Telemedicine for Medical Practice Surveys
Frequently Asked Questions

Q: What is the Telemedicine for Medical Practice Survey?
A: Telemedicine is the remote delivery of health care services using telecommunications technology; i.e. two-way video, email, smart phones, and wireless tools. Telemedicine improves the patient experience in many care settings, but most specifically within the Medical Practice care setting. The Press Ganey Telemedicine for Medical Practice surveys allow clients to capture feedback from these unique patient experiences, focusing on two specific real-time interactive telecommunication models we are classifying as partially virtual and fully virtual. Both new surveys are offered as an additional product offering within our Medical Practice solution.

Q: What is the difference between a fully virtual and partially virtual visit?
A: A partially virtual visit closely resembles a traditional brick and mortar office encounter. The encounter includes appointment scheduling, the physical in-office visit, registration, and an in-person nurse interaction, but the physician encounter is virtual (via video or another virtual medium). In a fully virtual visit, the patient and the provider are located in their unique spaces and the entire encounter takes place via a video connection.

Q: Which organizations can use Press Ganey’s Telemedicine for Medical Practice Survey?
A: Any Medical Practice that is delivering patient care that fits in the partially virtual or fully virtual setting can utilize the Press Ganey Telemedicine for Medical Practice surveys. In most instances this will be existing medical practice clients offering these additional care models. We may also have instances of stand-alone telemedicine providers, not already contracted for the Press Ganey Medical Practice solution, that are able to utilize this offering. Organizations may be offering additional types of telehealth services, such as telenursing or remote monitoring, but these options are not included in the initial offering.

Q: What does the Telemedicine for Medical Practice Survey measure?
A: Press Ganey’s Telemedicine for Medical Practice surveys offer 18 items (for partially virtual) or 12 items (for fully virtual) covering the following topics:
- Access
- Moving Through Your Visit*
- Nurse/Assistant*
- Care Provider
- Technology
- Personal Issues*
- Overall Assessment
- Coordination (optional section)

*Not included in the fully virtual survey version. These sections are not applicable to the care experience.
Q: What survey modes are available for the Telemedicine for Medical Practice Survey?
A: Both the partially virtual and fully virtual Telemedicine for Medical Practice surveys are offered as eSurvey only, delivered by email or text invitation.

Q: What kind of reporting is available for the Telemedicine for Medical Practice Survey?
A: Full online reporting, including Press Ganey Online (PGO) and the Improvement Portal, is available for Telemedicine data that is collected. The data will be reported within our Medical Practice database, allowing for comparison of the traditional brick and mortar medical practice and the telemedicine experience.

Q: If my organization already surveys Medical Practice patients and adds the Telemedicine for Medical Practice Survey, why do I need to have another Press Ganey client number?
A: The Press Ganey Client Advisory Council for Telemedicine identified the ability to benchmark medical practice brick and mortar performance separately from the evolving care models of telemedicine as a key need. Utilizing an additional client number creates the ability to offer more representative peer group options for organizations to leverage the brick and mortar peer groups we offer today within the Medical Practice solution, while expanding to create a Telemedicine-specific peer group option.