



# Experiences and evaluation of the use of video consultations in Denmark

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## Danish Family Practice

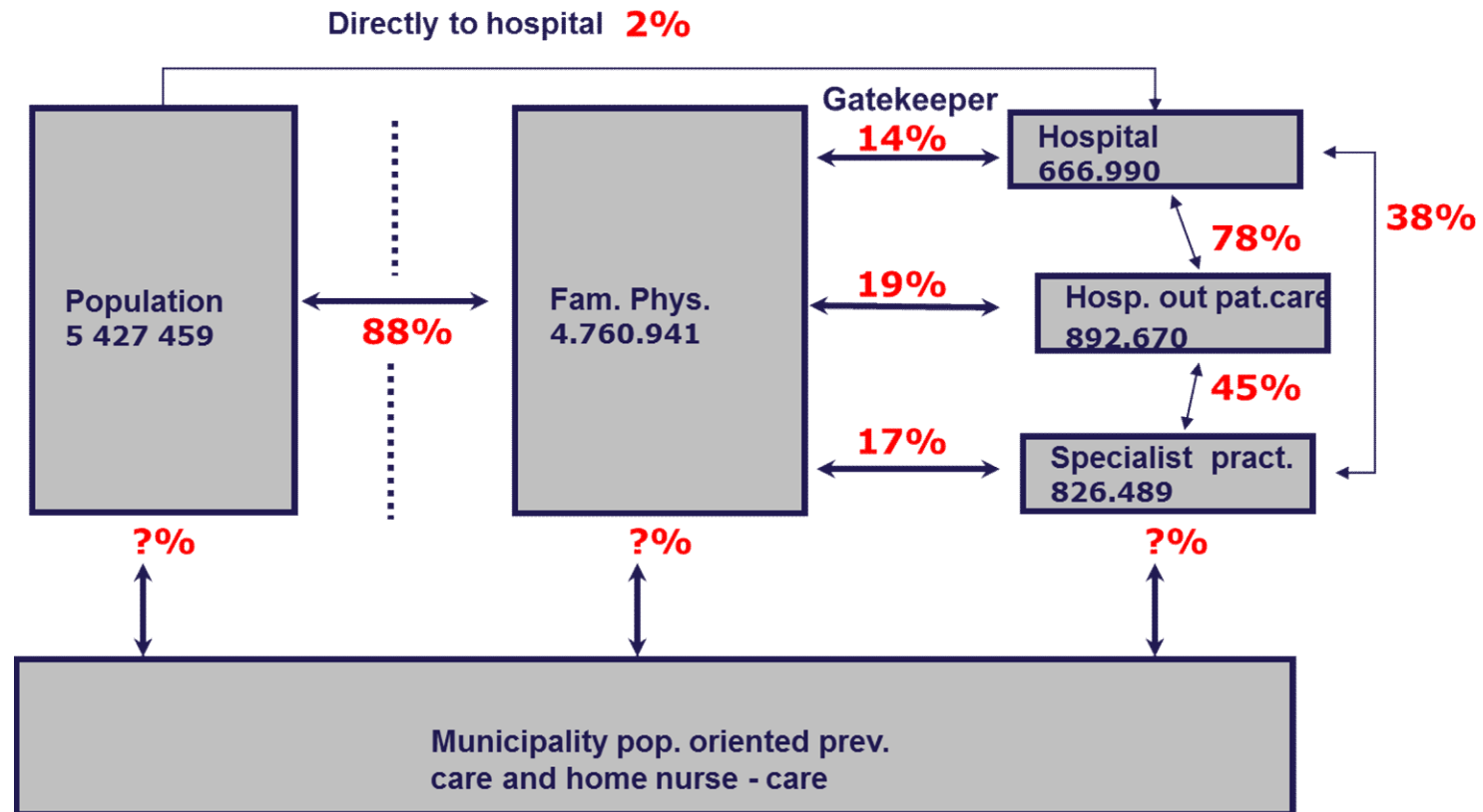
- All family physicians are specialists in Family Medicine
- Specialist training (the same as for other specialists): 5.5 years after medical degree
- Specialist training as employee partly at hospitals and in general practice
  
- app. 3,500 specialists in Family Medicine
- 1 GP per 1,500 inhabitants
  
- GPs purchase and own their clinics
- All have a contract with the public health insurance and the majority of their incomes come from the public health insurance
- 30% capitation fee. 70%fee for service
  
- Work in singlehanded (54%) or partnership practices 2 – 8 doctors
- A staff of 1 per doc. on average



# The Danish population and health care attendance during 1 year

Number of contacts 2019	
Physical	23 m.
Telephone/ e-mail	16,5 m.
Out of hour	2 m.
In all	41,5 m.

file:///dcm.aau.dk/Users/jlt/Documents/video%20konsultationer/Udvalgte\_noegletal\_for\_praksisomraadet\_2009\_2019.pdf

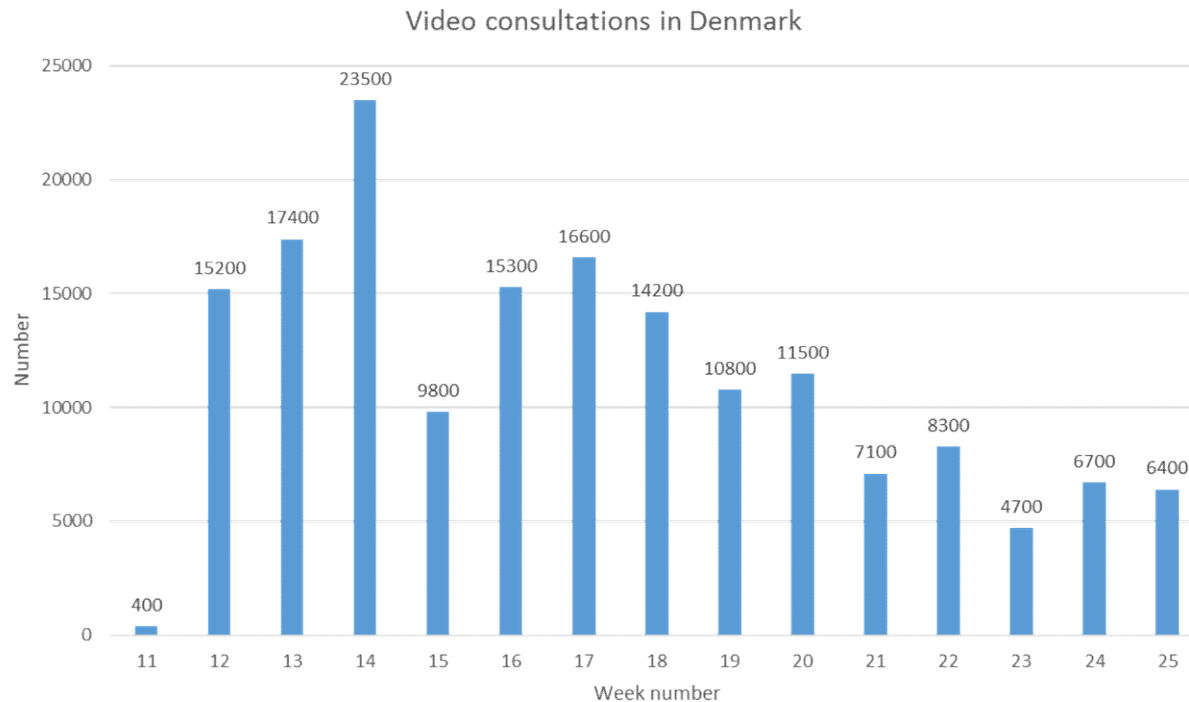


National board of health and Professor Peter Vedsted



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# Video consultations in Denmark



Pilot project with video consultations in five regions with 47 GP clinics in autumn 2019

Covid-19 lock down 11th march (Week 11: 9th – 15th march)

Reimbursement codes for video consultations active 13<sup>th</sup> march

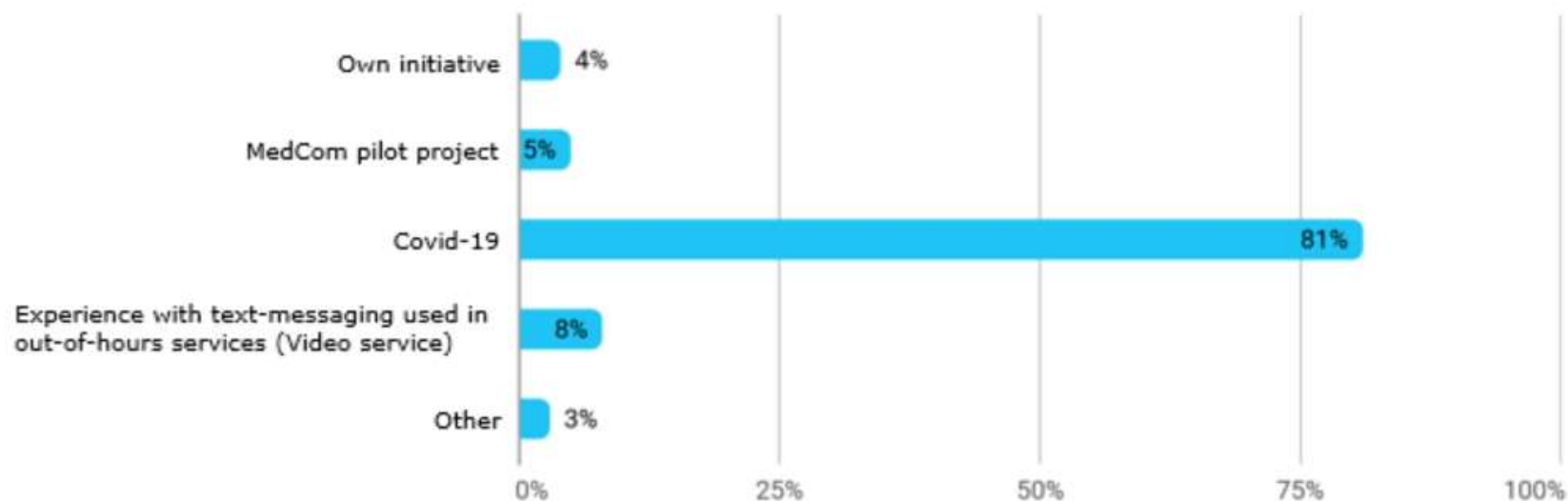
Starting on 15 April (week 16), a very slow and gradual reopening



# Evaluation in region north Jutland concerning use of video consultations September 2020



What encouraged you to start using video consultation?





# An introduction to the Danish Association of General Practitioners



PRAKTISERENDE  
LÆGERS  
ORGANISATION

*The logo of the Danish Association of General Practitioners. Credit: plo.dk*

- ▶ Representing Danish GP's
- ▶ Makes agreements on behalf of Danish GP's
- ▶ More recently a range of agreements regarding COVID-19, regarding use of video consultations



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# National temporary agreement on GP's use of video consultations in Denmark

A temporary agreement between the Danish Association of General Practitioners and Danish Regions was signed and came into force on March 13, 2020.

## Background for the agreement

- To reduce the spread of corona infection and
- To maintain access for patients to general practice to the greatest possible extent.



*March 11, 2020: Prime Minister Mette Frederiksen launches national lock down on national television*



# What does the agreement contain?

- ▶ The remuneration of general practitioners who provide video consultations during daytime or on-call time.
- ▶ That video consultation under this agreement supersedes consultations that would otherwise have been conducted by physical appearance or hospital visits.
- ▶ Whether a video consultation can take the place of a regular consultation or hospital visit is based on a medical assessment and visitation.
- ▶ As a general practitioner, you are not required to offer video consultation.
- ▶ The temporary agreement on video consultation contains no possibility of video conferencing with other health professionals or remuneration thereof.





# Fees and settlement

Video consultations



2020	COVID-19 ydelsesoversigt	PRAKTISERENDE LÆGERS ORGANISATION
<b>TELEFONKONSULTATION</b> Følgende ydelser kan som alternativ til et fremmøde udføres telefonisk	<b>Børneundersøgelser</b> 8213 + 1002 3. børneundersøgelse, når barnet er 12 måneder 8214 + 1003 4. børneundersøgelse, når barnet er 2 år 8215 + 1003 5. børneundersøgelse, når barnet er 3 år 8216 + 1003 6. børneundersøgelse, når barnet er 4 år 8217 + 1003 7. børneundersøgelse, når barnet er 5 år	
<b>Grundydelse</b> 0101 + 1002 Telefonisk konsultation som erstatter fysisk fremmøde (0101) eller et sygebesøg 0120 + 1002 Aftalt specifik forebyggelsesindsats 0122 + 1002 Abortstøttesamtale	<b>TILLÆGSYDELSER</b> Følgende ydelser kan udføres i forbindelse med telefon- eller videokonsultation og dermed tilknyttes grundydelse, hvor der er tilknyttet registreringsydelse 1002/1003	
<b>Socialmedicinsk samarbejde</b> 3301 + 1002 1 modul (10 min) 3302 + 1002 2 moduler (20 min) 3303 + 1002 3 moduler (30 min) 3304 + 1002 Pr. påbegyndt modul af 10 min. ud over 30 min.	2138 Introduktion og udlevering af væske- og vandladningsskema 2141 Fortsat kontrol af benyttelse af svangerskabsforebyggende teknik 2142 Vejledning i svangerskabsforebyggende metoder ved første anvendelse fra patienten eller ved overgang til anden svangerskabsforebyggende teknik 2146 (Udlån af og) instruktion i anvendelse af apparatur til hjemmelodtryksmåling 2149 Diagnostik, udredning og opfølgning ved anv. af fagligt anerkendte psykometriske tests 2161 Tillæg ved ydelse af lægehjælp, hvor der anvendes kvalificeret tolk 2401 Tillæg ved behandling af personer, som ikke er tilmeldt en læge 2402 Tillæg ved behandling af personer, som ikke er tilmeldt en læge	
<b>Helbredsundersøgelse af gravide</b> 8120 + 1002 2. lægeundersøgelse (ca. 25 uger) 8130 + 1002 3. lægeundersøgelse (ca. 32 uger) 8140 + 1002 4. lægeundersøgelse (ca. 8 uger efter fødsel)	<b>COVID-19-prøvesvar i "samfundssporet"</b>	
<b>Børneundersøgelser</b> 8213 + 1002 3. børneundersøgelse, når barnet er 12 måneder 8214 + 1002 4. børneundersøgelse, når barnet er 2 år 8215 + 1002 5. børneundersøgelse, når barnet er 3 år 8216 + 1002 6. børneundersøgelse, når barnet er 4 år 8217 + 1002 7. børneundersøgelse, når barnet er 5 år	4483 Henvendelse om og henvisning af "nære kontakter" til test samt telefonisk kontakt til patienter om positivt prøvesvar og om negative prøvesvar, såfremt det er fagligt indiceret at kontakte patienten. Ydelsen kan også anvendes i forhold til podning og svarafgivelse for andre asymptomatiske patienter samt opfølgning på prøvesvar, der vedrører systematisk test af sundhedspersonale 4484 Svarafgivelse på e-mail til patienter med negativt prøvesvar, hvor det er fagligt indiceret. Hovedreglen er dog, at lægen ikke skal sende e-mail om negativt svar, da patient selv kan se det på sundhed.dk	
<b>VIDEOKONSULTATION</b> Følgende ydelser kan som alternativ til et fremmøde udføres via video	<b>Vaccination mod pneumokoksygdom</b> Der anvendes tre ydelseskoder, der alene kan benyttes for vaccination i perioden 15. juni til 30. december 2020, begge dage inklusive. Det er den 23 valente pneumokokvaccine (PPV23) som skal benyttes. Vaccinen kan bestilles hos Statens Serum Institut.	
<b>Grundydelse</b> 4436 Videokonsultation 0120 + 1003 Aftalt specifik forebyggelsesindsats 0122 + 1003 Abortstøttesamtale	8943 Ved vaccination af personer på plejehjem, plejecentre m.v. og botilbud og botilbudslignende tilbud 8944 Ved vaccination af ældre og personer med visse kroniske sygdomme 8945 Ved vaccination af ældre og personer med visse kroniske sygdomme i hjemmet	
<b>Samtalerterapi</b> 6101 + 1003 Samtalerterapi 6202 + 1003 Samtalerterapi, tillæg pr. ekstra person, maks. 3		
<b>Socialmedicinsk samarbejde</b> 3301 + 1003 1 modul (10 min) 3302 + 1003 2 moduler (20 min) 3303 + 1003 3 moduler (30 min) 3304 + 1003 Pr. påbegyndt modul af 10 min. ud over 30 min.		
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# Which technical solution to use?

The agreement does not dictate which technical solution the GP can use.

This means that the GP, together with the patient, can choose which solutions to use. The regions have in several places offered to make equipment available to doctors (cameras, etc.).

Since the end of March 2020, the Association of General Practitioners has also allowed doctors and patients to use the **My Doctor App** with an easy and intuitive video solution, and recommends that the solution be used by all general practitioners.



*April 1, 2020: Christian Freitag, former GP Chairman, launches video consultation via "MyGP"-APP on national television*



# Collaboration with IT vendors

Each GP Clinic has a "Standard Contractual Clauses" (DBA) with an IT-vendor.

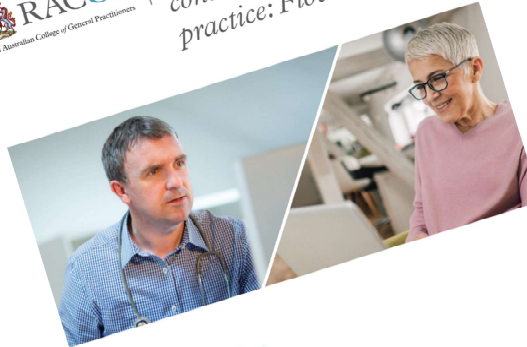
This SCC is the same for all GP-Clinics and was designed by the National Association of General Practitioners.

The SCC allow the GP to use a EPR and a shared it- platform as sub-processor. It also allows data to be uploaded to the My Doctor app.

The same SCC has been updated by the National Association of General Practitioners in relation to the use of video consultation adding MedCom/VDX as sub-processor



# Technical implementations a success but number of consultations are decreasing



Introduction



The six key aims of this toolkit:

- To focus on people, not technology.** Adopting the tools alone will not transform care; they must be combined with a new way of working
- Share good practice** underpinned by evidence and professional guidance
- Describe critical success factors** for making the most of innovative technology
- Bring to life the opportunity.** Case studies enable you to learn directly from practices with practical advice about what works
- Help practices build connections** with peers, learn collaboratively and join a virtual learning platform
- Support progress** towards delivering the requirements of the [GMS contract](#), [Network contract DES](#) and the vision of the [Long Term Plan](#)



## VideoKonsultation - Vejledning til fagpersoner

På VideoKonsultation kan du som behandler tilbyde dine klienter konsultation via video, så de ikke behøver at møde fysisk frem i din klinik.

Opdateret 27.03.2020

OBS:

- Brug VideoKonsultation på en laptop eller stationær computer i en Chrome browser - [har du ikke en Chrome browser, kan den hentes gratis hér](#) ☑.
- VideoKonsultation-appen er KUN til patienter/klienter
- For at sikre en fornuftig lyd og billedkvalitet bør du være på en WIFI med minimum 10 Mbit (upload og download).
- Er du praktiserende læge eller praktiserende speciallæge, skal du benytte dig af videoløsningen i MinLæge - [Gå til MinLæge](#) ☑

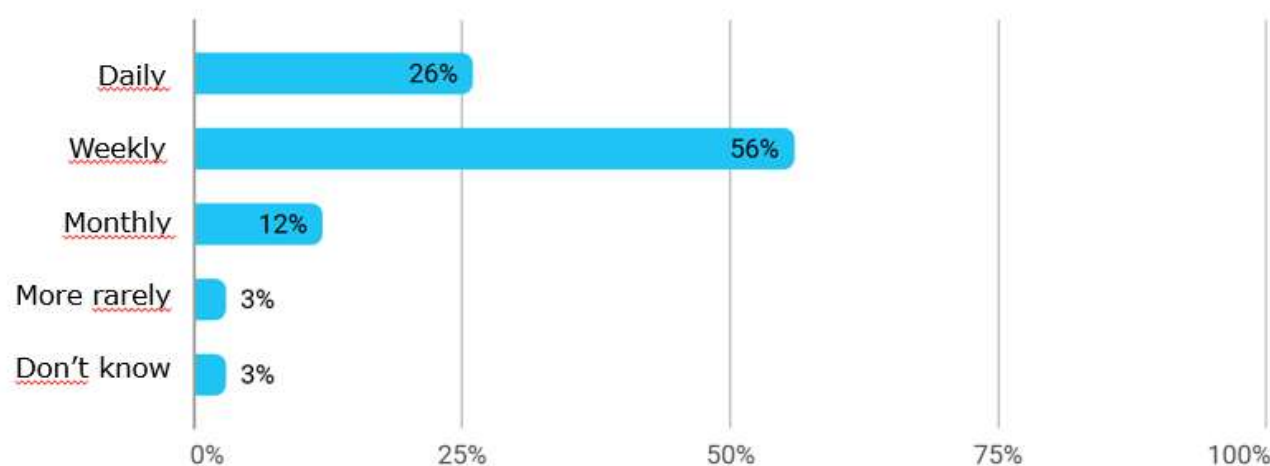
Antal ydelser pr. 1.000 sikrede

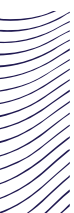


# Evaluation in region north Jutland concerning use of video consultations September 2020



How often do you expect to use video consultations  
when the Covid-19 epidemic has passed





## Video consultations provide new opportunities with rapid, convenient access to healthcare and several studies documenting an increase in patient satisfaction

Leng S, MacDougall M, McKinstry B. The acceptability to patients of video-consulting in general practice: semi-structured interviews in three diverse general practices. *Journal of innovation in health informatics*. 2016;23(2):141.

Powell RE, Henstenburg JM, Cooper G, Hollander JE, Rising KL. Patient Perceptions of Telehealth Primary Care Video Visits. *Ann Fam Med*. 2017;15(3):225-9.

Donaghy E, Atherton H, Hammersley V, McNeilly H, Bikker A, Robbins L, et al. Acceptability, benefits, and challenges of video consulting: a qualitative study in primary care. *Br J Gen Pract*. 2019;69(686):e586-e94.

## In remote areas video consultations have been shown to offer an opportunity to educate patients and improve access for rural areas

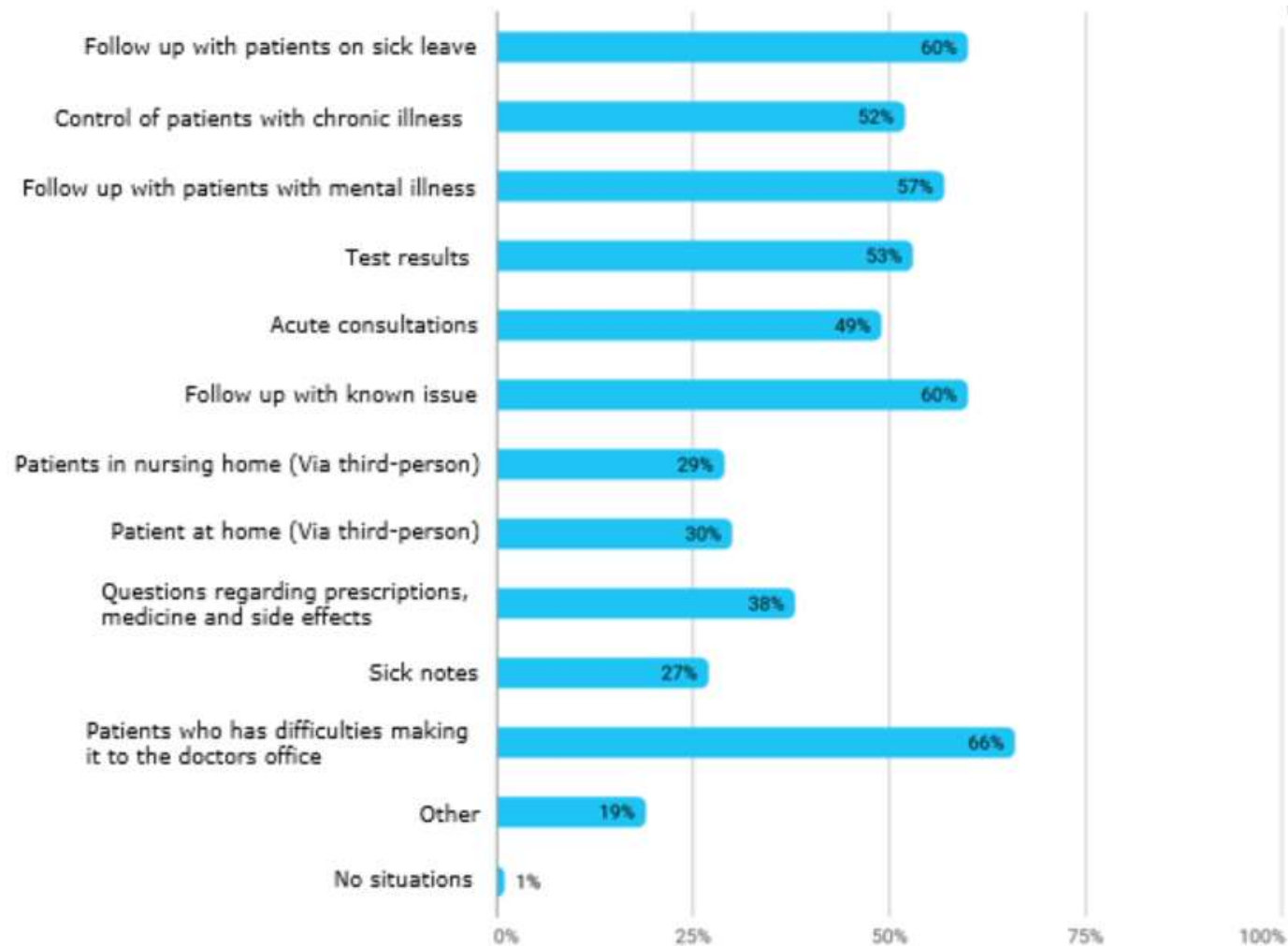
Bradford NK, Caffery LJ, Smith AC. Telehealth services in rural and remote Australia: a systematic review of models of care and factors influencing success and sustainability. *Rural and remote health*. 2016;16(4):4268.

Johansson AM, Lindberg I, Söderberg S. The views of health-care personnel about video consultation prior to implementation in primary health care in rural areas. *Prim Health Care Res Dev*. 2014;15(2):170-9.



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# In which situations do you find video consultations suitable in your practice?





# The literature calls for attention on safety issues and equity

Video consultation might lead to safety issues and risk of misdiagnosis due to lack of physical examination

Peters L, Greenfield G, Majeed A, Hayhoe B. The impact of private online video consulting in primary care. *J R Soc Med.* 2018;111(5):162-6.

Induced demand and defensive practices might negatively affect equity and access to healthcare, because not everybody has access to or are capable of using this new technology

Seuren LM, Wherton J, Greenhalgh T, Cameron D, A'Court C, Shaw SE. Physical Examinations via Video for Patients With Heart Failure: Qualitative Study Using Conversation Analysis. *J Med Internet Res.* 2020;22(2):e16694.



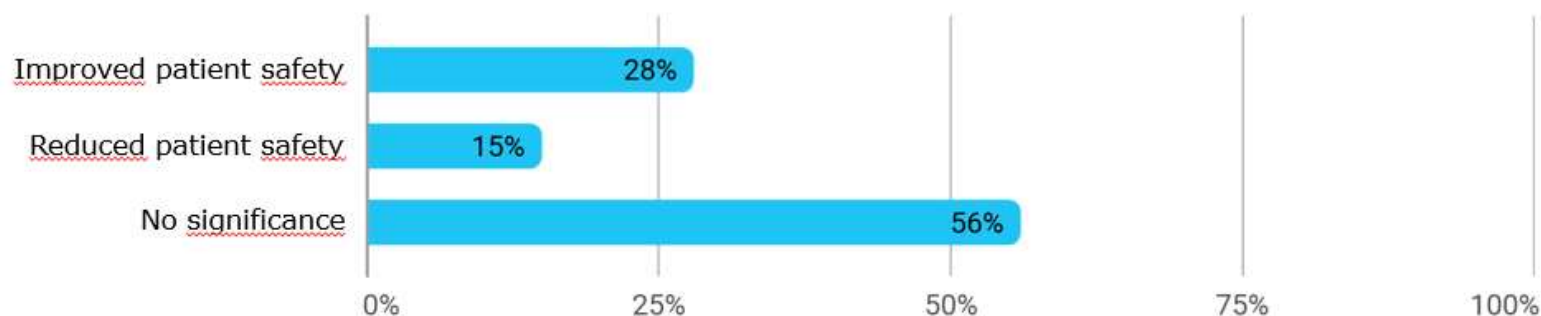
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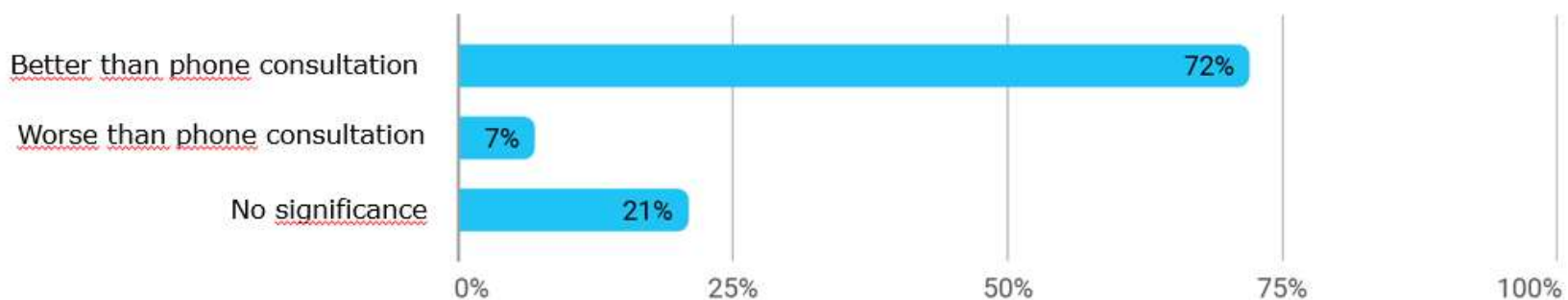
# Evaluation in region north Jutland concerning use of video consultations September 2020



## Patient safety when using video consultation



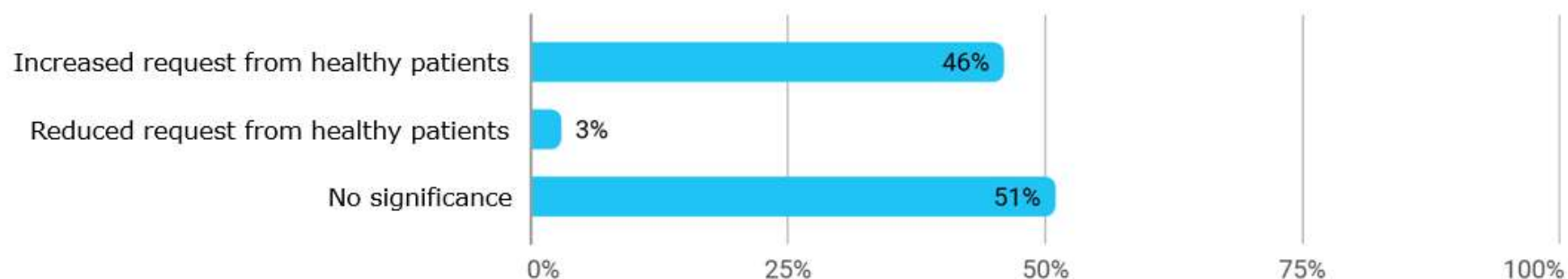
## Video consultations compared with phone consultations



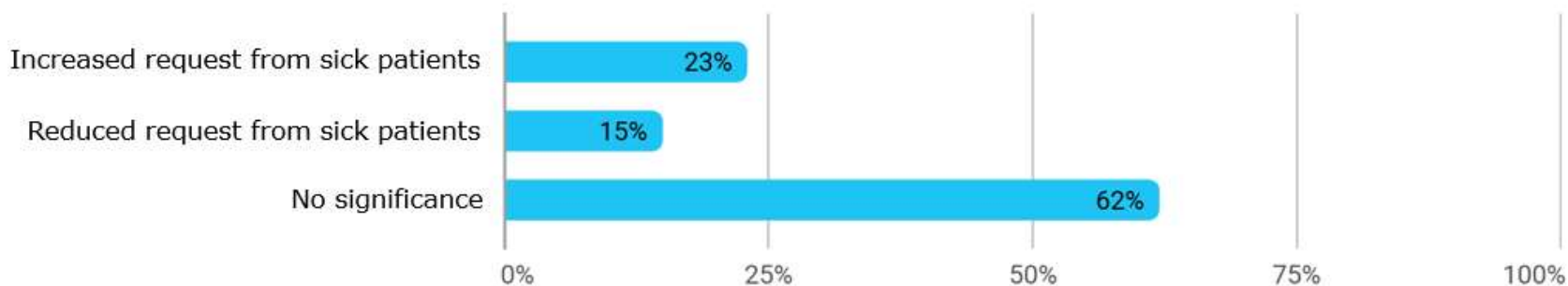
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## Request from healthy patients



## Request from sick patients



# Knowledge of the patient and patient vulnerability matters



Does your knowledge of the patient influence whether you prefer video consultation or physical consultation

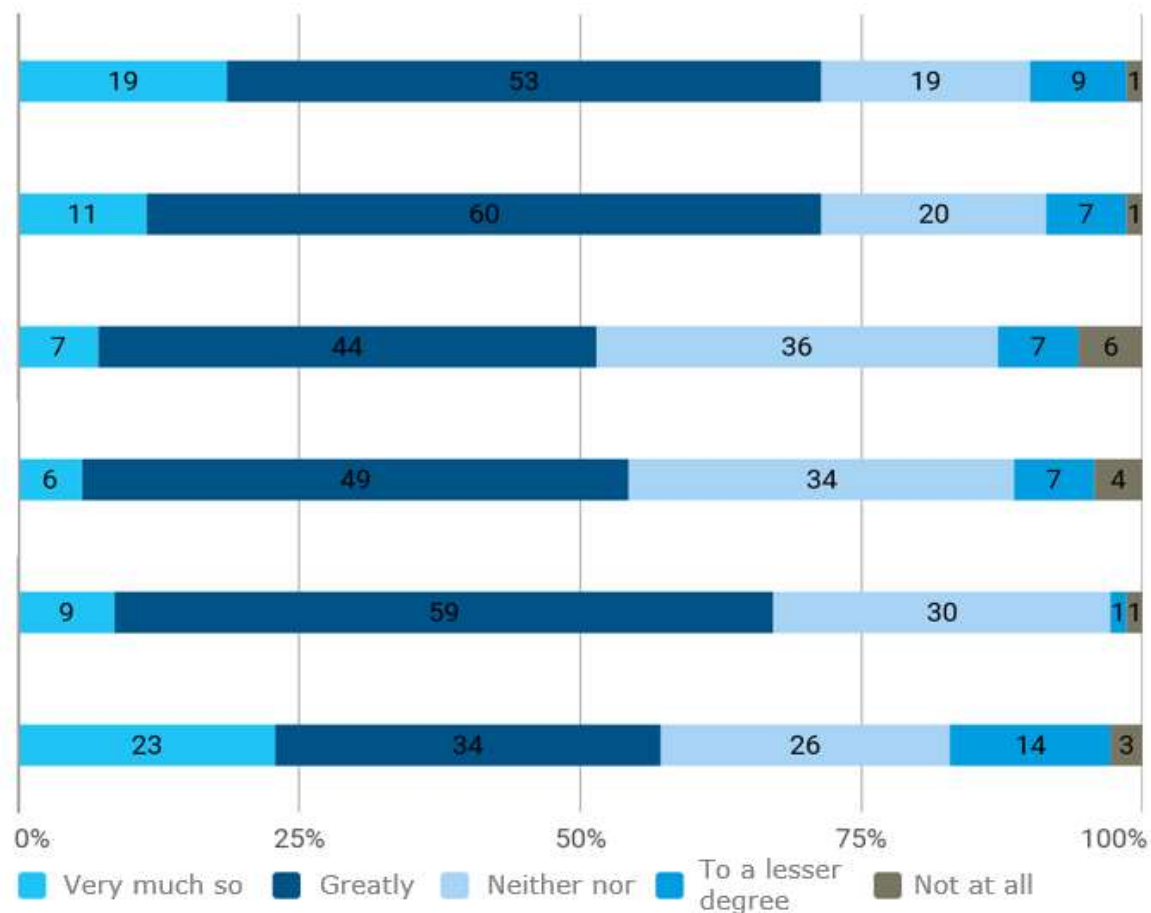
Does the patients health knowledge influence whether you prefer to use video consultation

Does the patients social vulnerability influence the suitability of video consultations

Does the patients physical vulnerability influence the suitability of video consultations

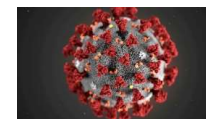
Does the patients mental vulnerability influence the suitability of video consultations

Do you expect to continue to offer video consultation to patients when the Covid-19 epidemic has passed



# Next steps

- ▶ New Danish Regions eHealth Strategy (August 2020)
- ▶ Permanent national agreement about fee for GP-Video Consultations
- ▶ Currently an increase in COVID-19 cases in Denmark and in Europe which underlines the continuous importance of video consultations as an alternative to regular consultations

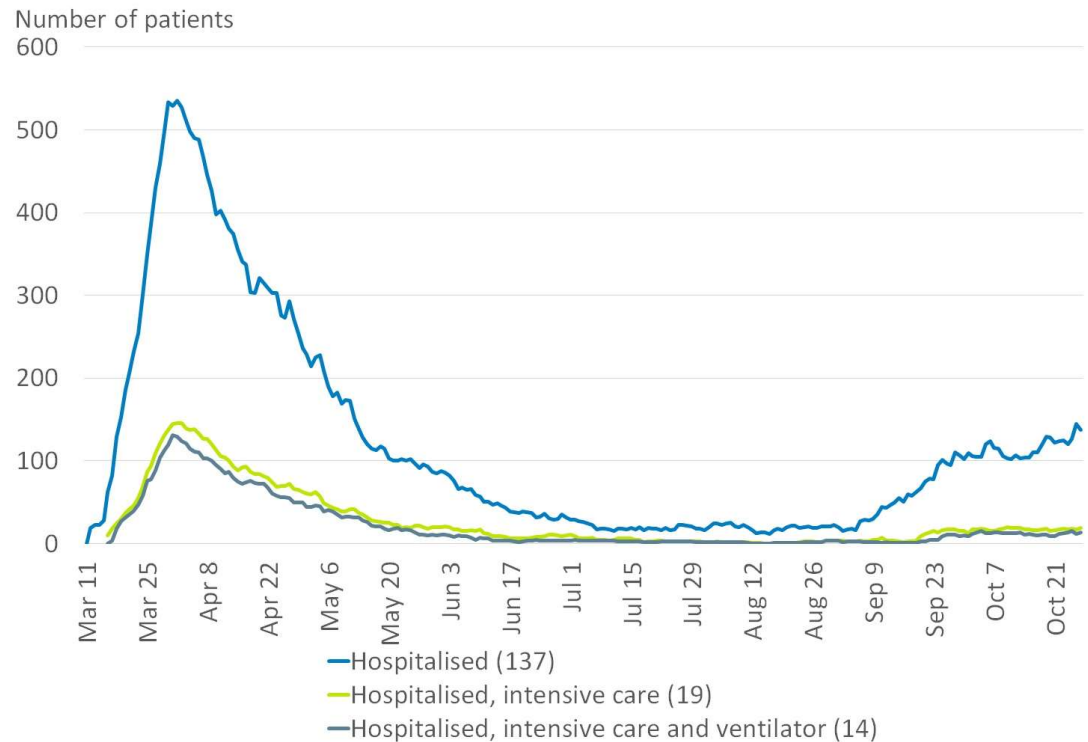


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# COVID-19 Status Denmark Oct. 28<sup>th</sup>, 2020

Number of tests	5,011,110
People tested	2,789,321
Confirmed cases	42,157
Recovered	32,697
Deaths	709
Case fatality	1.7 %

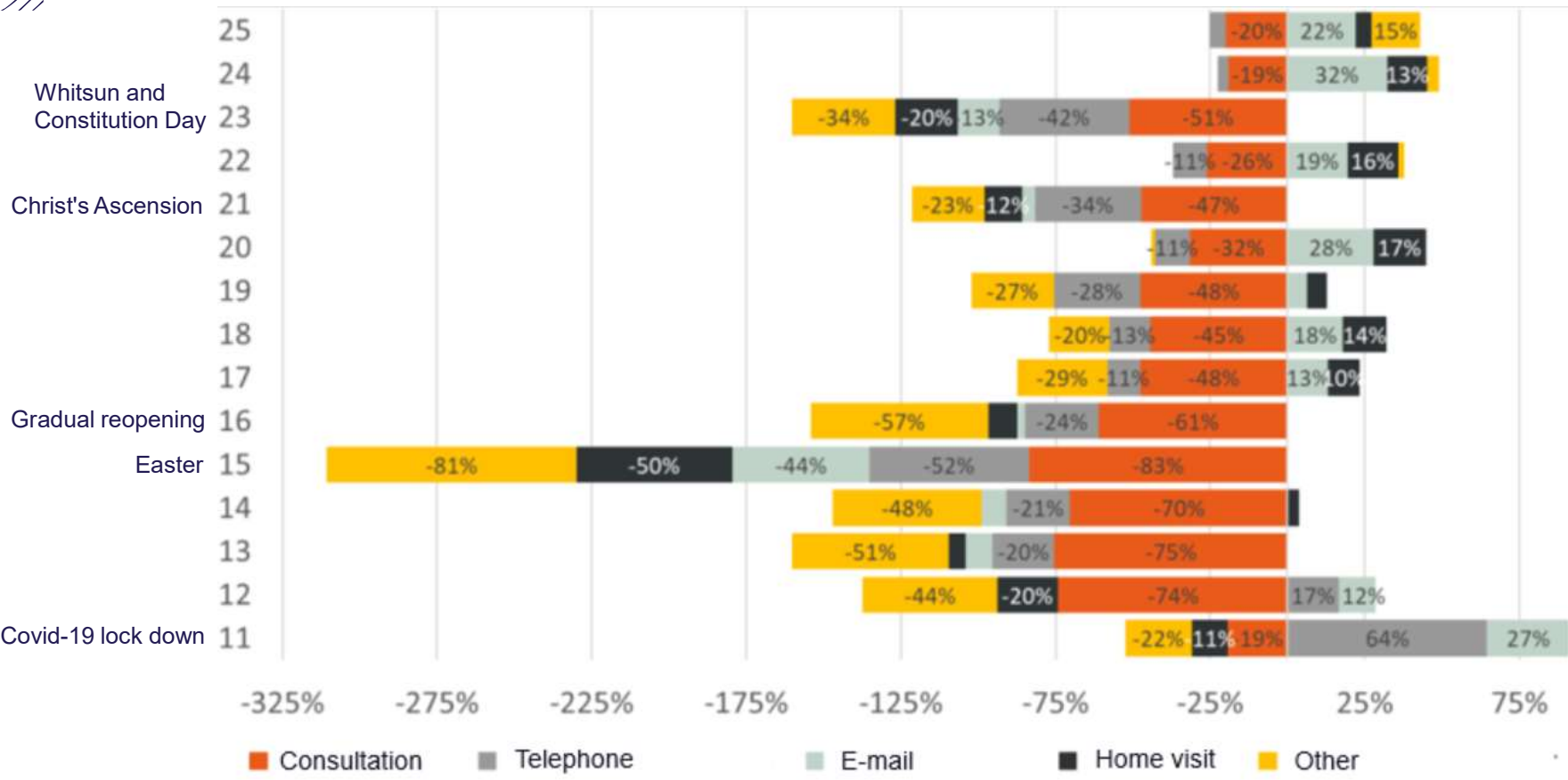


<https://www.sst.dk/en/English/Corona-eng/Status-of-the-epidemic/COVID-19-updates-Statistics-and-charts>



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# Dramatic changes in consultation types (Video not included) compared to week 9 and 10





# Reimbursement

Pilot project for video consultation (autuum 2019):

Around 1300 euros as a one time implementation-fee and app. 22 euros for one video consultation (10 min) on average 12% higher than the reimbursement for a normal consultation

Agreement concerning reimbursement oct. 2020:

Oct. 2020	d.kr.	euro
Capitation (one year)	472,68	63
Consultation	146,25	20
Telephone	28,63	4
E-mail	45,97	6
Video consultation	166,21	22



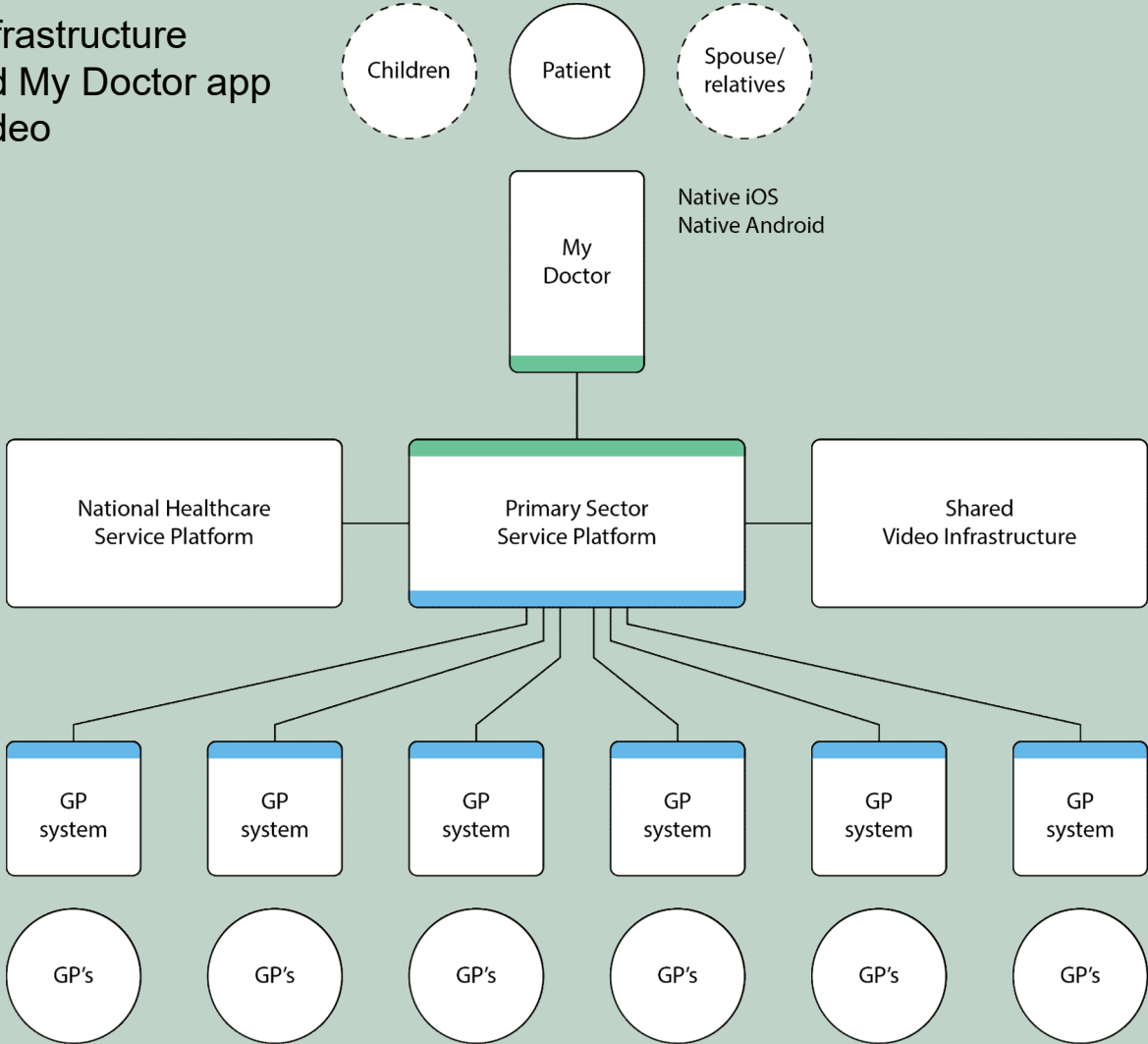


# Regulatory issues in relation to the app My Doctor and the use of videoconsultation

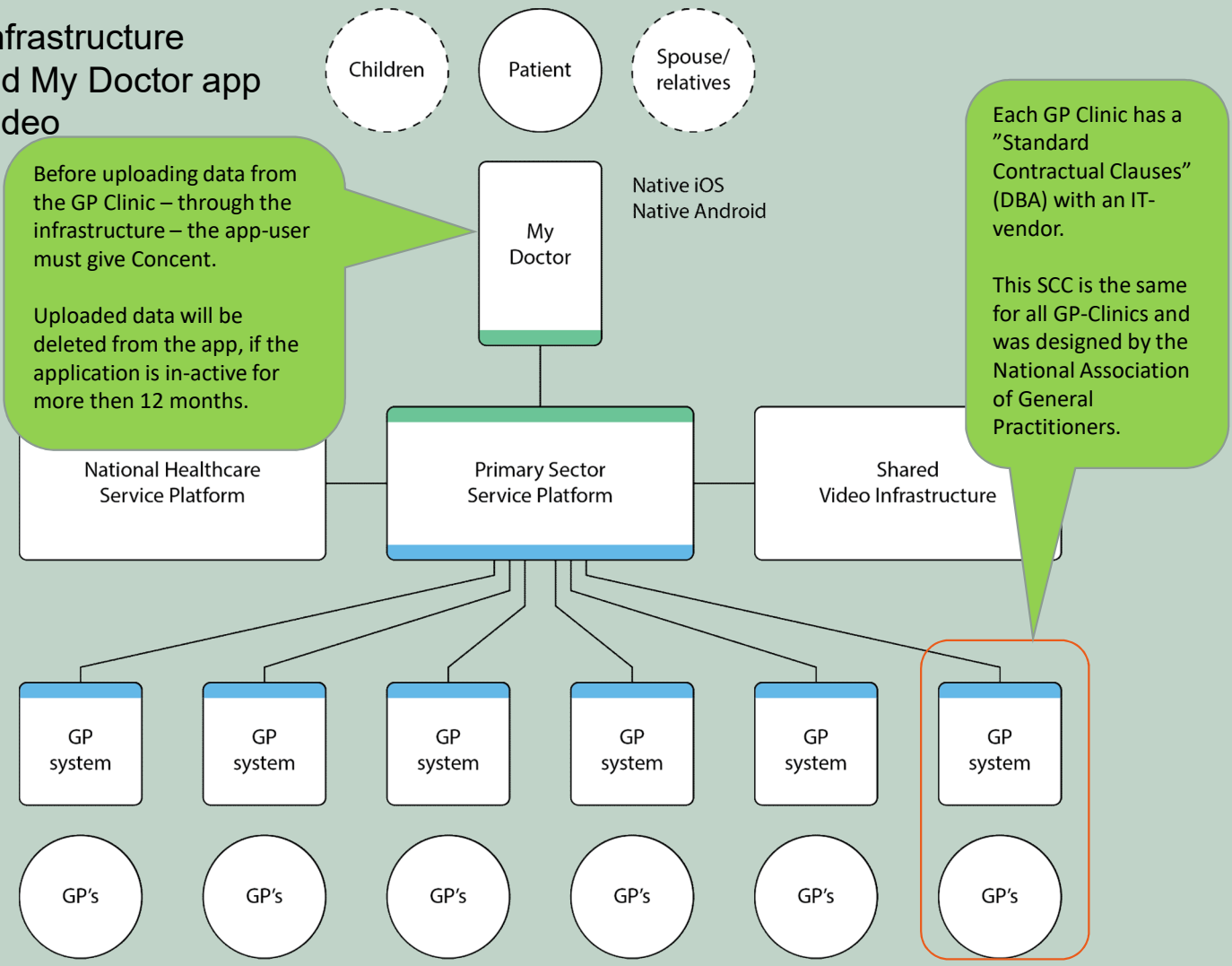
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The infrastructure  
Around My Doctor app  
and video



# The infrastructure Around My Doctor app and video



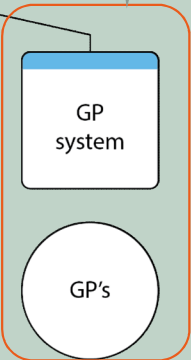
Before uploading data from the GP Clinic – through the infrastructure – the app-user must give Consent.

Uploaded data will be deleted from the app, if the application is in-active for more then 12 months.

Native iOS  
Native Android

Each GP Clinic has a "Standard Contractual Clauses" (DBA) with an IT-vendor.

This SCC is the same for all GP-Clinics and was designed by the National Association of General Practitioners.



# The infrastructure Around My Doctor app and video

