ISSN: 2757-6817

Unika Sağlık Bilimleri Dergisi
Unika Journal of Health Sciences

Araştırma Makalesi/Research Article

Socio-demographic and Clinical Characteristics of Patients Admitted to a Pandemic Hospital Family Medicine Outpatient Clinic During the Covid-19 Pandemic

Covid-19 Pandemisi Sırasında Bir Pandemi Hastanesinde Aile Hekimliği Polikliniğine Başvuran Hastaların Sosyodemografik ve Klinik Özellikleri

Fehmi ALİBEKİROĞLU [1], Habibe İNCİ[2], Burcu KORKUT[3], Didem ADAHAN[4]

Abstract: Objective: In our study, we aimed to compare the socio-demographic and clinical characteristics of the patients admitted to the Family Medicine Outpatient Clinic before and after the announcement of the pandemic. Methods: In the cross-sectional study, the patients admitted to local Training and Research Hospital Family Medicine Outpatient Clinic. The data of the patients, including age, gender, marital status, nationality and clinical diagnoses, socio-demographic and clinical characteristics, were retrospectively scanned from the hospital automation system. Results: In our study, 6501 patients were examined in our outpatient clinic from the 15th of March to the 15th of September 2019, and 1663 patients were examined in the same period of time in 2020. While the number of female patients admitted to our outpatient clinic was more than male patients in the pre-pandemic period, it was found that male patients were more than women during the pandemic. It was also noted that the proportion of married patients decreased, and the number of single patients increased. Applications for medical board examination increased, and the number of foreign patients, most of whom were university students, decreased. Conclusion: The number of patients admitted during the pandemic decreased by about 75% compared to the same period of time in the previous year. It was found out that the age group whose number of applications decreased the most during the pandemic was the patients aged 65 and over, and the male patients were more than the female ones.
Keywords: Family practice, COVID-19, Patient, Pandemics, Sociodemographic characteristics.

Öz: Amaç: Bu çalışmada pandemi öncesi ve sonrası dönemlerde aile hekimliği polikliniğine başvuran hastaların sosyodemografik ve klinik özelliklerinin karşılaştırılması planlandı. Gereç ve Yöntem: Kesitsel özellikteki bu çalışmada, Karabük Eğitim ve Araştırma Hastanesi Aile Hekimliği Polikliniği'ne pandemi döneminden önce ve sonra başvuran hastalar dahil edildi. Bireylerin yaş, cinsiyet, medeni durum gibi sosyodemografik özellikleri ile klinik tanılarına, hastane otomasyon sisteminden ulaşıldı. Bulgular: 15 Mart-15 Eylül 2019 tarihleri arasında aile hekimliği polikliniğinde 6501 hasta muayene edilmiştir. 2020 yılında aynı dönemde aynı polikliniğe sadece 1663 hasta başvurmuştur. Pandemi öncesi dönemde polikliniğe başvuran kadın hasta sayısı fazla iken pandemi döneminde erkek hasta sayısının daha fazla olduğu tespit edildi. Diğer taraftan pandemi döneminde polikliniğe başvuran Evli hasta sayısının azaldığı oranının azaldığı, Sağlık kurulu muayenesi için başvuruların artığı saptandı. Diğer taraftan çoğunluğu üniversite öğrencisi olan yabancı uyruklu hastaların da başvurusunda azalma görüldü. Sonuç: Pandemi döneminde aile hekimliği polikliniğine başvuran hasta sayısı bir önceki yılın aynı dönemine göre yaklaşık %75 oranında azalmış olarak saptandı. Pandemi sürecinde başvuru sayısı en çok azalan yaş grubunun 65 yaş ve üstü hastalar olduğu tespit edildi. Polikliniğe başvuran kadın hastaların sayısında da anlamlı azalma gözlendi.

[1] Doktor., Gaziantep, Karkamış Aile Sağlığı Merkezi, ORCID: 0000-0003-1841-3260, dr.fhm80@gmail.com
Dr., Gaziantep, Karkamış Family Health Center
[2] Doç. Dr., Karabük Üniversitesi, Tıp Fakültesi, ORCID: 0000-0003-2883-259X, drhbesler@hotmail.com
Assoc. Prof., Karabuk University, Faculty of Medicine
[3] Sorumlu Yazar: Dr. Öğr. Üyesi, Karabük Üniversitesi, Tıp Fakültesi, ORCID: 0000-0002-0296-9144, burcukorkut@karabuk.edu.tr
Assist. Prof., Karabuk University, Faculty of Medicine
[4] Prof. Dr., LÖSEV-LÖSANTE Çocuk ve Yetişkin Hastanesi, ORCID: 0000-0003-3389-2730, didemsunay@gmail.com
Prof. Dr., LÖSEV-LÖSANTE Child and Adult Hospital

Makale Gönderim: 11.05.2023 Makale Kabul: 01.08.2023 Makale Yayın: 30.08.2023

Anahtar Kelimeler: Aile hekimliği, COVID-19, Hasta, Pandemi, Sosyodemografik özellikler.

Introduction

Family Medicine is an academic and scientific discipline and a clinical specialty with a first-line orientation, which has its own unique educational content, research, evidence-based and clinical application (Abdelhafiz and Sinclair, 2013). The World Organization of National Colleges, Academies and Academic Associations of General Practitioners (GP)/Family Physicians (WONCA), defines family medicine/GP as "a doctor who provides comprehensive care to all individuals seeking medical care, and have the responsibility to mobilize health workers in unavoidable circumstances. A family practice/GP fulfils his/her professional mission either directly or indirectly through the services of other health professionals for the health needs of the community s/he serves by using the existing sources' (Abdelhafiz and Sinclair, 2013).

On December 31, 2019, cases of pneumonia of unknown cause were reported in Wuhan, Hubei province, China by World Health Organization (WHO) China Office. On January 7, 2020, the agent was identified as a new Coronavirus (2019-nCoV), which had not previously been detected in humans (Baud et al., 2020). Later, the 2019-nCoV disease was named as COVID-19, the virus was accepted as SARS-CoV-2 due to its close similarity to SARS CoV (Gorbalenya et al., 2020). World Health Organization classified the COVID-19 pandemic as an "international public health emergency" on January 30, 2020, after the COVID-19 cases was seen in 113 more countries other than China, where the first outbreak began. WHO announced it as a global pandemic (pandemic) on March 11, 2020 due to the spread and severity of the virus (General Directorate of Public Health, 2020).

In our study, we aimed to compare the socio-demographic and clinical data of patients admitted to Family Medicine Outpatient Clinic between the dates March 15 - September 15, 2019, and March 15 - September 15, 2020 after the declaration of pandemic. Thus, we aimed to see the change in our outpatient population. In order to prepare for future pandemics with better quality and efficient service, the experience of family physicians in the pandemic should be used.

Methods

In the cross-sectional study, the patients admitted to local Training and Research Hospital Outpatient Family Medicine Clinic during the COVID-19 pandemic period, which is March 15,2020- September 15, 2020, and the ones admitted on March 15, 2019 -September 15, 2019,

before the pandemic were included. Patients admitted to the family medicine outpatient clinic between the aforementioned dates were retrospectively screened on the hospital registration system. Socio-demographic data and clinical characteristics of the patients, such as their ages, genders, marital status, nationalities, reasons for appointment, types of appointment, and clinical diagnoses, were recorded into the data form. Our study was conducted with the approval of the Ethics Committee for Non-Interventional Clinical Research of local University Faculty of Medicine (Decision number: 2020/347, Date: 10.11.2020).

Statistical Analysis

The data obtained were analyzed using the SPSS (Statistical Package for the Social Sciences) 21 package program. Continuous variables were stated as mean standard deviation (SD) and qualitative variables were stated as number and percentage. When comparing categorical variables between groups, the Chi-square test was applied, and the t test was applied in independent groups for the averages of ages. The significance level was accepted as 0.05. It was noted that there was a significant difference if the level was $p<0.05$.

Results

In the study, 9184 records of applications to Family Medicine Outpatient Clinic between the dates March 15, 2019- September 15, 2019, and March 15, 2020-September 15, 2020 were analyzed. The number of patients diagnosed as the general examination was 8164 (88.9%). The number of patients who were not be able to be examined for various reasons was 1020 (11.1%). In 2019, the number of patients admitted to the family medicine outpatient clinic and were examined was 6501 (79.6%), while the number of patients who were examined in the same period of 2020 was 1663 (20.4%). It was found that the number of applications for the general examination decreased significantly in 2020 compared to 2019.

When the frequency of the patients' admission in terms of years was examined, he number of people who applied once in 2019 was 5009 (77.0%), the number of people who applied twice was 518 (15.9%), and the number of people who applied three times was 90 (4.1%). In the same period of 2020, the number of applications for once was 1423 (85.5%), the number of people who applied twice was 75 (9.0%), and the number of applications for three times decreased to 15 (2.7%).

The number of applications of patients to the family medicine outpatient clinic by month, according to which, it was determined that April 2019 was the month with the most outpatient

clinic applications with 1414 applications (21.7%). It was observed that applications decreased in the summer period of 2019 and that August was the month with the fewest patient applications with 874 (13.4%) applications. When the number of outpatient clinic applications in 2020 was examined, contrary to the previous year, it was the lowest in April with 104 (6. 25%) applications. It was also noted that that the highest number of applications was in August with 402 (24.1%) applications. The average age of the patients who were examined at the family medicine outpatient clinic was 45.84±19.98 years. The majority of the patients were female (53.3%), married (96.1%), and citizens of the Republic of Turkey (T.C.) (97.2%). When the reasons for the arrival of patients admitted to the outpatient clinic by gender was compared, the application for outpatient examination was higher in female patients (57%) (p=0.003). However, the health board application rate was higher in men (76.3%) (p=0.003). It was found that the rate of using the Central Physician Appointment System (MHRS) in female patients (56.8%) was statistically and significantly higher than in men (p<0.001) (Table 1).

Table 1: Distribution of Outpatient Clinic Applications by Gender with Variables

Variables	Total	Female, n (%)	Male, n (%)	p
Age (years) Mean±SD	45.84±19.98	48.2±19.7	43.2±20.0	<0.001*
Marital Status				
Married	5439	3094 (56.9)	2345 (43.1)	<0.001†
Single	2477	1036 (41.9)	1441 (58.1)	
Widowed/Divorced	248	218 (87.9)	30 (12.1)	
Nationality				
Turkish	7936	4245 (53.5)	3691 (46.5)	<0.001†
Foreigners	228	103 (45.2)	125 (54.8)	
Types of Application				
Medical Examination	7241	4129 (57.0)	3112 (43.0)	0.003†
Health Board	923	219 (23.8)	704 (76.2)	
Types of Appointment				
MHRS	1468	834 (56.9)	634 (43.1)	<0.001†
Non-MHRS	6696	3514 (52.5)	3182 (47.5)	
Total	8164	4348 (53.3)	3816 (46.7)	

*p, *t-test, †chi-square test in independent groups; n, number; sd, standard deviation; MHRS, the Central Physician Appointment System*

In 2019, women made up the majority (56.5%) of the total applications and in 2020, men were the majority (59.6%) of the applications (p<0.001). It was found that there was a significant decrease in the applications of married, single and widowed/divorced patients in 2020 compared to the previous year (p<0.001). In 2020, there was a significant decrease in the number of patients who applied to the outpatient clinic in all age groups compared to 2019 (p<0.001). It was observed that the number of patients over the age of 65 decreased from 1359 (20.9%) in 2019 to 193 (11.6%) in 2020 (p<0.001). In 2019, the ages of the patients applied to the outpatient clinic most was found to be between 41 and 64 while in 2020, it was found that

patients aged 19-40 ranked the first. It was found that there was a significant decrease in the applications of foreign citizens in comparison to Turkish citizens in the same period of 2020 compared to 2019 (p<0.001). When the reasons for the arrival of patients to the outpatient clinic were examined, it was determined that 7241 (88.7%) patients applied to the outpatient clinic for a general medical examination and 923 (11.3%) patients came to the outpatient clinic for a health board application. It was noted that the number of patients who applied for a general medical examination decreased significantly (p<0.001) in 2020 compared to 2019, and the number of patients who applied for the health board application increased significantly (p<0.001) in 2020 compared to 2019.

The number of patients admitted via the MHRS was 468 (18.0%) while the number of patients admitted without the MHRS was 6696 (82.0%). It was found that there were significantly more MHRS applications in 2020 compared to 2019 (p<0.001) (Table 2).

Table 2: Distribution of Outpatient Clinic Applications by Years with Variables

Variables	2019, n (%)	2020, n (%)	p
Gender			
Female	3676 (56.5)	672 (40.4)	<0,001
Male	2825 (43.5)	991 (59.6)	
Marital Status			
Married	4452 (68.4)	987 (59.3)	<0,001
Single	1853 (28.5)	624 (37.5)	
Widowed/Divorced	196 (3.1)	52 (3.2)	
Age (years)			
0-18	408 (6.3)	94 (5.6)	
19-40	2144 (33)	791 (47.6)	<0,001
41-64	2590 (39.8)	585 (35.2)	
65+	1359 (20.9)	193 (11.6)	
Nationality			
Turkish	6301 (96.9)	1635 (98.3)	<0,001
Foreigners	200 (3.1)	28 (1.6)	
Types of Application			
Medical Examination	6163 (94.8)	1078 (64.8)	<0,001
Health Board	338 (5.2)	585 (35.2)	
Types of Appointment			
MHRS	747 (11.5)	721 (43.4)	<0,001
Non-MHRS	5754 (88.5)	942 (56.6)	
Total	6501 (100)	1663 (100)	

p, chi-square test; n, number

Table 3: Distribution of Diagnoses Received by Patients by Years

Diagnoses	2019, n (%)	2020, n (%)	Total, n (%)
General medical examination	1782 (27.4)	872 (52.4)	2654 (32.5)
Hypertension	1425 (21.9)	189 (11.4)	1614 (19.8)
Acute pain	825 (12.6)	72 (4.3)	897 (11.0)
Malaise	339 (5.3)	129 (7.7)	468 (5.7)
Gastrointestinal system diseases	275 (4.3)	57 (3.5)	332 (4.1)
Acute Upper respiratory tract infections	281 (4.3)	42 (2.5)	323 (4.0)
Diabetes mellitus	237 (3.6)	35 (2.1)	272 (3.3)
Diseases of the thyroid gland	184 (2.8)	48 (2.9)	232 (2.8)
Neural System diseases	139 (2.1)	37 (2.3)	176 (2.2)
Urogenital System diseases	152 (2.3)	24 (1.5)	176 (2.2)
Cardiovascular System diseases	133 (2.0)	24 (1.4)	157 (1.9)
Dietitian Support	121 (1.8)	22 (1.3)	143 (1.8)
Lack of vitamins	108 (1.7)	14 (0.8)	122 (1.5)
Joint pain	71 (1.0)	18 (1.1)	89 (1.1)
Dermatological diseases	77 (1.1)	12 (0.7)	89 (1.1)
Iron deficiency anemia	74 (1.1)	11 (0.6)	85 (1.0)
Hyperlipidemia	59 (0.9)	5 (0.3)	64 (0.8)
Rheumatic diseases	46 (0.7)	15 (0.9)	61 (0.7)
Psychiatric diseases	45 (0.6)	13 (0.7)	58 (0.7)
Malnutrition	29 (0.4)	6 (0.4)	35 (0.4)
Malignant diseases	24 (0.3)	8 (0.4)	32 (0.4)
Soft- tissue disorders	12 (0.1)	3 (0.1)	15 (0.2)
Gastrostomy status	14 (0.2)	1 (0.1)	15 (0.2)
Decubitulcers	9 (0.1)	4 (0.2)	13 (0.2)
Conjunctivitis	9 (0.1)	2 (0.1)	11 (0.1)
Acute otitis media	10 (0.1)	0 (0)	10 (0.1)
Other	21 (0.3)	0 (0)	21 (0.3)

n, number

The first five diagnoses that patients received were general medical examination (32.5%), hypertension (19.8%), acute pain (11.0%), malaise (5.7%), gastrointestinal tract diseases (4.1%) (Table 3).

Discussion

In the study which we aimed to compare the socio-demographic and clinical characteristics of the patients admitted to Family Medicine Outpatient Clinic during the COVID-19 pandemic to the ones admitted in the same period in the previous year, it was observed that the number of applications decreased (from 6501 to 1663) and the reasons for application varied.

In our country, the MHRS application is a system where individuals can create any hospital and physician appointment to hospitals, oral and dental health centers and family physicians subject to the Ministry of Health through live operators, via the website or on the MHRS mobile application with phone number 182 (Kurşun and Kaygısız, 2018).

Although records can be obtained on MHRS or directly from the hospital, the proportion of patients who did not come for the examination or were not treated because they could not be examined was found to be 10% in both periods. It can be considered that this situation is caused by the lack of competence of the family medicine outpatient clinic within the scope of reimbursement in some drugs and drug reports.

In our study, the rate of one-time application to the family medicine outpatient clinic during the 2019 period was 77.0%, while the rate of two-time application was 15.9%. In the same period of 2020, the frequency of one-time applications was 85.5% and the rate of two-time applicants was 9.0%. In the same period of 2020, it was observed that the rate of multiple applications to our outpatient clinic by patients also decreased significantly due to the pandemic compared to the previous year.

This situation showed that patients complied with the restrictive measures imposed by the pandemic and did not re-apply to the hospital unless they were obliged to due to the risk of transmission.

According to a study conducted at Ankara Training and Research Hospital Family Medicine Outpatient Clinic, it was reported the highest number of patient applications (n=3069) were in April, 2014, but the lowest number of patient applications (n=533) were in August

(Fidancı, Eren, and Arslan, 2016). Similarly, our study showed that April was the most frequently applied month for outpatient clinic with a rate of 21.7% among the included months of 2019, while August was the least frequently applied month for our outpatient clinic with a rate of 13.4% among the included months of 2019. With curfew and restrictions after the announcement of the pandemic, April and May were the months when the least applications were made into our outpatient clinic while the number of patients increased with the new normalization practices from June to September, and during this period, it was made sure that no patient without the appointment of MHRS was treated in order to prevent the outpatient clinic from crowding.

The average ages of the 8164 patients included in the study was 45.8±20.0 years. When it was evaluated by gender, 53.3% of the patients were female and 46.7% were male. According to a study evaluating applications to family medicine outpatient clinics of an educational and research hospital located in the district of Ankara in 2014 by Fidancı et al., it was reported that 42% of patients were male and 58% were female (Fidancı et al., 2016). In a study that evaluated the applications made to a family health centre (ASM) in Düzce, it was observed that 41.70% of the patients were male and 58.30% were female (Yılmaz et al., 2012). According to a study comparing the patients admitted to a family medicine outpatient clinic of a training and research hospital to the ones admitted to a training family health centre by Maç et al., the average ages of the hospital group was 42±19.8 years, and it was 34±15.6 years in the EASM group (Maç and Öztürk, 2018). The applicants to the hospital were females with the rate of 51.2%, and 48.8% were male. In the EASM group 63.3% were women, and 36.6% was reported.

As it can be seen, the number of female patients admitted to the family medicine outpatient clinic is higher than the number of male patients in all similar studies. In our study which was similar to the literature in 2019, 56.5% of the patients admitted were female and 40.4% were male, while 43.5% of the patients admitted in the same period of 2020 were female and 59.6% were male. During the COVID-19 pandemic of 2020, male patients were less affected by curfew restrictions due to age and mandatory reasons (work entrance examination, etc.) than women, it can be considered that more men applied to our outpatient clinic. We believe that the employment opportunities in our city province, where our hospital is located, are mostly in the field of iron and steel manufacturing. Therefore, the preference of men in the workforce is more effective in these results.

According to a study conducted by Şensoy, Başak, and Gemalmaz (2009), it was reported that 15.5% of the applications to the family medicine outpatient clinic were made up of the

patients aged 65 years and over (Şensoy, Başak, and Gemalmaz, 2009). In a study conducted at an ASM in Düzce, it was found that 31.5% of 5685 applications were also made by the patients of 60 years and over old (Yılmaz et al., 2012). According to a study conducted by Maç and Öztürk (2018), it was reported that patients aged 65 years and over made up 15.9% of patients in the hospital group and 15.1% of patients in the EASM group (Maç and Öztürk, 2018). In our study, it was noted that 20.9% of the 6501 applicants were 65 years of age or older in 2019, which was the pre-pandemic period. During the pandemic period, which was the year 2020, the application rate of patients aged 65 years and over was observed to be 11.6%. In our study, while there was a decrease in all age groups during the pandemic period compared to the previous year was the fact that the highest rate of decrease was in the 65-year-old and older patient group. It indicated that it was a result of restrictive practices for individuals over the age of 65 again during the pandemic process.

Considering the marital status of the patients admitted to the outpatient clinic by years, it was found that the proportion of married patients decreased, while the proportion of single patients increased. It can be considered that married patients are more afraid to come to the hospital for fear of contracting the Coronavirus and infecting other family members at home.

In our study, it was observed that the rate of MHRS use of patients in 2019 increased from 11.5% to 43.4% in the same period of 2020. It may have been effective in the emergence of these rates since an announcement was made on the social media accounts of our hospital, which is the pandemic hospital of our city province, that outpatient clinics would not accept any appointments made by the patients except for MHRS within the scope of Coronavirus measures on the 1st of June 2020, in our hospital. In addition, the absence of MHRS requirement for job entry examinations may explain why non-MHRS appointments in the 2020 period continued in terms of the family medicine outpatient clinic.

In our study, the application rate for the health board/job entry examination was 5.2% in 2019 and 35.2% in the same period of 2020. This increase can be explained by the rise in changing jobs during the pandemic and the fact that our hospital is the only public hospital in our province where the required examinations can be performed for a job entry. Of all the patients who applied for a medical examination at the outpatient clinic, women had a higher percentage of applications (57%), while 76.3% of applicants for the medical board were men. This situation is considered to be a reflection of the fact that men are more employed in labour in our country.

In a study conducted at the Gaziosmanpasa University Faculty of Medicine Family Medicine Outpatient Clinic, the most common diagnosis in terms of the frequency of admission was reported as upper respiratory tract infections (17.8%) (Oktay, Tetikçok, and Çeltek, 2015). According to a study conducted by Maç et al., the diagnosis that patients most often received in hospital outpatient clinics was reported as acute upper respiratory tract infections (20.8%). In our study, the most common diagnosis for 6501 patients admitted in 2019 was a general medical examination (27.4%) (Maç and Öztürk, 2018). In the same period of 2020, the most common diagnosis for 1663 patients who were examined at the outpatient clinic was again a general medical examination (52.4%). Acute nasopharyngitis-catarrhal in men and women is the first most common diagnosis in a study conducted at ASM Number 3 in Düzce (Yılmaz et al., 2012). Hypertension in men and women is the first most common diagnosis in a study conducted at the Cerrahpasa Faculty of Medicine (Ertürk, Süt and Sipahioğlu, 2004). In our study, the most common diagnosis for male patients admitted to the outpatient clinic in 2019 was general medical examination with a rate of 38.7%, and female patients had hypertension (24.6%). In the same period of 2020, the diagnosis that male (65.4%) and female (32.5%) patients received the most was general medical examination. The main reason why the diagnosis of general medical examination was in the first place in our outpatient clinic is that our hospital is the only public hospital in the province where all the necessary examinations can be performed for job applications.

In our study, the application rate of foreign patients was 3.1% in 2019, while this rate decreased by 1.7% in 2020. Like other universities in our country during the pandemic, local University with a large number of foreign students in our country decided to switch to distant education, and it led to a decrease in the application of the number of foreign students as they were previously required to have a medical report to stay in the dormitories.

Conclusion

It was found in our study that the number of patients admitted to our outpatient clinic during the pandemic decreased by 75% compared to the same period in the previous year, and the age group with the sharpest decrease in the number of applications was the patients aged 65 and older. While the number of female patients admitted to our outpatient clinic before the pandemic was more than male patients, it was found that male patients were more than women during the pandemic. Also, the rate of married patients decreased compared to the same period in the previous year. The number of single patients and the applications for medical board examination increased. However, the number of foreign patients, most of whom were university

students, decreased. Thus, a change was observed in the outpatient patient population during the pandemic period. We think that the experience of family physicians in the pandemic should be used to prepare for future pandemics with better quality and efficient service.

Funding: This research received no external funding.

Conflicts of Interest: The authors declare no conflicts of interest.

Author Contributions: Idea: FA, DA; Design: BK, HI; Check: BK, HI, FA; Sources: FA, DA; Ingredients: BK, HI; Data collecting: BK, FA; Analysis: HI, DA; Literature Review: HI, BK; Posted by: BK, HI; Critical Review: HI, FA

Peer Review: Internal/External independent.

References

Abdelhafiz, A. H., & Sinclair, A. J. (2013). Tailor treatment in the older patient with type 2 diabetes. *The Practitioner*, 257(1757), 21–23.

Baud, D., Giannoni, E., Pomar, L., Qi, X., Nielsen-Saines, K., Musso, D., & Favre, G. (2020). Clinical characteristics and intrauterine vertical transmission potential of COVID-19 infection in nine pregnant women: a retrospective review of medical records. *The Lancet*, 395, 809-815. https://doi.org/10.1016/S1473-3099(20)30192-4

Ertürk, T. N., Süt, N., & Sipahioğlu, F. (2004). 3-year profile of patients who applied to Cerrahpaşa Faculty of Medicine, family medicine outpatient clinic. *Cerrahpasa Medical Journal*, 35, 115-121.

Fidancı, İ., Eren, Ş. Ü., Arslan, İ., & Tekin, O. (2016). Retrospective evaluation of family medicine outpatients for the last 3 years. *Konuralp Medical Journal*, 8, 151-157. https://doi.org/10.18521/ktd.284556

General Directorate of Public Health (2020). COVID-19 (SARS-CoV-2 infection) guide. Scientific committee work 14. Retrieved from https://covid19.saglik.gov.tr/TR-66301/covid-19-rehberi.html

Gorbalenya, A. E., Baker, S. C., Baric, R., Groot, R. J. D., Drosten, C., Gulyaeva, A. A., ……, Ziebuhr, J. (2020). Severe acute respiratory syndrome-related coronavirus: The species and its viruses–a statement of the Coronavirus. *Study Group bioRxiv*, 7. https://doi.org/10.1101/2020.02.07.937862

Kurşun, A., & Kaygısız, E. G. (2018). Determining the level of satisfaction and accessibility for central physician appointment system (MHRS) applications. *ACU Journal of Health Sciences*, 9, 401-409. https://doi.org/10.31067/0.2018.63

Maç, Ç. E., & Öztürk, G. Z. (2018). Comparison of the Records of Patients Applying to the Family Medicine Polyclinics of a Training and Research Hospital and the Education Family Health Center Polyclinics. *Ankara Medical Journal*, 18, 14-21. https://doi.org/10.17098/amj.408959

Oktay, G., Tetikçok, R., Çeltek, N. Y., & Ünlü, U. (2015). An Overview to Patient Profile of Family Medicine. Smyrna *Medical Journal*, Retrieved from https://smyrnatipdergisi.com/dosyalar_upload/belgeler/GOP%20hasta%20profili1484105074.pdf

Şensoy, N., Başak, O., & Gemalmaz, A. (2009). Family Medicine Practice and Patient Profile in Umurlu Family Medicine Center: To what extent does it meet the Family Medicine Field Training Requirements? *Kocatepe Medical Journal*, 10, 49-56. Retrieved from https://dergipark.org.tr/en/download/article-file/161376

Yilmaz, M., Mayda, A., Yüksel, C., Bolu, F., Seval, O., Bayindir, K., …, Toçoğlu, H.X. (2012). Diagnoses of patients applying to a family medicine center. *Duzce University Journal of Health Sciences Institute*, 2, 7-13. Retrieved from https://dergipark.org.tr/en/download/article-file/56544