking for the presence or absence of 20 symptoms along with epidemiological data. Patient's email address is not routinely available in our centre, so text messages containing the survey's URL were sent to 154/184 patients taking adalimumab. The text was not delivered to 30 patients who were over 65 years due to presumed unfamiliarity with modern digital devices, so they were directly interviewed. Patients who did not respond were later called and asked the reason they had not answered. All patients accepted to share their data.

Results: After sending a text message to 154 patients, a total of 76 answers were registered. There were 3 duplicated identification numbers and 2 were inexistent, so 71 responses were finally available for analysis (46.1% participation rate). Among the responders, 60 patients (84%) answered the same day the SMS was sent, 6 (8.4%) the day after and 5 (7%) > 1 day after. Only 41 patients reported at least one symptom. Reported symptoms were evaluated by 2 clinicians, and consensus was reached to exclude 25 patients whose symptoms could either be explained by their underlying disease or when present alone were not suggestive of infection. In 8 cases it was necessary to further interview the patient to elucidate the nature and context of these symptoms. Finally, only 8 patients were selected to perform the serological test. 56 people answered the reason for their lack of participation.

Conclusions: Online surveying is an efficient method to gather patient's information. However, the lack of an interviewer makes it difficult to clarify the acute or chronic nature of the reported symptoms. Participation rates were higher than expected, considering SMS is a rare means for clinician-patient communication. Patient's feedback tends to occur within the first day the message

is delivered, with unawareness of the message as the main reason for no collaboration.