

Title of Study

A study to measure satisfaction of patients who are provided with e-consultation services by call health at Hyderabad city of Telangana state.

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Organisation– CallHealth

CallHealth is a technology-powered healthcare company that brings healthcare services to the doorstep of the customer. Doctor Consultations, Medicines Delivery, Diagnostic Tests, Nursing Care and Physiotherapy can now all be done at home with CalHealth's dedicated team of specialists and trained medical health officers. In addition to this, Health Assistance services prevent customers from waiting in long queues at Health Clinics and Imaging Centers, while Medical Facilitation makes hospitalization formalities less complicated. All this combines to put together the highest quality of medical care that a family need. CallHealth believes in giving the best medical care starting from a doctor's advice to post-hospitalization care. For this they have chosen the best team of qualified doctors, trained nurses and experienced physiotherapists to deliver "Everything about Health" at home.



Introduction

- ▶ E-consultation is an asynchronous communication between healthcare providers that occurs within a shared electronic health record (EHR) or secure Web-based platform. Referring providers send a consultation request to specialists, who can respond by answering the consult question, requesting more information, and/or scheduling a specialist appointment. Electronic consultations (e-consults) are a promising approach to the challenge of improving access to specialty care. E-consults offer a rapid, direct, and documented communication pathway for consultation between primary care and specialist. They may avert the need for a face-to-face visit between specialist and patient. As a result, they have the potential to enable cost-effective and convenient care for patients while improving access to and coordination of specialty care across the system. As the Digitalization in Healthcare is growing now a days whose main focus is on patient satisfaction through virtual communication.
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Objective of the Study

- ▶ To study patient satisfaction and understanding customer experience towards E-Consultation services provided by Call Health Organization.
 - ▶ To identify the factors requiring improvement and suggest recommendation to improve the same.
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Methodology

- ▶ **Type of Study:** Descriptive & Cross sectional
 - ▶ **Setting:** Call Health, Hyderabad
 - ▶ **Duration of Study:** 1st February to 30th April 2018
 - ▶ **Sample size:** 150 Patients
(On the basis of footfall of patients of last month)
 - ▶ **Sampling technique:** Purposive sampling
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Data Collection and Analysis

- ▶ **Data collection tool:** A set of well-structured questionnaires has been developed. The questionnaire has been pre-tested with patients who asked for e-Consultation at CallHealth in Hyderabad. The questionnaire will cover the information related to patient's socio-economic characteristics, perception of consumers satisfaction towards e-consultation in relation to face to face consultation.

Sample Collection Criteria

- ▶ **Inclusion Criteria:** Patients who used Call health application for home irrespective of type of demographics. Patients who asked for e-Consultation care were only asked to fill the questionnaire.
 - ▶ **Exclusion Criteria:** Patients using application on daily behalf for Medicine or any other services are excluded in the study.
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Likert scale: Five point likert scale

The format of a five point likert used in this project was:

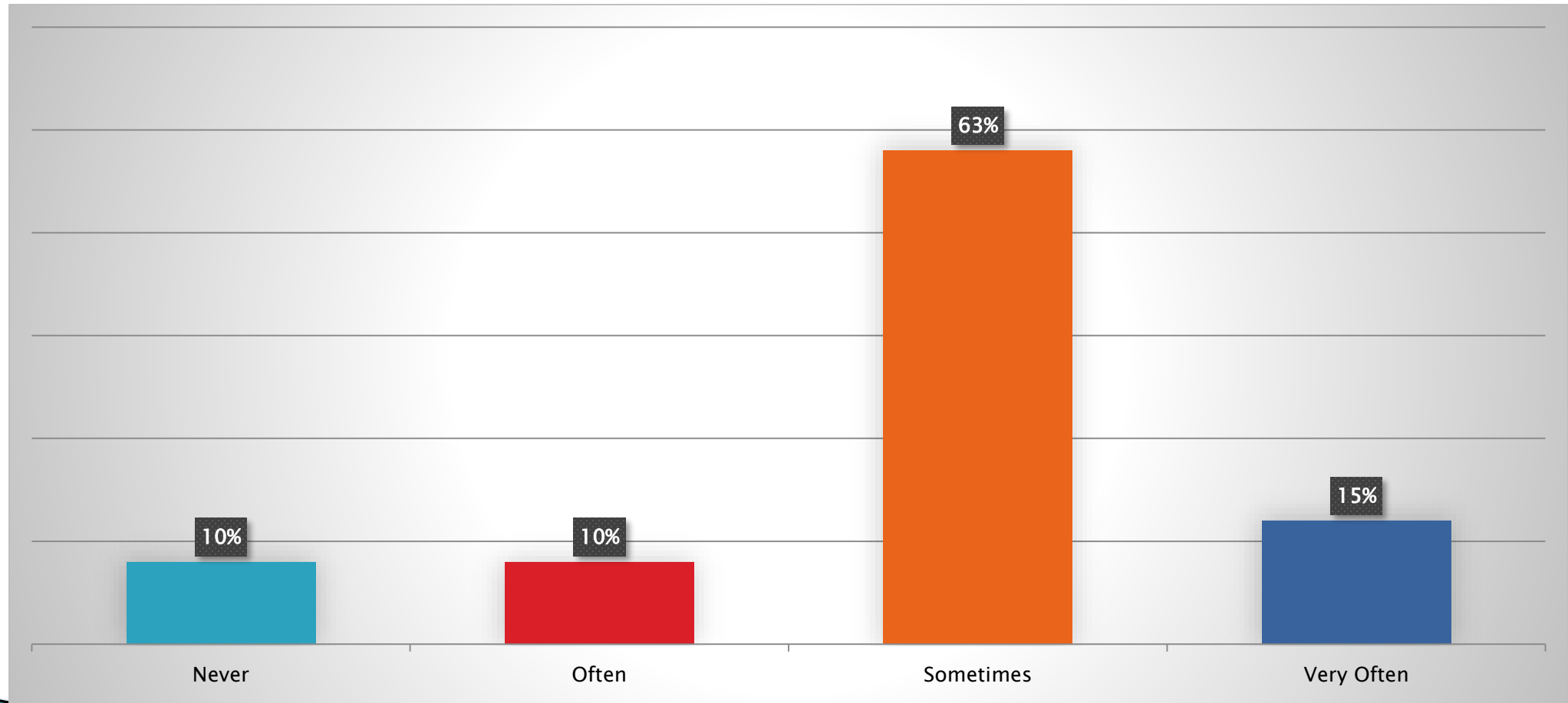
- ▶ Strongly disagree: Respondents who agree with the statement asked in the questionnaire.
 - ▶ Neither agree nor disagree: Respondents who neither agree nor disagree with the statement asked in the questionnaire.
 - ▶ Agree: Respondent who agree with the statement asked in questioner.
 - ▶ Strongly agree: Respondent who strongly agree with the statement asked in questionnaire.
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Results

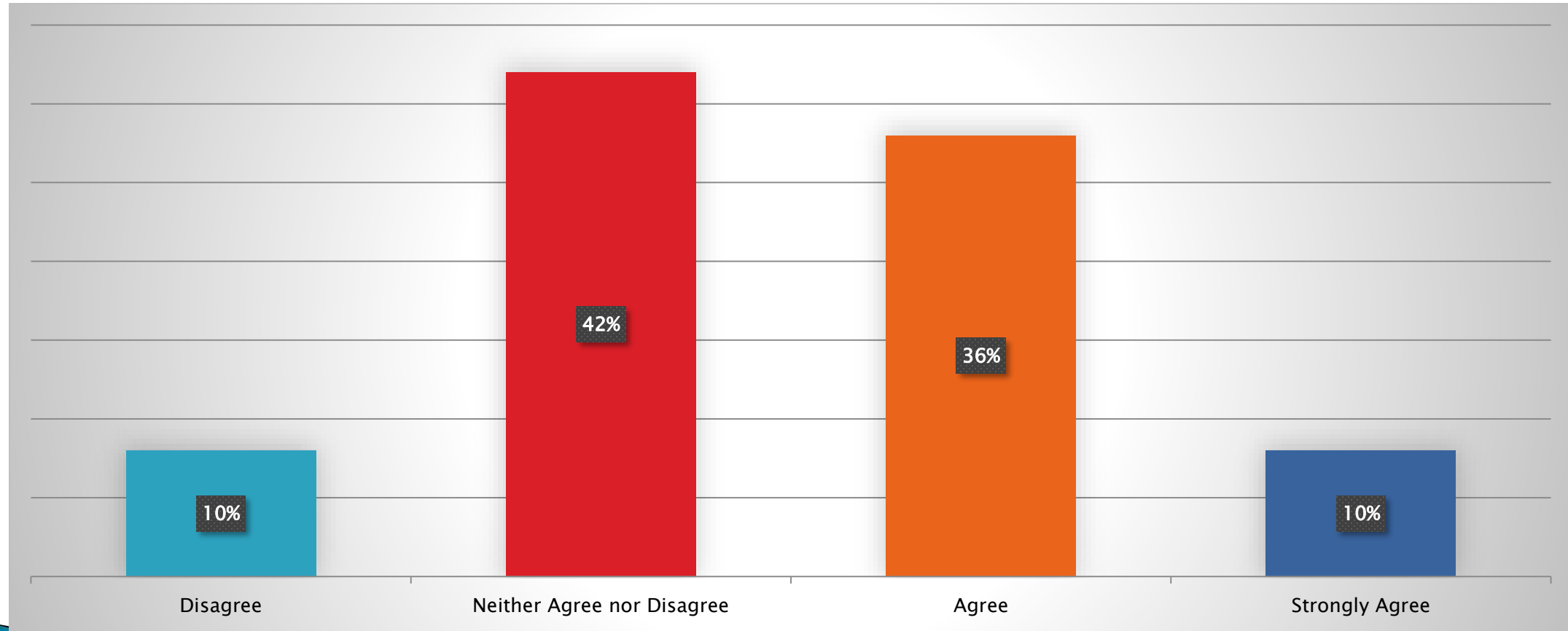
Percentage distribution respondent by socio-demographic

Characteristics	Respondent group	Percentage of the respondent(n=152)
Age Group	18 to 35 age	84
	36 to 45 age	10
	46 to 55 age	5
Education Qualification of Respondents	Matriculation	5
	Graduation	21
	Post Graduation	73
Household Annual Income group	Below 50,000	36
	Above 50,000	31
	50,000 to 2,50,000	15
	2,50,000 to 5,00,000	15

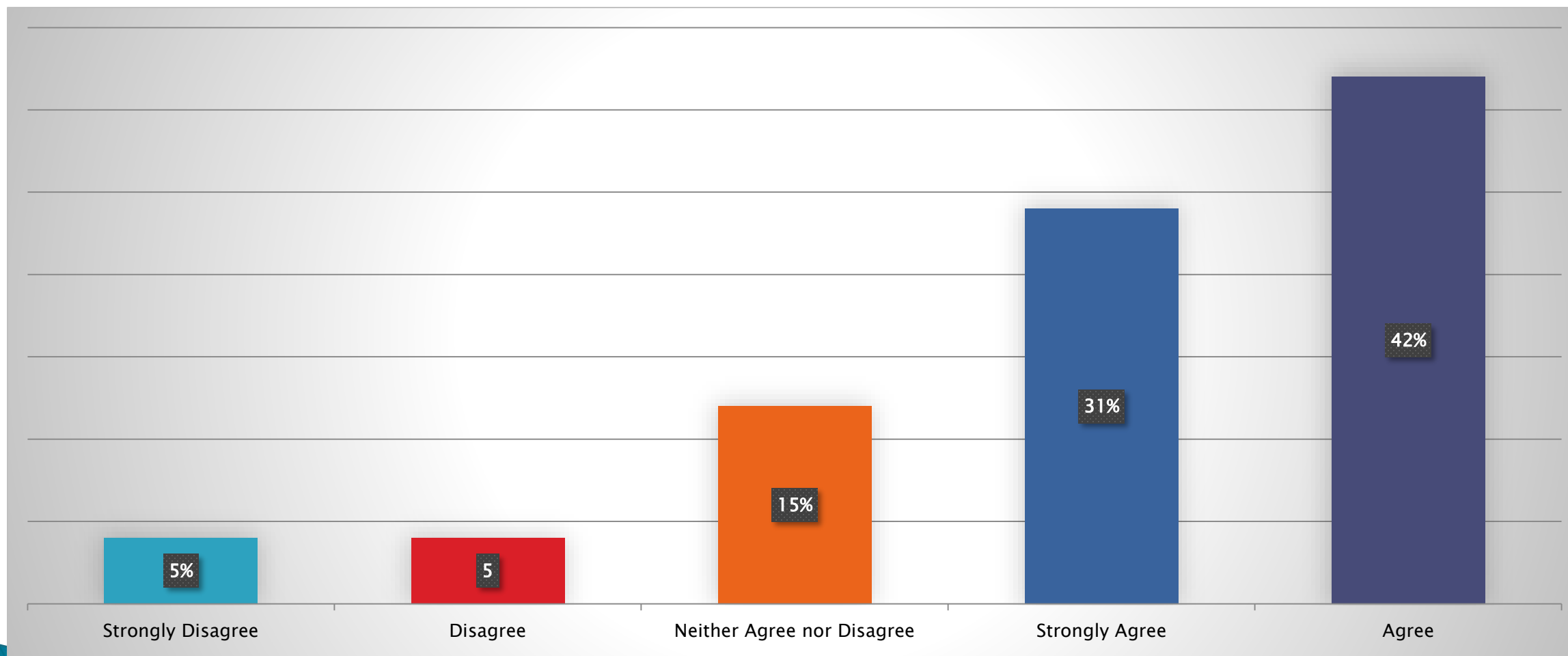
Percentage of the respondents who opt for e-consultation services



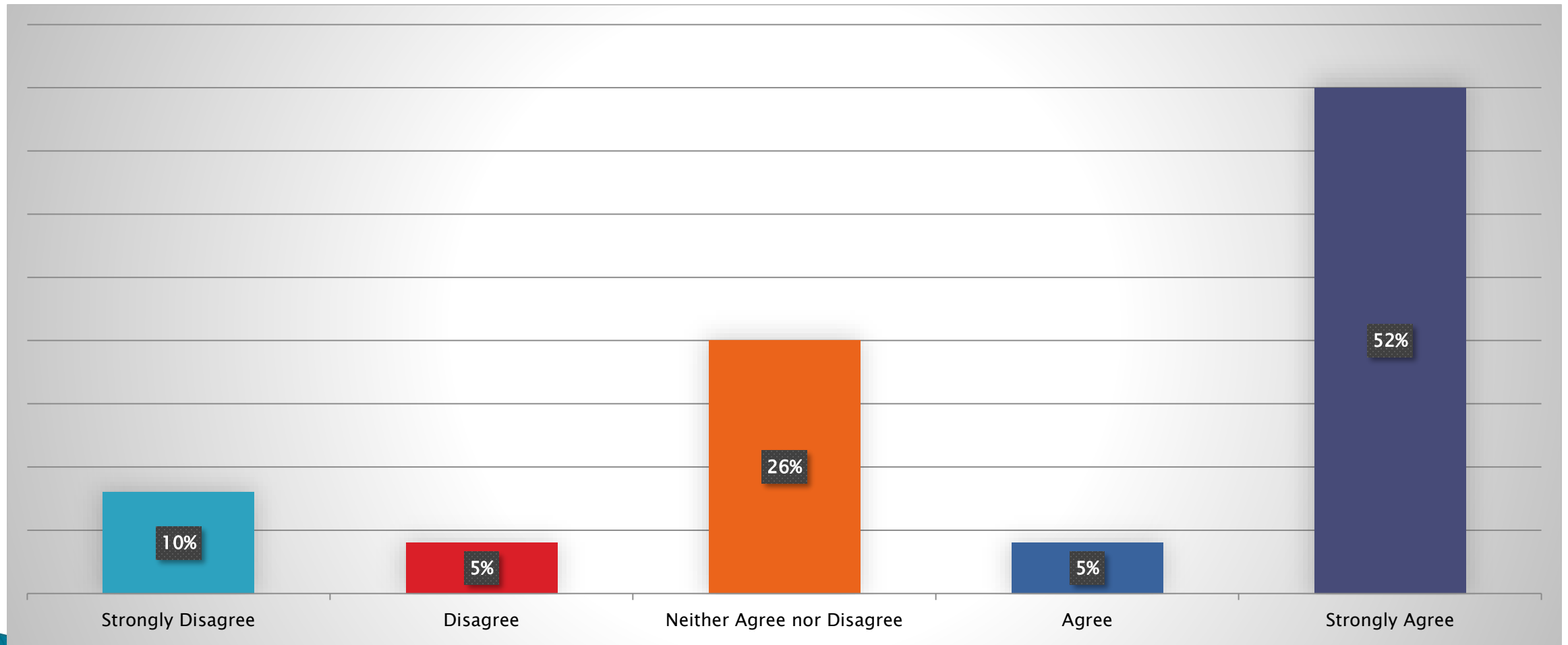
Percentage of customer perspective towards video consultation rather than physical consultation



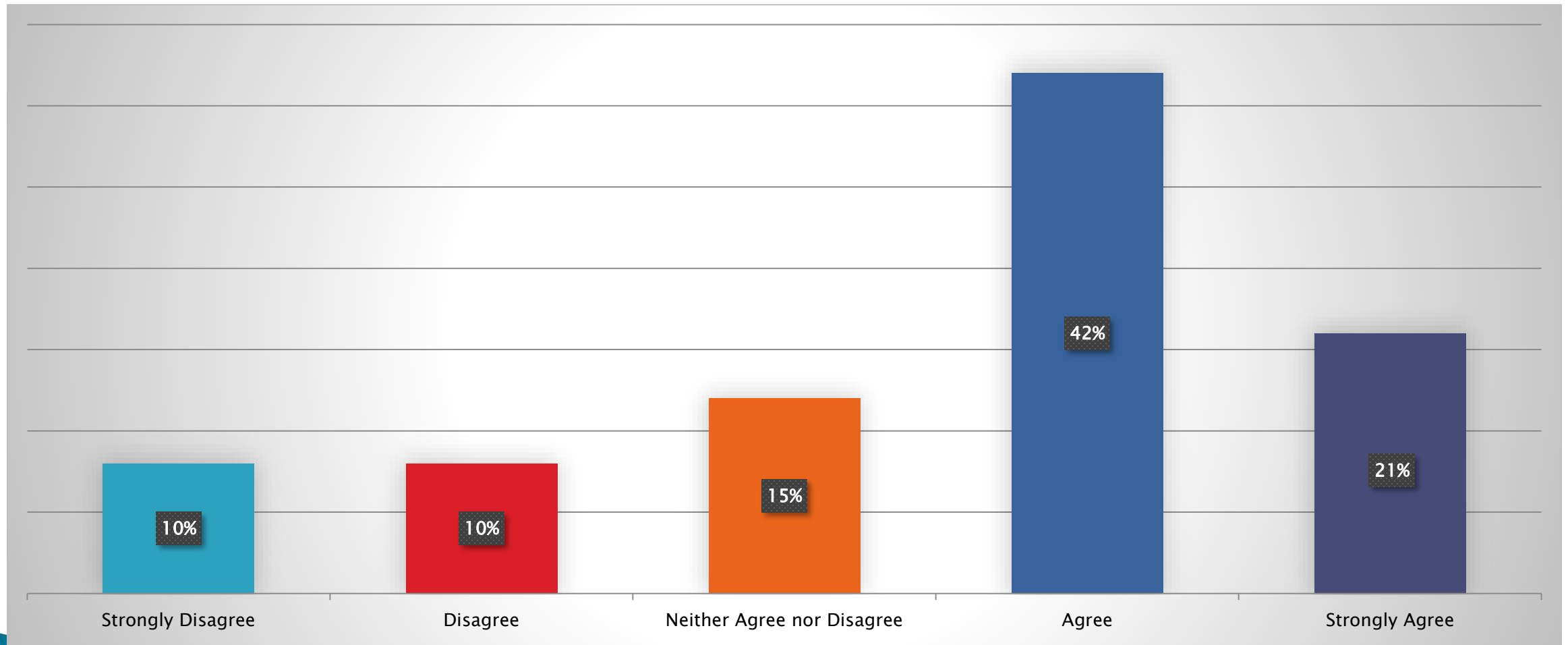
Percentage of Patients perspective towards E-consultation visit saves the travel time of the respondent



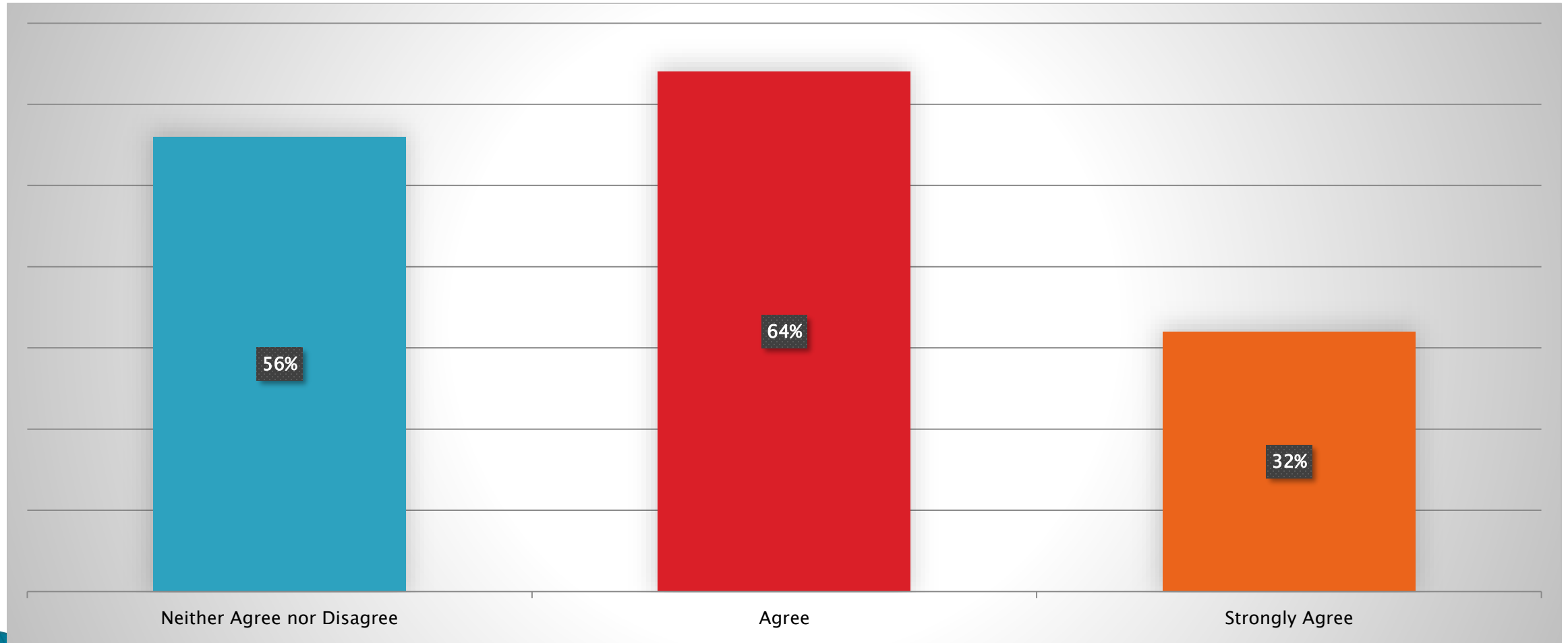
Perspective of customer towards money saved by e-consultation



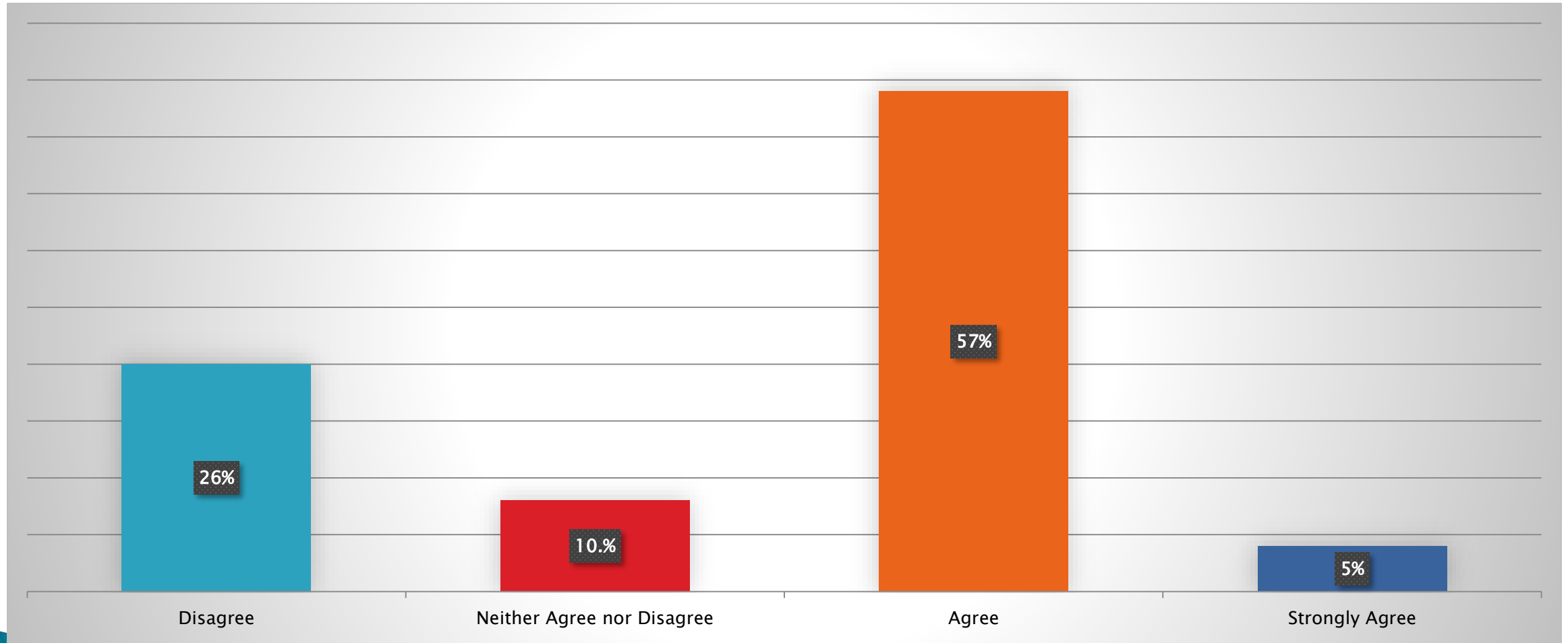
Percentage of care received by e-consultation was as good as physical consultation



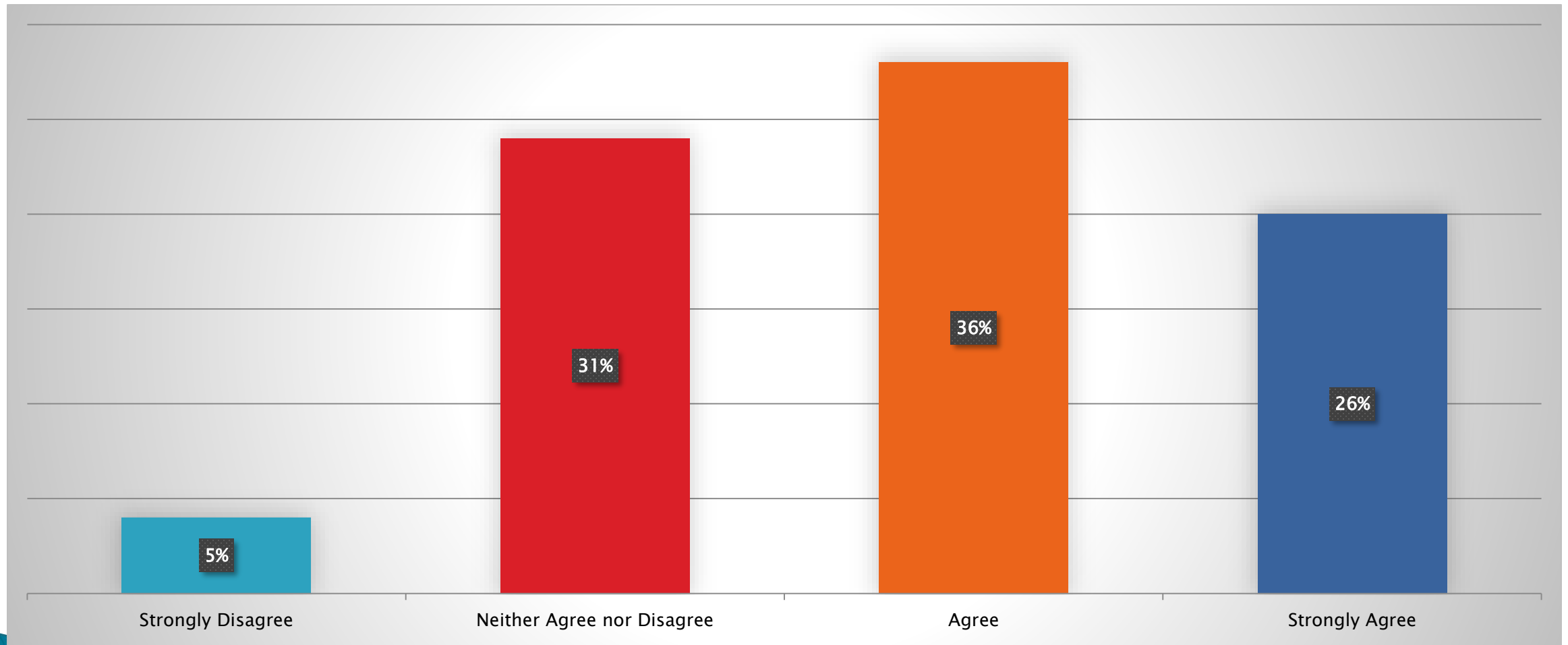
Percentage of the respondent who were able to develop a friendly relationship with my doctor.



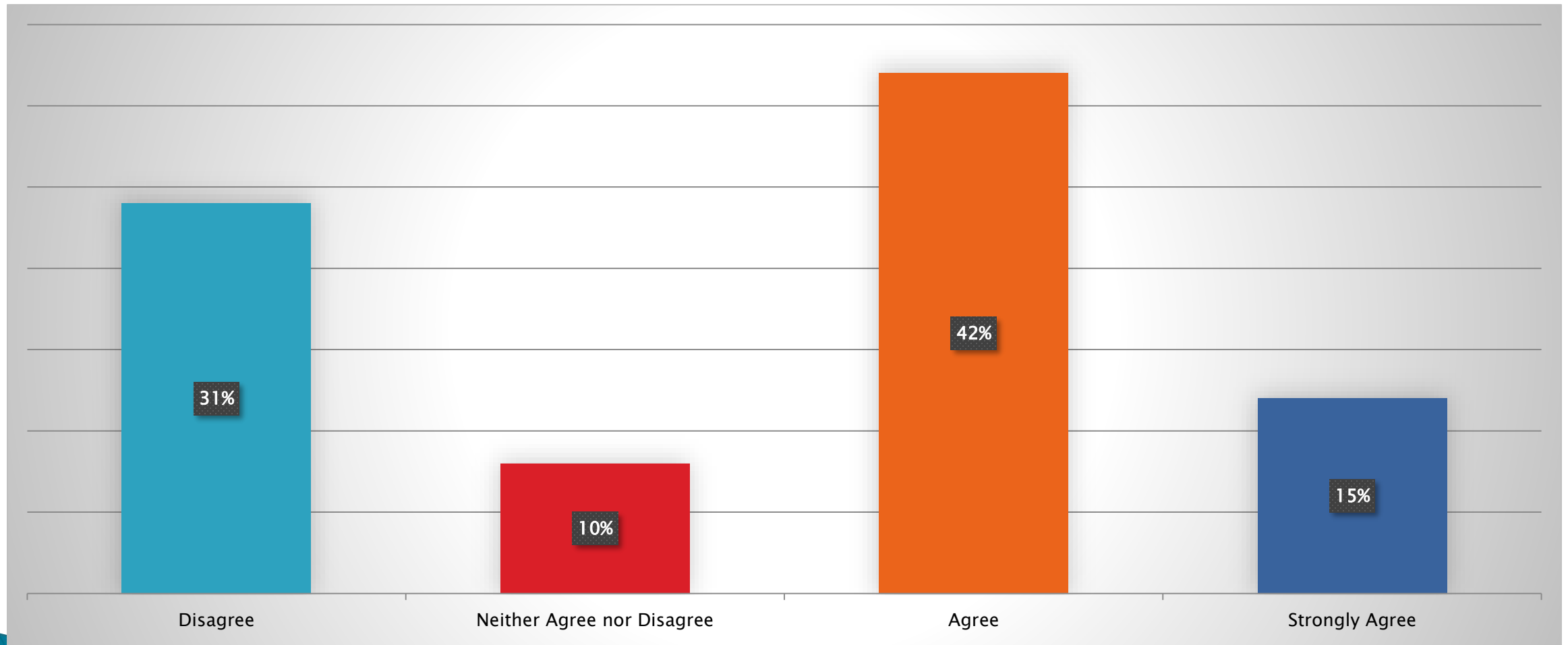
Percentage of respondent who were able to explain problems clearly to the doctor during the e-consultation visit



Percentage of patients who are willing recommend e-Consultation option to other patients



Percentage of the respondent are satisfied with the e-consultation service or not



Conclusion

- ▶ In this report percentage analysis is implemented to measure the effectiveness of e-consultation in Healthcare sector e-consultation By considering all the factors it can be concluded that at e-consultation can support improvements in the quality of health care by helping to increase the qualifications and skills of health and medical professionals and thereby improve the delivery of health services. Health professionals need to gain an understanding of how to evaluate, interpret, and apply this information to their specific practice. Through computer-based records and other technological infrastructure-building, health care institutions can better manage and share information, thereby improving the efficiency of the health system as a whole.
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Suggestions:

- ▶ E-Consultation is expected to improve various aspects of healthcare (quality, cost-efficiency, access, etc.) by:
 - ▶ Supporting the delivery of care tailored to individual patients, where e-consultation enables more informed decision making based both on evidence and patient-specific data;
 - ▶ Improving transparency and accountability of care processes and facilitating shared care across boundaries;
 - ▶ Aiding evidence-based practice and error reduction;
 - ▶ Improving diagnostic accuracy and treatment appropriateness;
 - ▶ Improving access to effective healthcare by reducing barriers created, for example, by physical location or disability;
 - ▶ Facilitating patient empowerment for self-care and health decision making;
 - ▶ Improving cost-efficiency by streamlining processes, reducing waiting times and waste.
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THANK YOU