



How did the pandemic alter the way pregnant women used virtual triage technology?

Abstract

The study examined data gathered via an online survey of 36,910 patients who reported pregnancy. The survey was completed between January 1, 2019 and June 30, 2022. The data was segmented into six-month periods to allow comparative analyses of usage frequency and changes in initial complaints. Descriptive statistics and trend analyses were used to identify significant shifts in symptom reporting and user demographics.

CHECK YOUR SYMPTOMS

Take a short symptom assessment

Start Symptom Checker

NEXT STEPS

Consult a doctor

Book appointment



Key findings

- Percentage of pregnant users grew from **0.32%** in the first half of 2019 to **0.85%** in late 2021
- Greatest rise (**213%**) in the first six months of 2020

Impact & Opportunities:

- ✓ **Improved access to care:** providing continuous access to care during crisis
- ✓ **Supporting high-risk groups:** meeting the need of risk groups for evidence based medical support
- ✓ **Improved outcomes:** guiding patients towards the most appropriate care considering their health status

Conclusion:

AI-based symptom-checkers can support pregnant women with evidence-based medical support and improve their access to care in times when healthcare systems are facing crisis.