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## INTRODUCTION

The recent COVID-19 pandemic has mandated adaptations in our day to day behavior and in our practices. Although many aspects have come to a halt during the lock-down, patients still seek consultations and medical advice.

The use of video conference consultations (VC) or telemedicine has become a popular modality during recent times.

We conducted a retrospective study of a single surgeon’s experience during the complete lock down period using VC. The aim of this study was to evaluate whether short VC were comparable to those conducted in person when measuring conversion rates and overall physician satisfaction.

## METHOD

During the lock down period, the author conducted free tele consultations via WhatsApp application. Patients were initially contacted by the office representative for primary screening and a VC was scheduled at the patient’s convenience. Relevant patient and consultation data were documented. The conversion rate from consultation to treatment and from VC to frontal consultation was calculated. Quality of the consultation was evaluated by comparison of offered treatment to that given.

## METHOD

Between March 16 to April 19, 2020, a total of 38 patients used our free VC. The average consultation time was 7 minutes. The conversion for re-consultation was 26% (10 out of 38 patients), with conversion for treatment following the re-consultation documented at 80% (8 of 10 patients). All surgical procedures and interventions primarily offered in the VC were administered later on.

## CONCLUSIONS

Short VC can be an effective tool for screening patients for cosmetic plastic surgery treatments. Conversion rates were high amongst patients coming for a face to face consultation following the VC. We believe that short VC can significantly increase the conversion rate from consultation to treatment.

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## CONCLUSIONS

Short video consultation can be an effective tool for screening patients for cosmetic plastic surgery treatments