

Assessment of telemedicine intervention initiated during the COVID-19 pandemic

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree
of Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of
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Introduction



According to WHO Telemedicine is defined as, the delivery of health care services, where distance is a critical factor, by all health care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities

Research Question:

What were the viewpoint of the general public regarding telemedicine interventions during the Covid-19 pandemic

Objective:

To assess the opinion of telemedicine interventions during the Covid 19 Pandemic



Methodology

Study Design: The Cross-sectional Descriptive research design

Study Population :General population

Sample Technique- Purposive Sampling

Sample Size- 74

General Population- 65

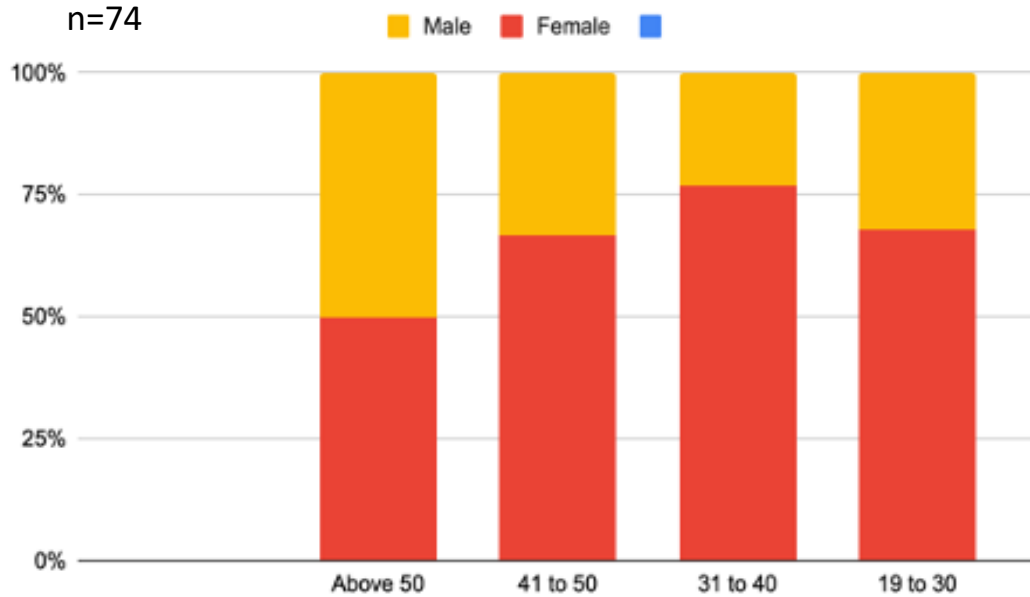
Healthcare Partitioner- 9

Data Collection Methods:

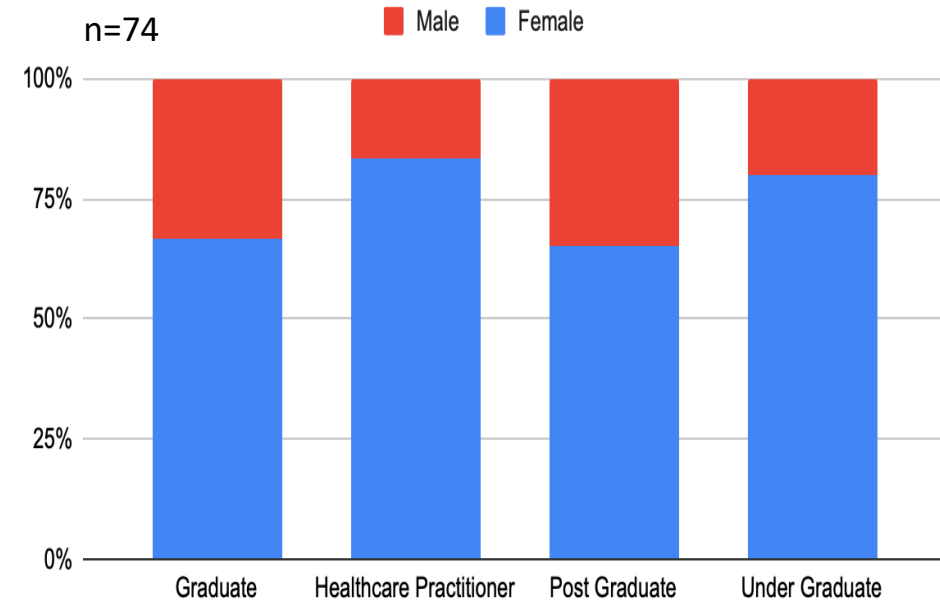
The Descriptive survey was carried out using an e-survey approach (Google form)

Results

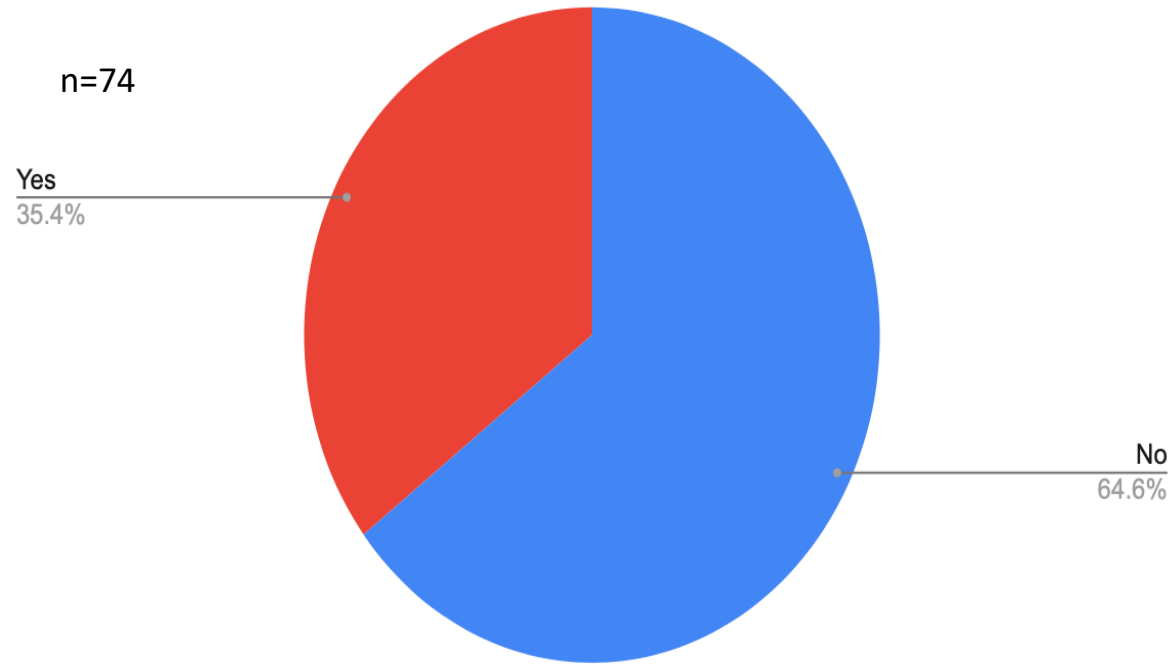
Socio Demographic Details of the respondents



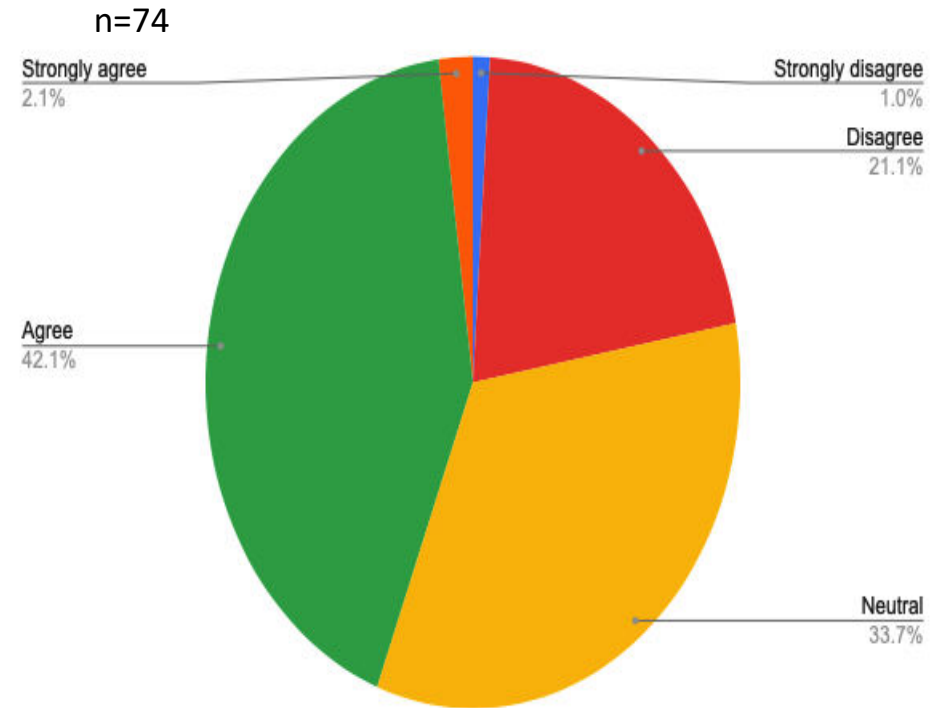
Sex and Age



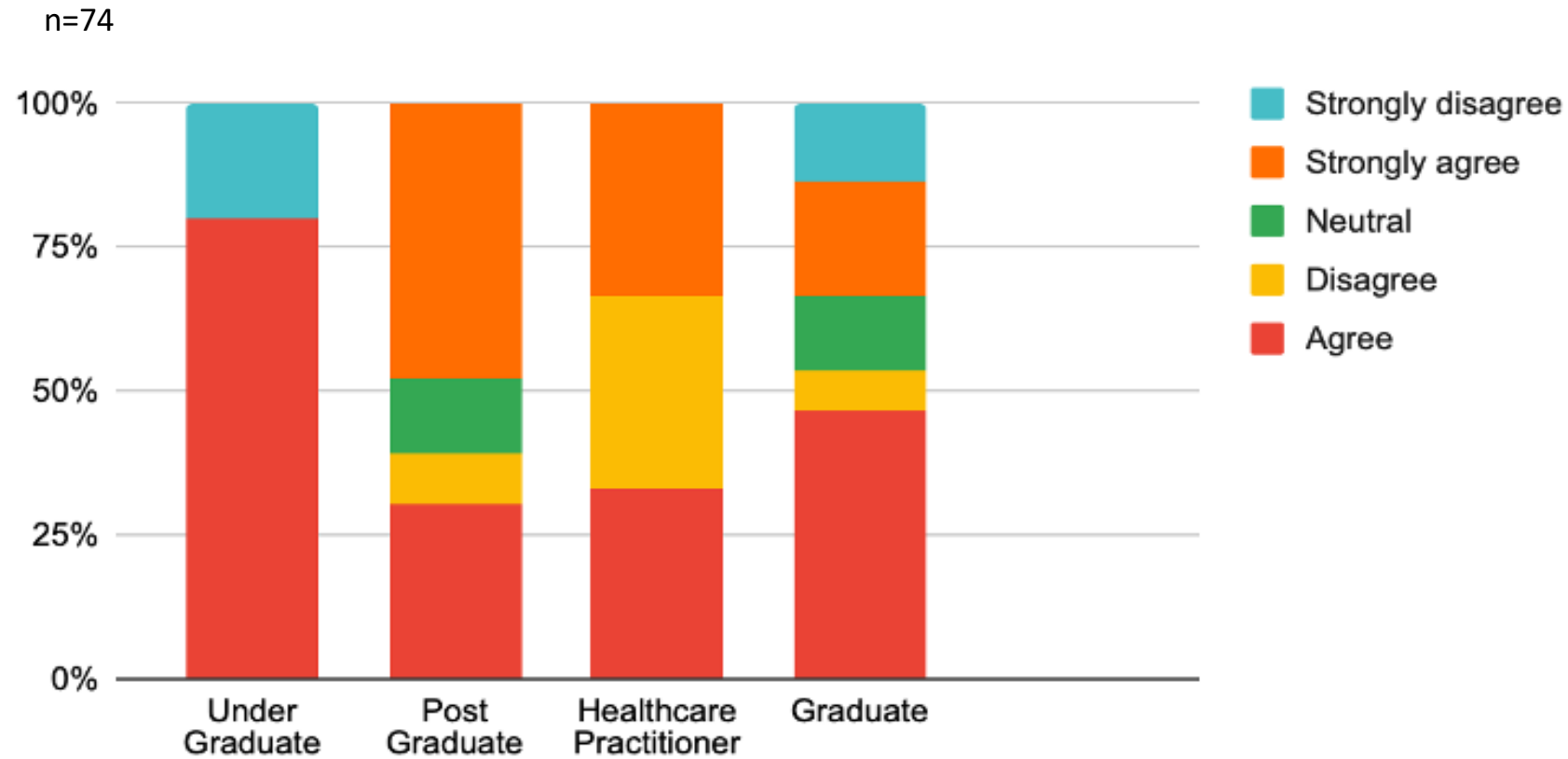
Education and Sex



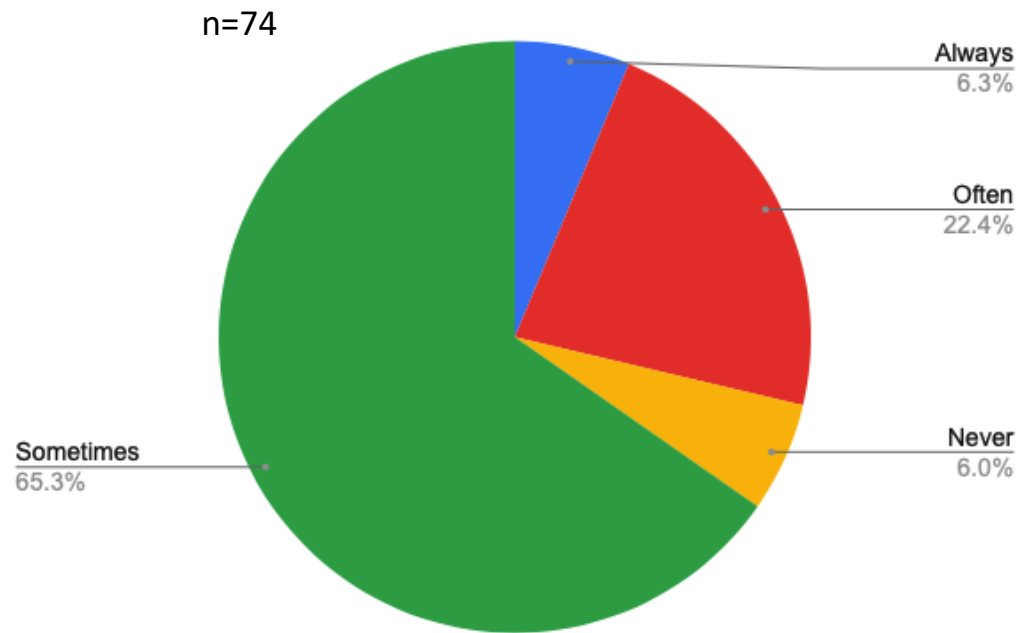
Have you used Teleconsultation during Covid 19 Pandemic



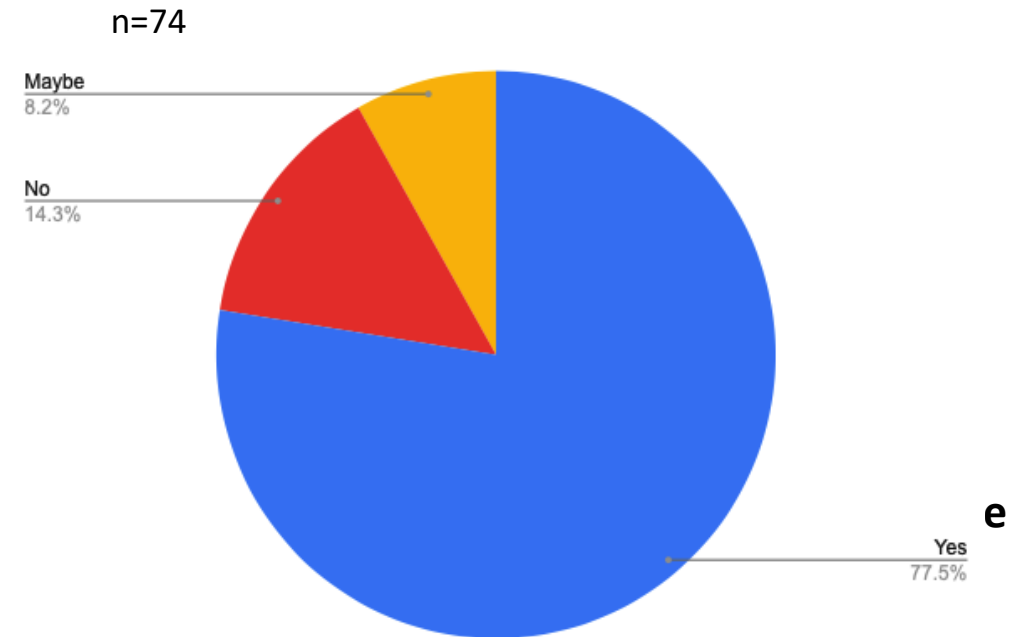
Telemedicine consultations are similar to in-person consultations



Telemedicine is required for situations of emergency, like COVID-19



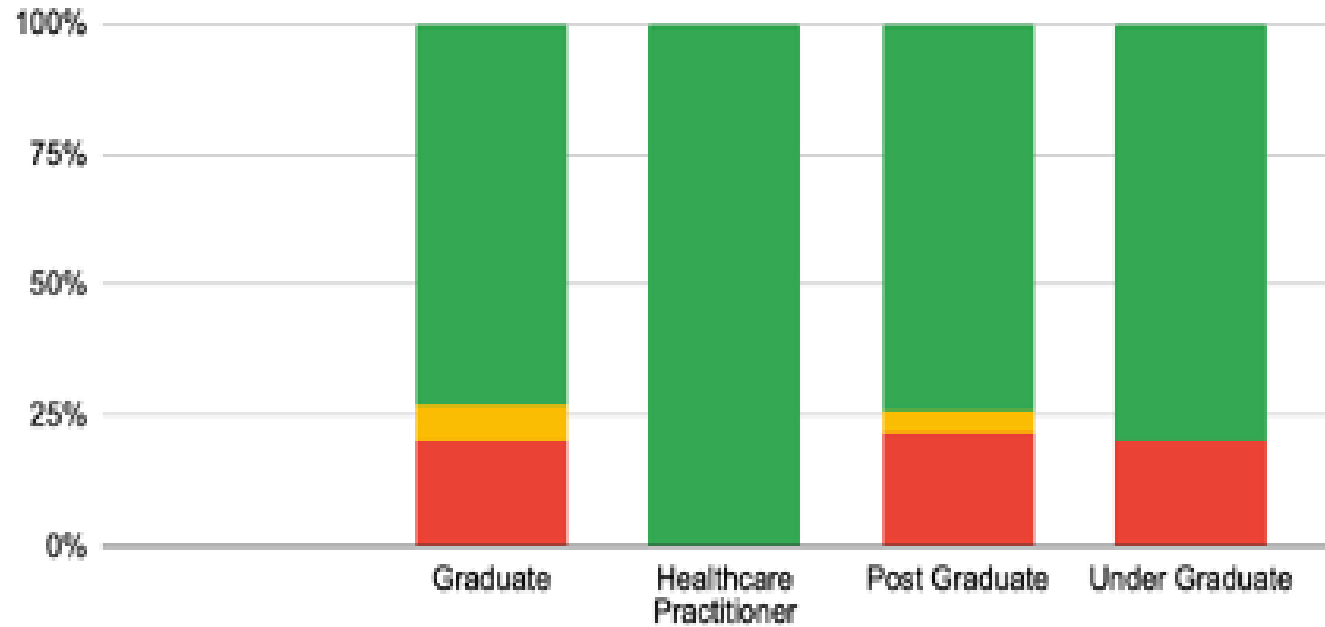
Teleconsultation partially replaces in-person visits



Doctors interact with you immediately through compute/mobile devices

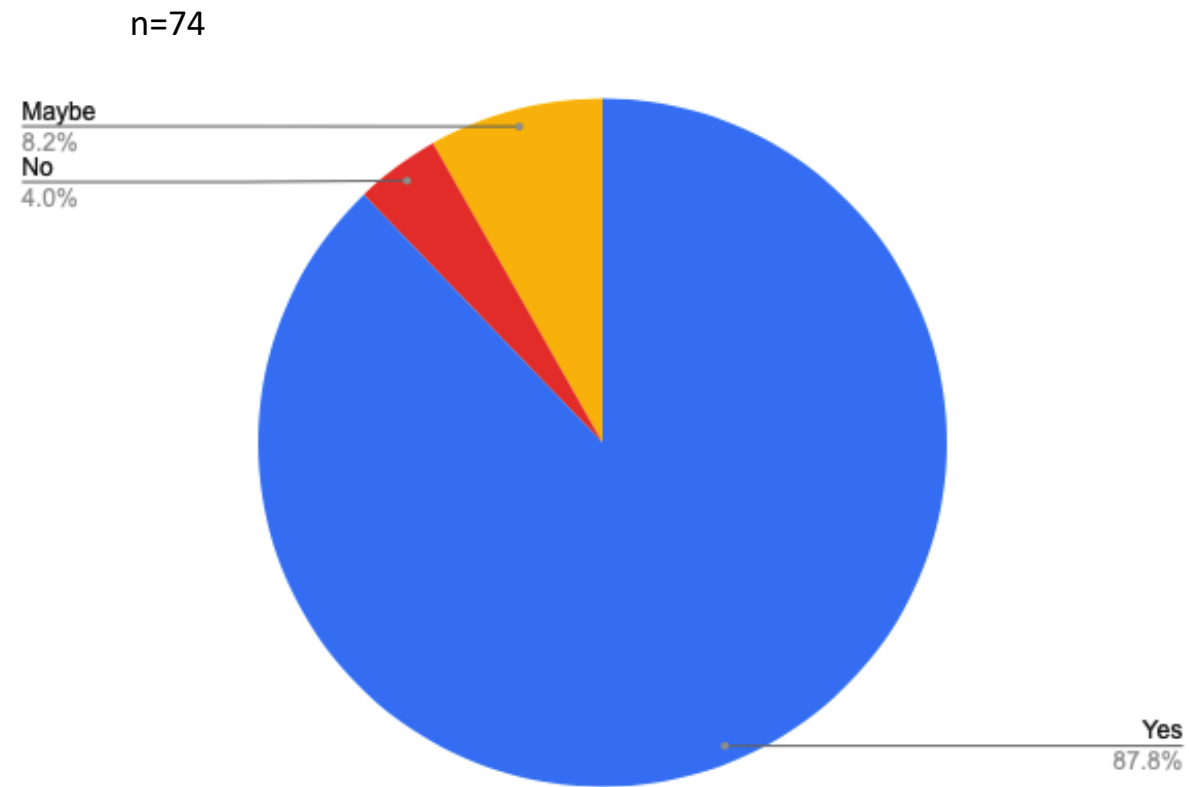
n=74

Yes No Maybe

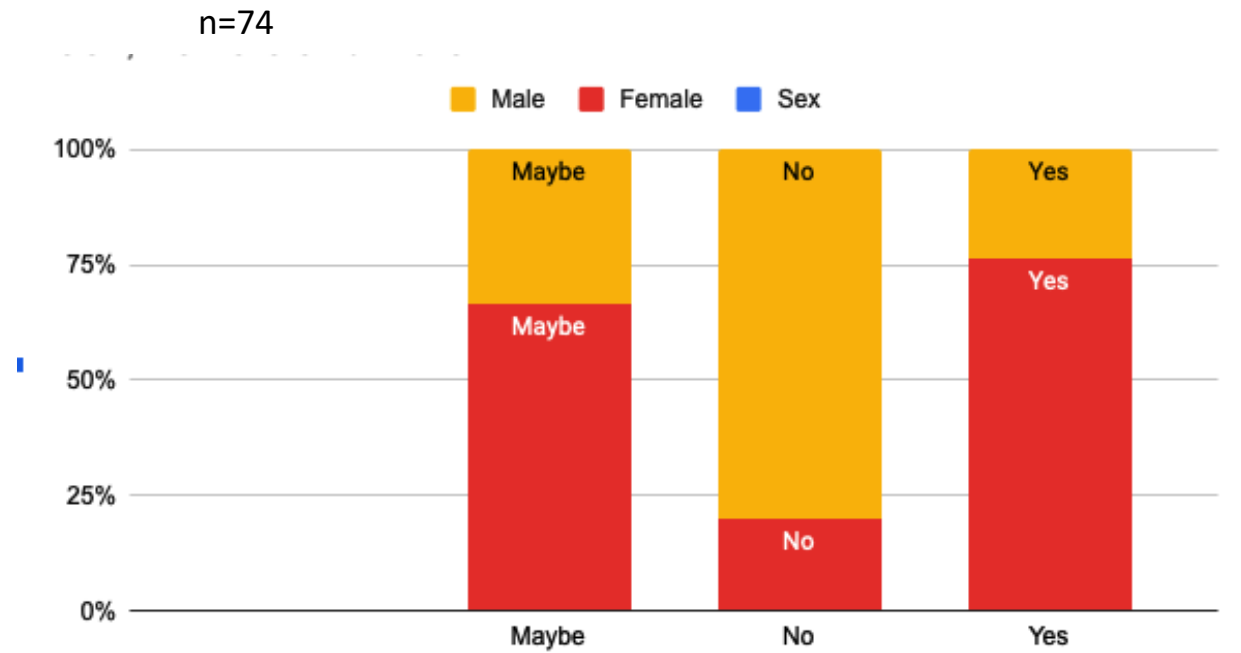


Suggest telemedicine to a friend or family member



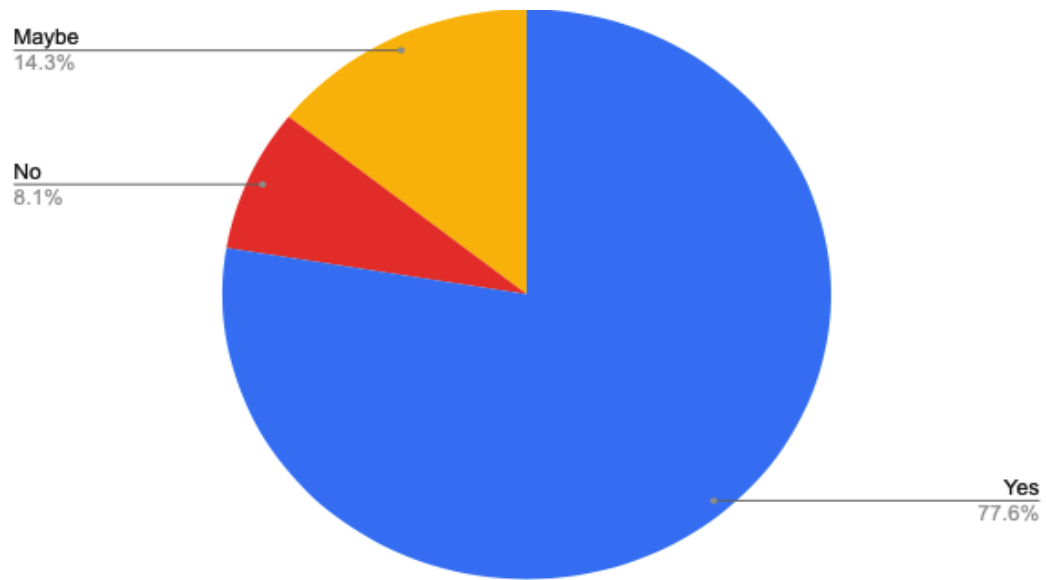


Using a secure portal to communicate your medical information to a doctor



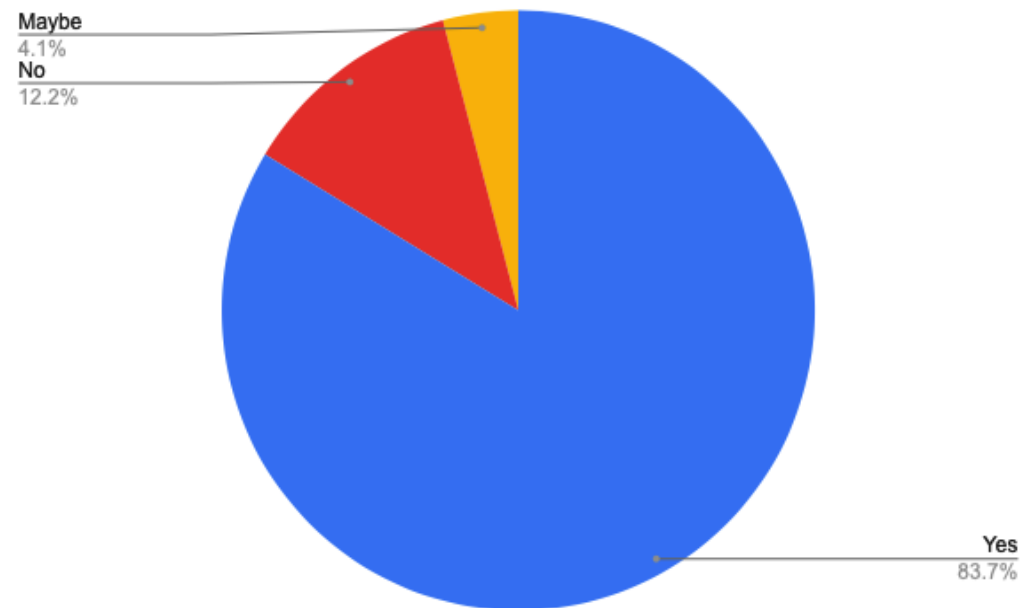
Health-related inquiries can be answered before you visit the doctor

n=74



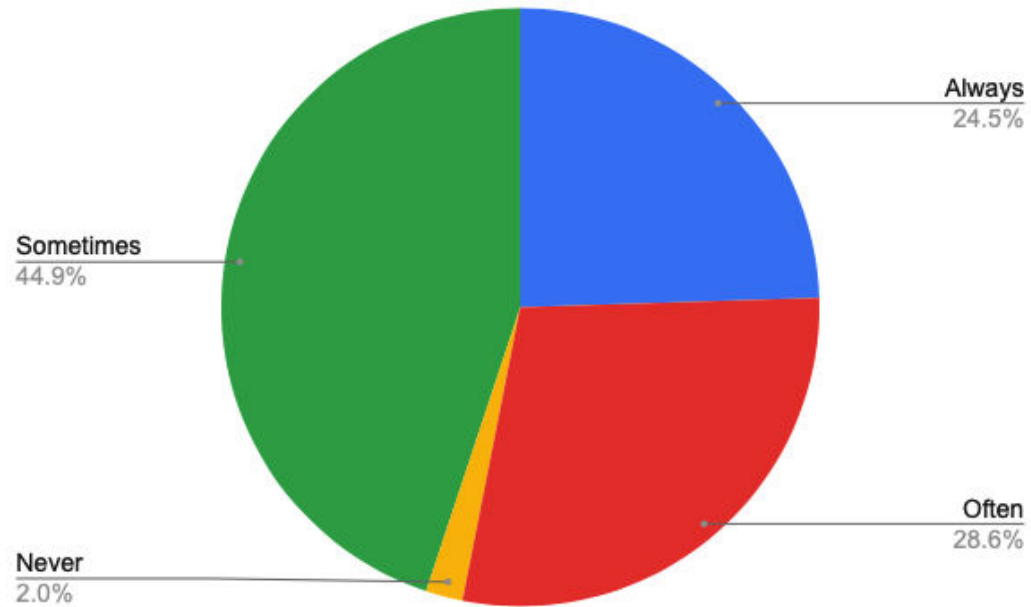
Receiving Health-related notifications

n=74



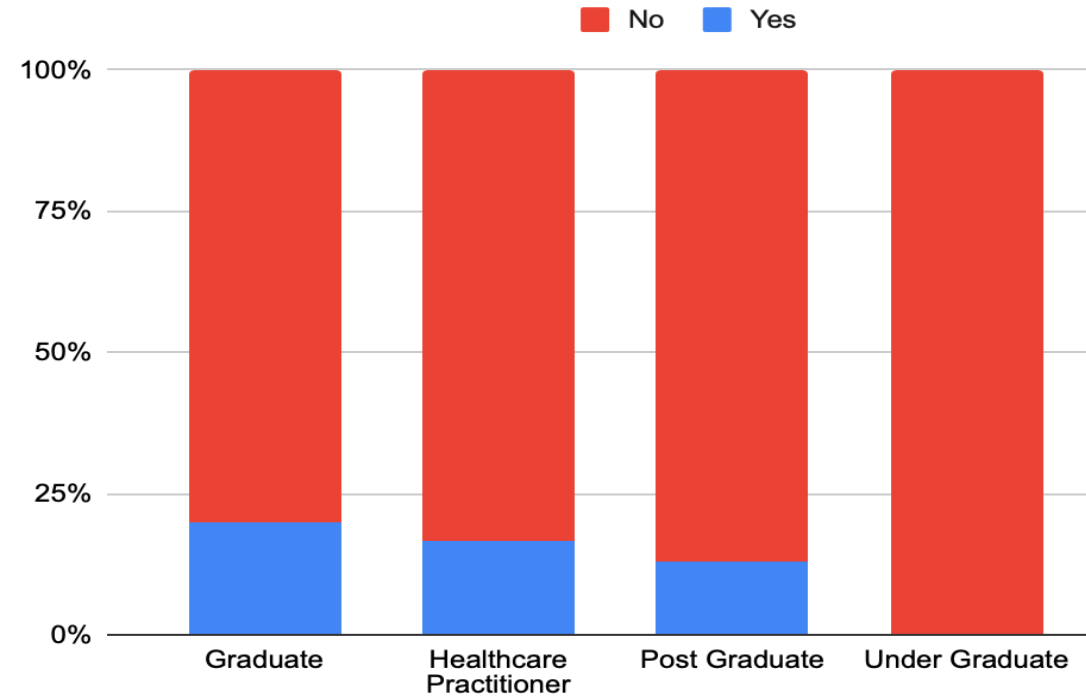
Video information about your particular health issues by Doctor

n=74

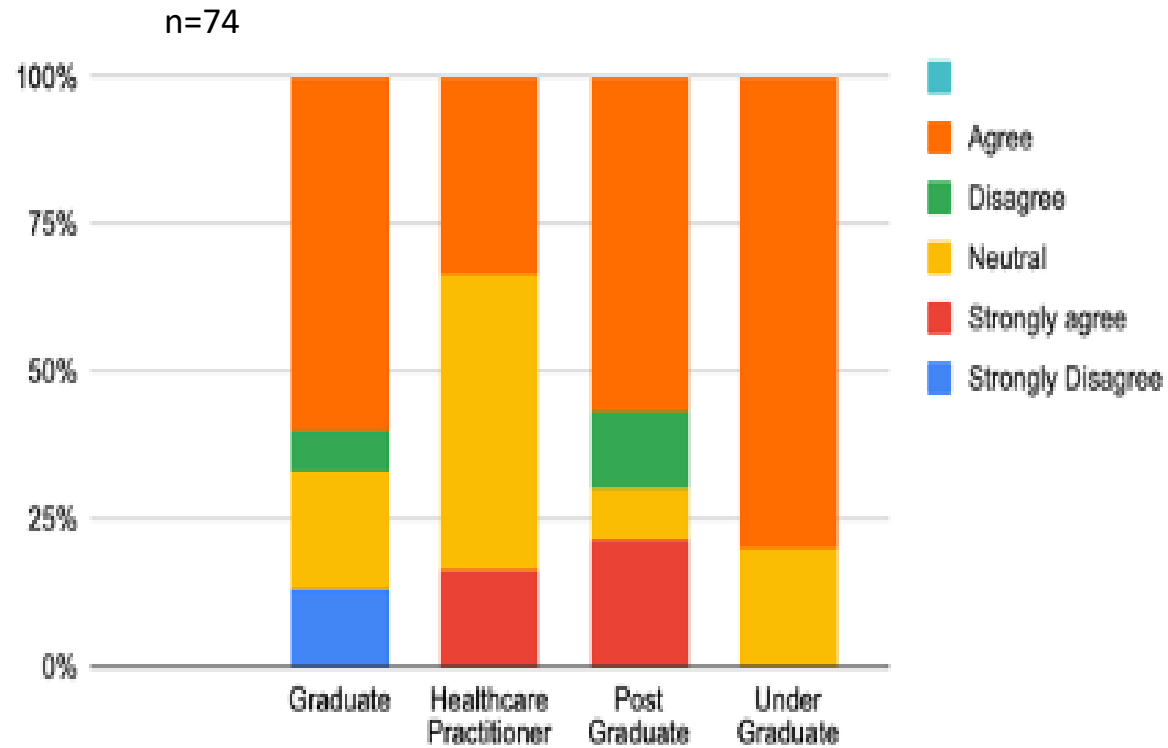


Doctor using Fitness app

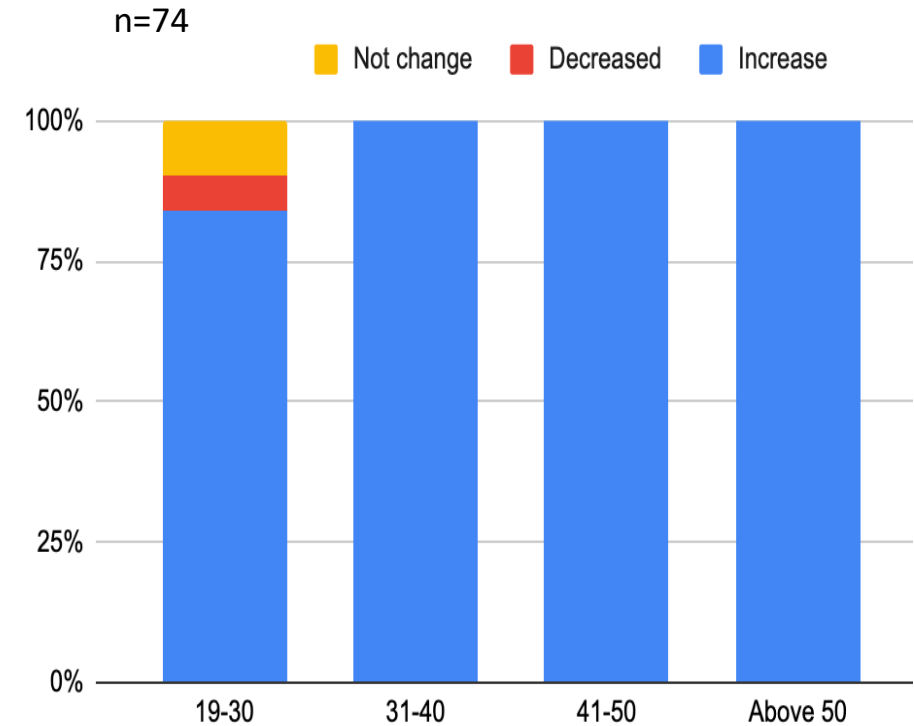
n=74



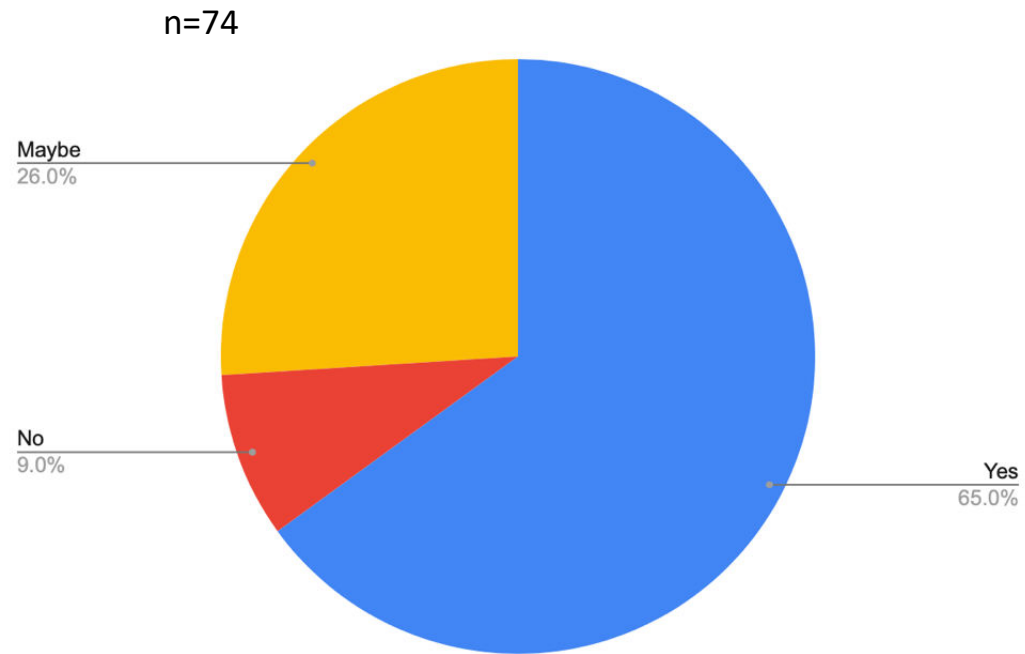
Do you know, telemedicine can make essential patient parameters available to physicians via medical devices



Health-related inquiries can be answered before you visit the doctor



During Covid 19 Patient flow for the telemedicine consultation has



Accessing high-quality care will be reduced by integrating telemedicine into health-care systems

Recommendations

- A Registered Medical Practitioner (RMP) can deliver health-promoting and disease-prevention video messages to patients (Fig 4.1)
- Receive wellness reminders from their doctor via computer or mobile device from Fig. 4.10. Refill reminders, medicine interaction alerts, activity and health monitors, appointment reminders, coupons, and more features can be added
- Telemedicine conforms with HIPAA regulations, which aim to prevent the leakage of private or protected medical records. Be aware of patient privacy standards and data breaches to ensure the privacy of telemedicine data flows and storage (Fig 4.8)

- In all telemedicine consultations, as per the judgment of the RMP, if it is emergency situation, the goal and objective should be to provide in-person care
- Full home care kits, which comprise a variety of telemedicine tools, are additionally offered. Example; A blood pressure cuff, digital stethoscope, glucometer, otoscope, and EKG monitor are typically included in a standard home care package (Fig 4.6)
- Patients can then use the app to email information to themselves or others for reference or can use the app to take notes during the medical examination. (Fig4.9)
- In a clinical context, health care professionals need access to a wide range of resources, including Informational resources, including manuals, instructions, medical literature, and drug references. Clinical software programmer, including tools for disease diagnostics and medical calculators

Conclusion

During a pandemic, telemedicine has the potential to improve patient quality and care. It is beneficial for the patient if the doctor reports immediately via a computer or mobile device. Teleconsultation has the ability to partially replace face-to-face meetings. Telemedicine was needed in emergencies such as COVID 19, but should not be limited to the Covid-19 pandemic. It should be integrated into everyday life. Hospitals and healthcare providers need to embrace the use of telemedicine and rapidly increase their use of telemedicine. Full integration of telemedicine in India will improve access to health care.

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