

# Screening Colonoscopy Results Delivered via Email or Business Card Improves Patient Knowledge of Colonoscopy Results Compared to the Standard of Care – A Pilot Study

Joseph Mizrahi MD<sup>1</sup>, Anika Paradkar MD<sup>2</sup>, Samantha Novotny BS<sup>3</sup>, Adam Myer MD<sup>4</sup>, Johanna Saleh RN<sup>1</sup>, Farah Monzur MD<sup>1</sup>

1 – Division of Gastroenterology and Hepatology, Stony Brook University Hospital, NY ; 2 – Department of Medicine, Stony Brook University Hospital, NY ; 3 – Renaissance School of Medicine, Stony Brook, NY ; 4 - Division of Gastroenterology, University of Cincinnati Medical Center, OH

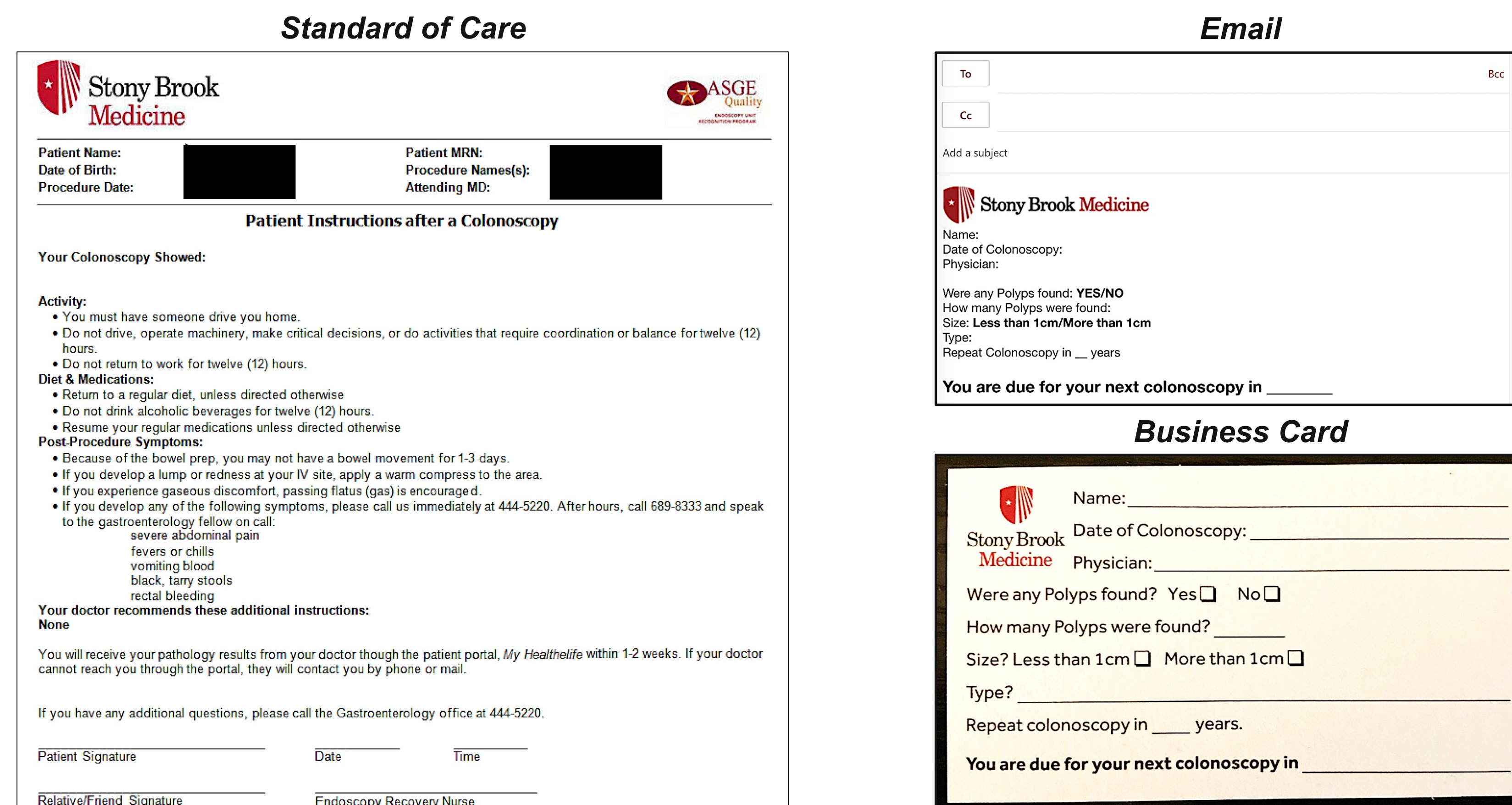
## Introduction

- For surveillance colonoscopy guidelines to be effective at preventing colorectal cancer, patients need to recall what was found on their colonoscopy, or at a minimum the year they need to return for their surveillance colonoscopy.
- While many endoscopists have systems in place to remind patients years later when they are due to return, patients routinely move residences and physicians' practices change, which can easily lead to patients being lost to follow-up.
- We thus sought to identify the most optimal way of conveying colonoscopy results to patients to improve their knowledge of their colonoscopy findings, with the hope that this knowledge will lead to a higher percentage returning for their surveillance colonoscopy.

## Methods

- We conducted a prospective randomized cohort pilot study of patients referred for screening colonoscopy at our institution through our direct referral program.
- (Figure 1)** Patients consented to being randomized to receiving their colonoscopy results either via:
  - Standard of Care (SOC) at our institution (Control Group)
  - SOC + An Email with their results
  - SOC + A Business Card mailed to them with their results
- Patients were then emailed a survey via Redcap 6 months after their procedure asking them to recall the results of their colonoscopy.

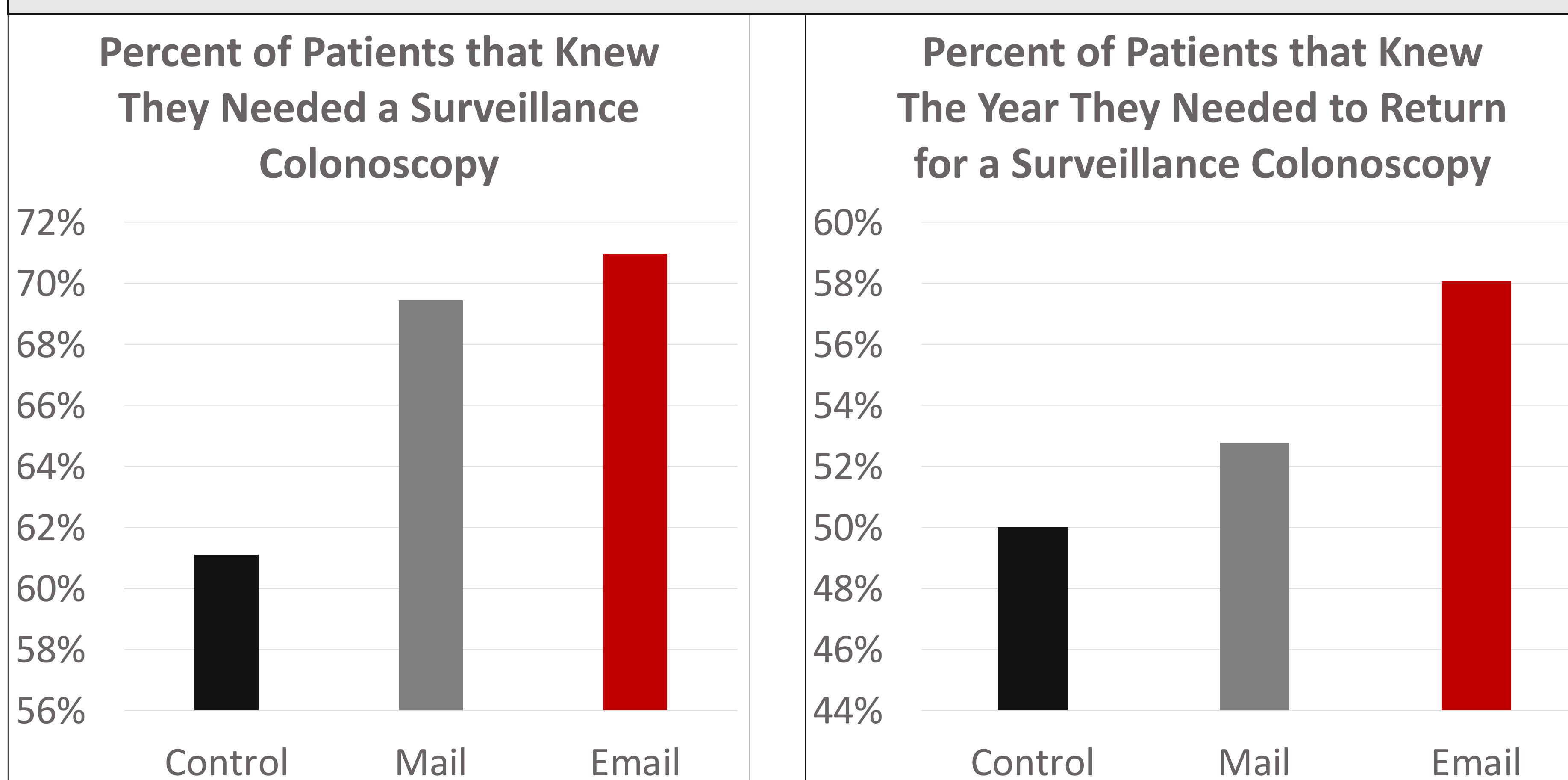
**Figure 1 – Three Randomized Options That Patients Received Their Colonoscopy Results**



**Table 1 – 6 Month Survey Results for Overall Cohort (103 patients)**

Survey Questions	Percent Correct (n=103)
Did patient answer "whether they had any polyps found" correctly?	89%
If there were polyps found, was the number of polyps correct?	77%
If there were polyps found, was the size of the biggest polyp correct?	52%
If there were polyps found, was the pathology of the polyp correct?	30%
Did patient know to return for a surveillance colonoscopy?	67%
Did patient know the right year to undergo surveillance colonoscopy?	53%

**Figure 2 – Percent of Patients that Correctly Knew They Needed a Surveillance Colonoscopy and the Year to Return for the Surveillance Colonoscopy**



## Results

- 103 patients enrolled in our pilot study and completed the 6-month survey
  - 36 patients in the Control Group
  - 31 patients in the Email group
  - 36 in the Business Card group.
- Most patients in the overall cohort knew whether they had polyps found (89%) and the number found (77%), however, fewer patients knew the size (52%) or type of polyp found (30%) (**Table 1**).
- When broken down by each cohort, 61.1% of Control patients knew to return for a colonoscopy, compared to 69.4% of Business Card patients and 70.1% of Email patients (**Figure 2**).
- In terms of knowing the year to return, 50% of Control patients answered that question correctly, compared to 58.1% of Email patients and 52.8% of Business Card patients (**Figure 2**).

## Conclusion

- Patients randomized to receiving their colonoscopy results via Email or a Business Card were more likely to know they needed to return for a colonoscopy compared to patients who received the standard of care.
- Our pilot study shows that an extra layer of low-cost, low-effort patient navigation increases patient's awareness to return for a colonoscopy, and at the correct year as well.
- Future plans include surveying these patients at 1 year from their colonoscopy.