



OUTPATIENT SYSTEM ORGANISATION DURING COVID-19 PANDEMIC IN CLINIC FOR LUNG DISEASES JORDANOVAC AND SATISFACTION WITH THE HEALTH CARE.

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Objective:

BACKGROUND: In 2020 COVID-19 pandemic caused a great burden on the health care system. A large number of health care institutions have reduced or suspended outpatient services otherwise available to patients.

AIM: to assess patient satisfaction with health care from October 2020 to January 2021 at the Clinic for Lung Diseases Jordanovac.

METHODS: 329 outpatients of which 172 men and 157 women aged 19-90, were surveyed with the



questionnaire.

RESULTS: Most patients (83.6%) came to respiratory clinic for their regular control, while 15.5% of patients came to control earlier due to worsening of condition. 11% of patients reported the inability to contact a physician, and 2.4% of patients skipped control for fear of COVID-19, despite having severe symptoms. After telephone assessment of clinical condition, the planned control was postponed in 25.5% of patients.

A total of 82% of patients had symptoms equal/less pronounced since the last control, 11.9% had more pronounced symptoms, while 4.6% reported to the emergency room and 1.2% were hospitalized. In regard to the compliance to the therapy 4.3% of patients stopped taking recommended therapy, 56.5% regularly took the therapy and 18.5% as needed.

During the pandemic 15.2% of patients lost weight, 13.1% gained weight and 71.4% of patients had no changes of weight. Physical activity was lower in 31.9% of patients, higher in 5.8%, while in 62.3% of patients physical activity remained the same. Out of 329 patients 6.4% had COVID-19, 93.6% did not.

When thinking about COVID-19, patients had a less pronounced fear of death from infection, tachycardia and sleep difficulties, while following news and social media posts had a greater effect on their psychological state.



CONCLUSION: During the COVID-19 pandemic, in most cases patients experienced satisfactory health care, despite organisational changes in our clinic. Virtual communication and telephone consultation managed to compensate for the reduced capacity of the Clinic.