

## **Safety implications of remote assessments for suspected COVID-19: qualitative study in UK primary care.**

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Wieringa S, Neves AL, Rushforth A, et al. Safety implications of remote assessments for suspected COVID-19: qualitative study in UK primary care. *BMJ Qual Saf.* 2023;32(12):732-741. doi:10.1136/bmjqs-2021-013305.

<https://psnet.ahrq.gov/issue/safety-implications-remote-assessments-suspected-covid-19-qualitative-study-uk-primary-care>

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The COVID-19 pandemic dramatically increased the use of [telehealth](#), including [remote](#) primary care [triage](#) and assessment. This qualitative study explored patients' and clinicians' experiences managing suspected COVID-19 during remote triage and assessment. Findings highlight the need to strengthen organizational [resilience](#), develop and implement triage decision support tools, and address vulnerable and unsupported groups (e.g., the elderly, vulnerable and homebound patients).