

Online consultation in oncological care during the Covid-19 pandemic.

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Wstęp

The Covid-19 pandemic has forced the health care system to rely on the online consultation in the treatment process to a greater extent. Due to the scale and long-term course of the pandemic, this form of contact with the patient has become more and more common. However, the quality of the process requires changes and its improvement is still underway, as it may be of considerable importance in the future, not only when events similar to the current pandemic will be repeated more often.

Materialy i metody

The research group consisted of 100 patients; 63 men and 37 women, who used online consultation. The survey was conducted using CATI (Computer Assisted Telephone Interview), by telephone. The study was conducted among oncological patients treated at the University Hospital in Wrocław. Further the study was extended to include an in-depth interview. Interviews were held with oncologists who provided online consultation to the studied patients.

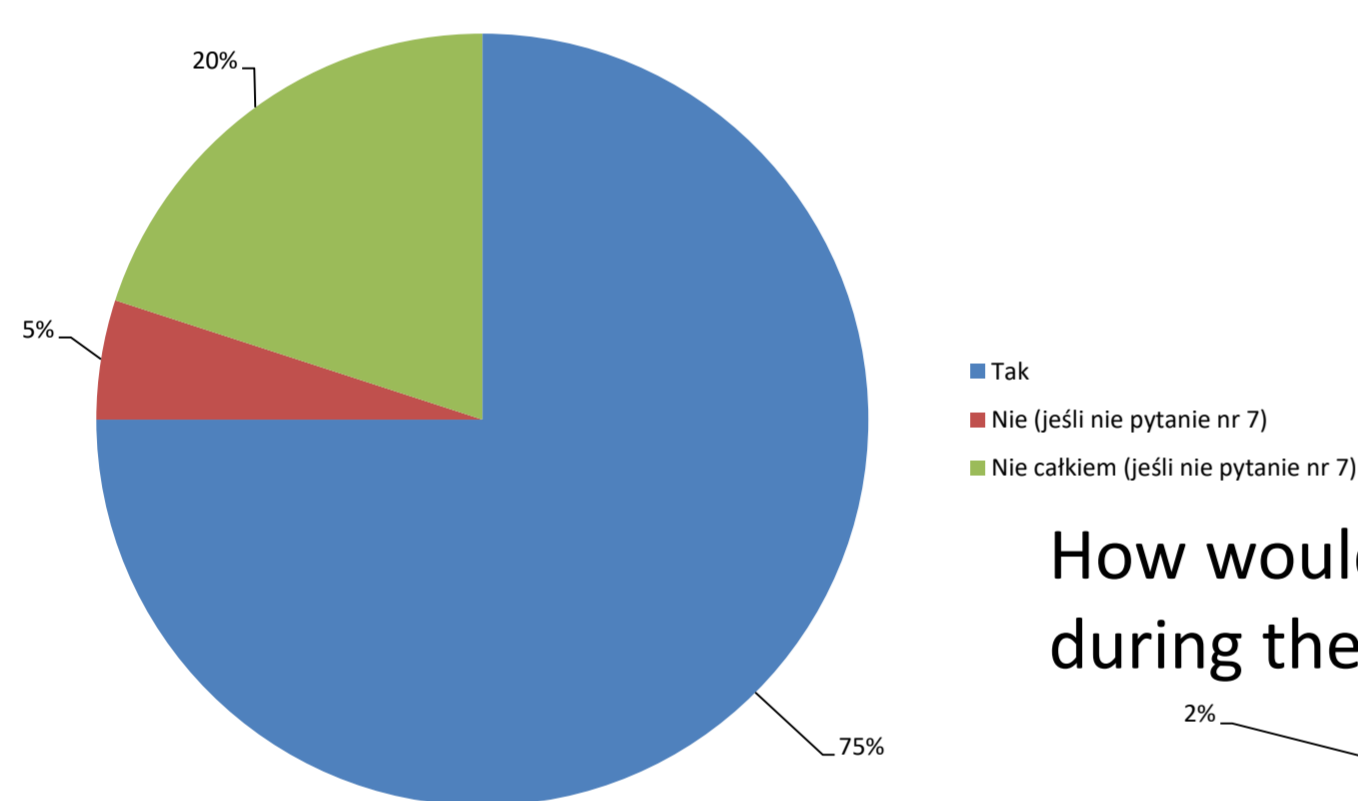
Cel

This work presents opinion of oncological patients and their doctors on the online consultation conducted during the Covid-19 pandemic.

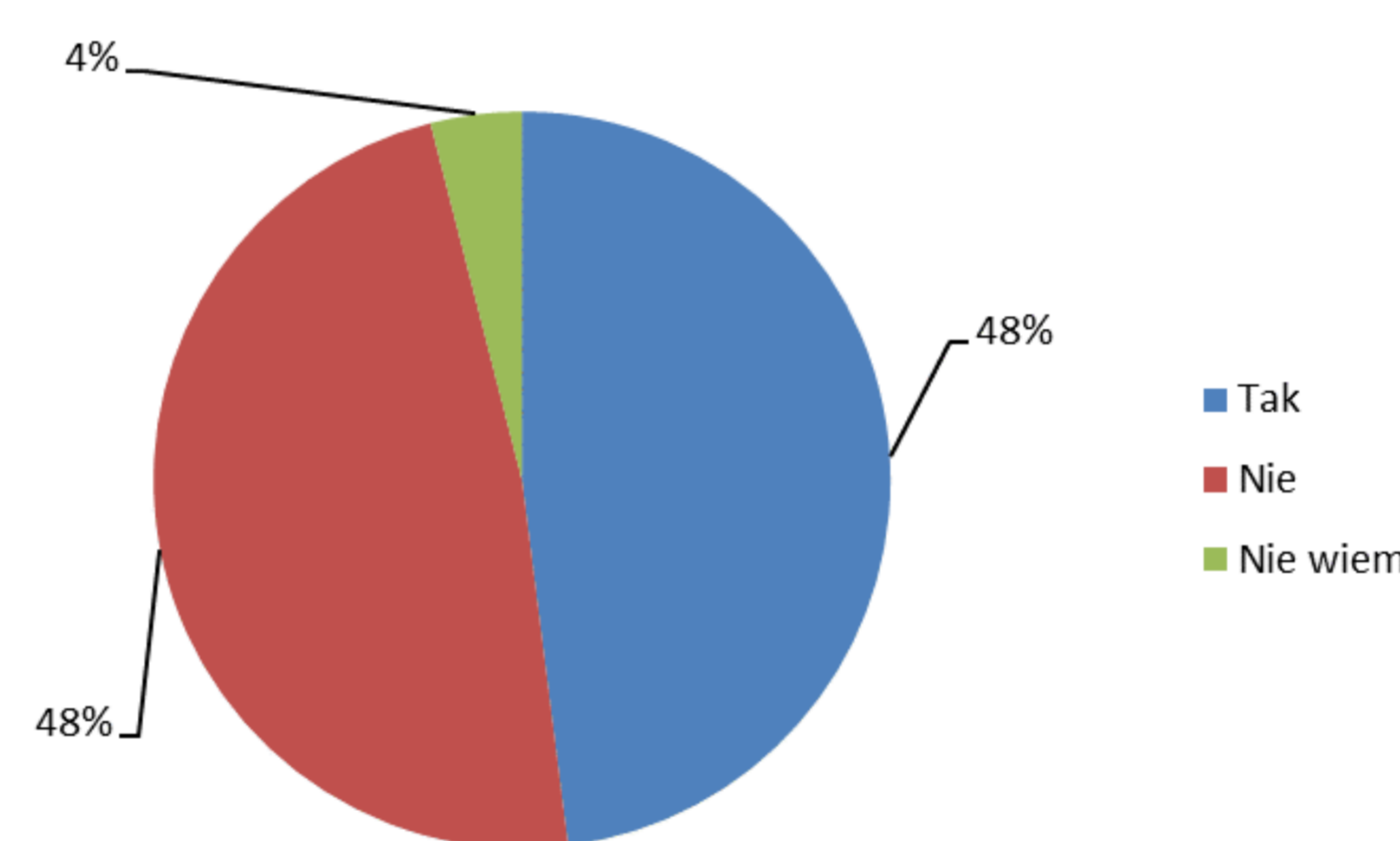
Wyniki

36% of the respondents answered that online consultation should not be a part of the treatment after the end of the pandemic. 16% of the respondents decided to share their own opinion and supplemented the answer with the statement that online consultation should exist, but only in some cases. 13% of respondents believed that advice over the phone should definitely function after the pandemic. The remaining respondents responded to a personal comment, where 6% of them thought online consultation should stay, but it cannot be the only form of contact with a doctor.

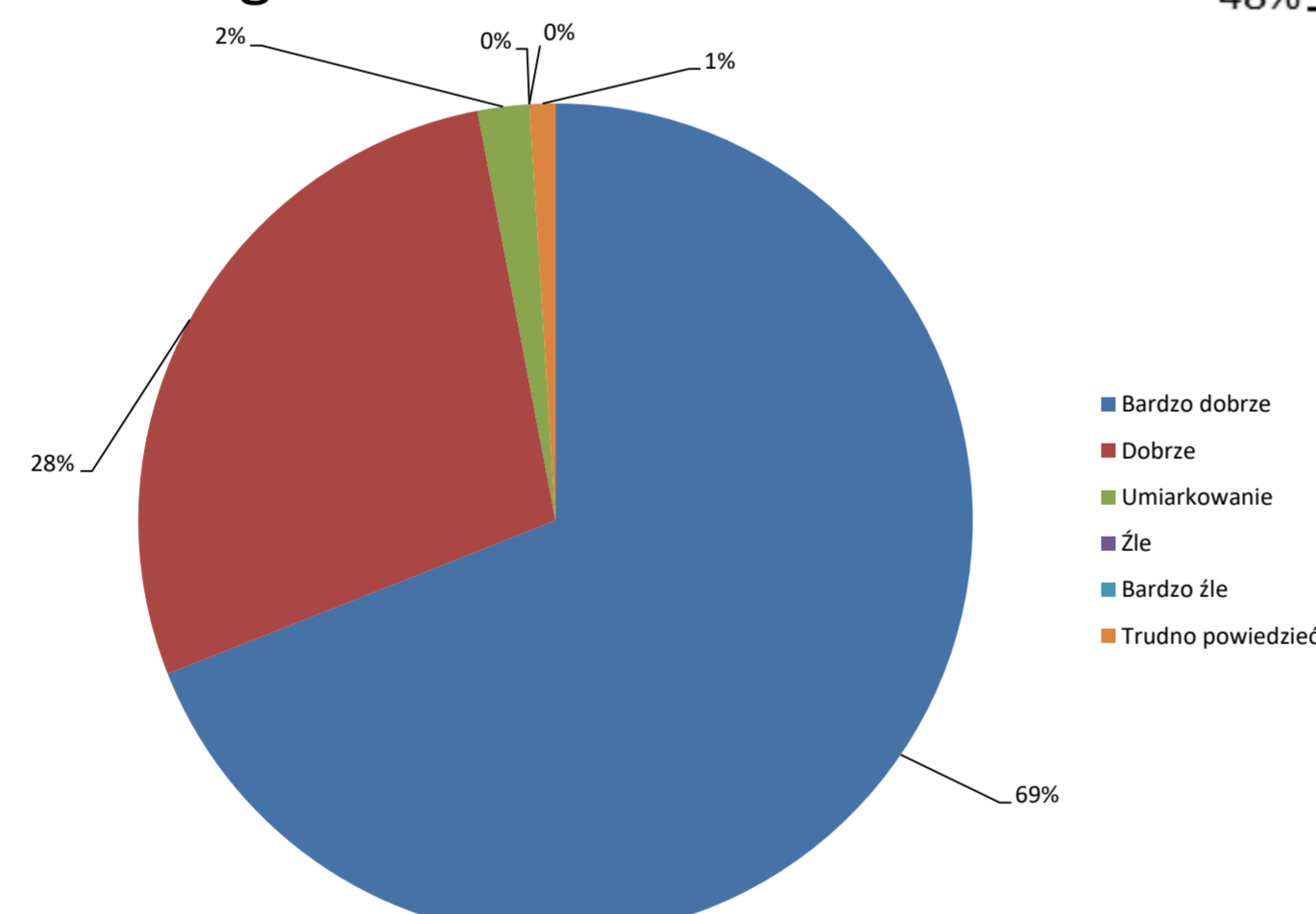
Were you able to solve the reported issue via online consultation?



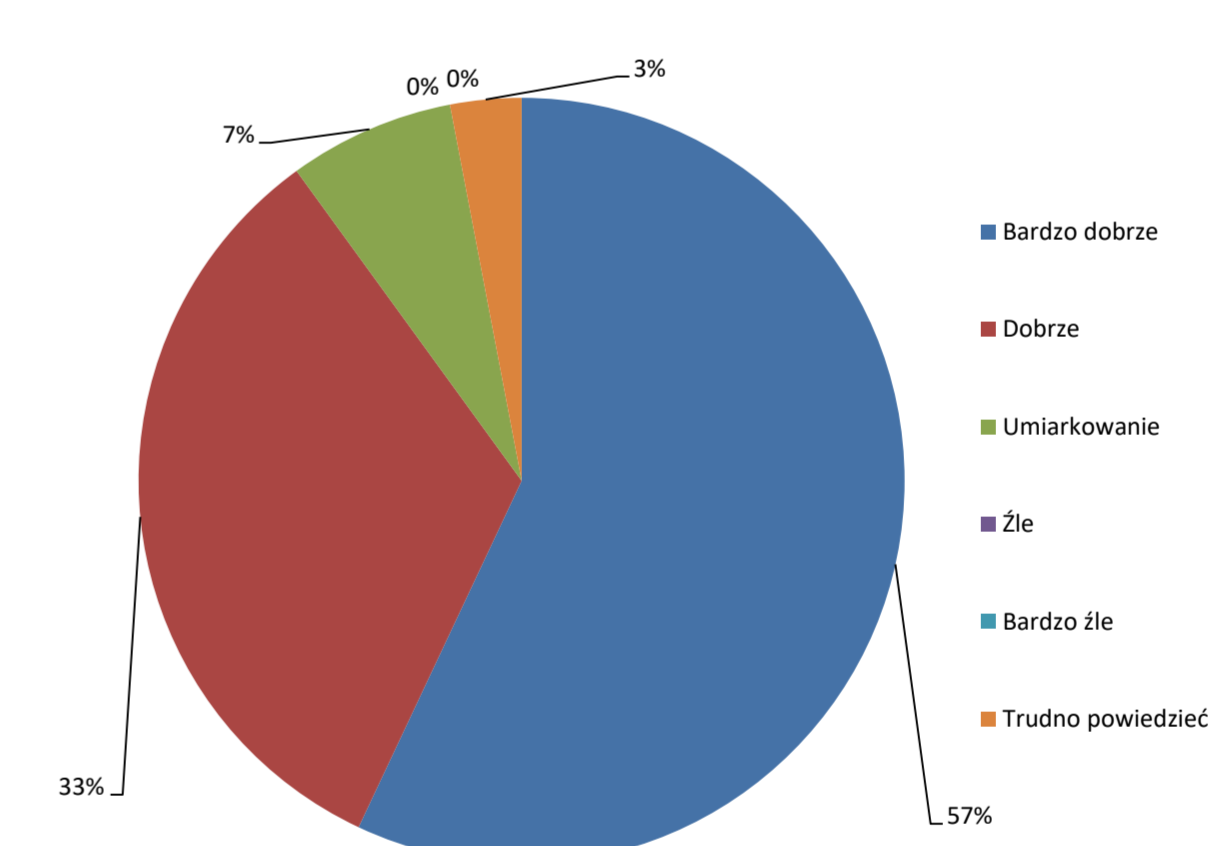
If the problem was not resolved during the online consultation, did the doctor offer you a regular appointment?



How would you rate the doctor's during the online consultation?



How do you evaluate the doctors communication skills during the online consultation? (understandable communication)



Wnioski i dyskusja

Online consultation became one of the means of providing remote medical services during the pandemic. It is an alternative solution to maintain the health safety of sick patients. Online consultation is a fairly new form and has not been developed much yet. There is not much space in the specialist literature to explore this topic. Own research shows that 87% of respondents are satisfied with the online consultations. The CBOS research on medical care during a pandemic shows that 86% of patients expressed satisfaction with the telephone advice. The studies discussed in this work shows that 75% of patients managed to solve a given problem with the use of online consultation. The report from the "Satisfaction study of patients using online consultation at the primary care physician during the covid-19 epidemic" shows that nearly 92% of patients solved a given problem with the help of online advice. The studies discussed in the paper show that doctors are sympathetic towards the patients, explain the problems in a clear and simple way. Doctors' communication skills are highly appreciated by patients. When referring to the results of the "Satisfaction survey of patients using teleconsulting at a primary care physician during the covid-19 epidemic" it should also be stated that doctors provide information on the treatment process in an understandable way. Similar to the issues discussed in the article " Cardio-Oncology Care in the Time of COVID-19 and the Role of Telehealth"