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## CONFERENCE ABSTRACT

# Video Call: Advancing In Telemedicine As Another Model Of Health Delivery In Primary And Hospital Setting

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**Introduction:** The emergence of COVID-19 in our lives has led to unprecedented organizational changes. Reluctance to technology has been overcome by patients and health professionals and, in an unthinkable way, the telephone, video call, videoconference, have been incorporated into healthcare practice. Teleconsultation has largely replaced the traditional or “face-to-face” consultation. The latest study on the use of telemedicine in Spain says that “one in three respondents claims to have used telemedicine during the pandemic and the majority declare that it has been” somewhat “or” very useful “to them. Likewise, the main use of this technology has been for consultations with the family doctor (73%). Telemedicine has also been used to demand specialties such as: dermatology (7%), pediatrics (7%), digestive (6%) , gynecology (6%) and psychological assistance (5%).

**Objectives:** - Design and pilot a tool for video calls (VLL) consultations from both Primary care and hospital care fully integrated in the Electronic Health record.

- Assess the experience in patients and professionals.
- Incorporate improvements and plan deployment

**Material and method:** A working group is created with Primary Care, Hospitals, information systems, nursing, legal and IT services. Three sessions are held to gather the clinical and technical requirements. Target patients selected were mainly chronic patients. A training session is held for the candidates. The trial time is one month. Finally, the questionnaires are sent to professionals and patients.

**Results :** The VLL piloting lasted 5 weeks, from March 26 to April 30 and a total of 137 VLLs have been recorded. 59 from hospital setting 78 from Primary level. The number of professionals in the pilot has been 21.

66% of patients were women. The average age 45 years and from the urban environment (66%).

**Some positive evaluations in patients:** Has the previous information received been clear, understandable and adequate? 83% answer affirmatively.

Does it offer advantages over the telephone consultation? 83% answer affirmatively.

Positive in professionals:

Would it be useful to monitor the health situation of a patient? 66% answer affirmatively.

Will you continue to use the VLL tool? 80% answer affirmatively.

Negative in patients:

Do you know where to call when in doubt? 50% do not know.

Has it helped you solve your problem? 49% indicate that little (16%) and something (33%)

Negative in professionals:

Having the information accessible on the intranet, would that be enough? 53.34% answered negatively.

Do you think it is indicated for the follow-up of people with acute processes? 33.34% indicate little or nothing

**Conclusions:** It is considered a useful tool but in concrete and defined processes, defining beforehand and clearly with the patient at what moments of the follow-up of their process it can, should and will be used. It powers with the image to the telephone consultation. Complemented with face-to-face consultations, it will be a good alternative to telephone consultations.

It is easy to use, but it needs to guarantee the conexión from the EHR easier. Not yet useful for its use in acute pathology.