Level: Local Health Authority

Topic: Organizational solutions for non-COVID patients management during COVID pandemic

Contact details: Dr.ssa C. Bertone

Tel. 0425 768 87 – 3451466349 - email: bertone.c@casadicura.it

THE "OCCHIOBELLO" PROJECT: FREE ONLINE CHECK-UPS

The "Santa Maria Maddalena" private hospital has set up a remote check up service to meet the needs of those who are forced home by the Covid-19 epidemic. At the moment only delivery of urgent care services is allowed, therefore patients cannot be admitted to the hospital to receive elective care. This has led to disconfort in patients, as they need information, suggestions and guidance. The idea is to provide online check-ups: this is an activity that can result either in a medical report or in exchange of information. The professionals involved are orthopedists, cardiologists, dermatologists, physiatrists, rheumatologists, senologists, and in pain medicine specialists who offered to carry out online check-ups for free in this time of emergency.

It works as follows: the hospital website has a dedicated section called "Medici online", including the list of all available doctors. Once the patient select the name of the physician, they fill in a form with their data and the reasons for the online check-up.

Once the doctor gets the request, he proposes date and time for an appointment. If the patient is ok with the proposed date and time, they schedule an appointment and connection is made, via laptop or smartphone. The app chosen for the online check-ups is Zoom, which ensures high security of conversation, video and text.

The experience has been started on March 27 2020 and up to now 69 online check-ups and 20 phone calls (for elderly people with no connection).

Further objectives of this project are:
- To keep monitoring already known patients
- To help reduce anxiety and improve quality of life of patients and their family members
- To facilitate communication and patient-doctor interaction and interaction between doctors
- To break down geographical and temporal barriers, so as to overcome the impossibility to deliver healthcare services in other ways
- To reach the widest possible number of people and facilitate exchange of information, checking adherence to therapies (medication therapy or others)

INDICATORS:
1. Dimension indicator: n. of users followed/3 months. Expected value: at least 10% of the users calling for services that cannot be delivered because of the Covid-19 epidemic
2. User satisfaction: qualitative indicator- it refers to commentations and/or thank you notes from users (patients, caregivers)