

Use and impact of virtual primary care on quality and safety: the public's perspectives during the COVID-19 pandemic.

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This survey of individuals living in the United Kingdom, Sweden, Italy, and Germany identified an increased use of virtual primary care services – such as telephone or video consultation, remote triage, and secure messaging systems – since the onset of the [COVID-19 pandemic](#). Respondents reported that virtual technologies positively impacted multiple dimensions of care quality, including timeliness, [safety](#), patient-centeredness, and equity.