

CONSULTATION BY E-MAIL

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GOAL OF PRESENTATION

- Introduction to e-mail consultation
- Overview of study
- Some practical examples in different specialities
- Message and discussion

INTRODUCTION TO E-MAIL CONSULTATION

- Rapid development of IT; diagnostical equipment and communication
- During reception is possible to do X-ray; sonography, ECG; spirometry; tympanometry; blood pressure monitoring; laboratory tests (CRP, whole blood)

- Using digital camera and scanner there is possible to transform to digital form visible findings, X ray, documents etc.
- Using digital output of ECG; tympanometry, BPM; spirometry makes possible to keep results in digital form
- Digital medical record as central part of action

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	AMAHREES	RESIDENDI TÖÖ		
+ DIAGNOOS	YAKTSIMEERIMINE	ABARSTI TÖÖ		
	PAEVIK	HELVSTA, JÄÄGI		
Otsing	RAVI	DOKUMENDID		
	PREVENTSIOON	ARHIV		
UUS PATSIENT	FORMULAR	SONOGRAAFIA		
SALVESTA	STATISTIKA	RONTGEN		
	KODUÕENDUS	LABOR		
		LINGID		

E-mail consultation is based gathering to e-mail and attachment all basic data of clinical case: history, examination, lab, investigation, visible findings etc. Formulation question or problem. Next step is sending so composed e-mail to consultant and getting an answer

SCOPE OF STUDY

- Part of e-mail consultation comparing ordinary consultations by specialities
- Effectiveness of e-mail consultation based comparison time and price of ordinary consultation
- Estimation of compatibility
- Estimation satisfaction of patient; specialist and family doctor

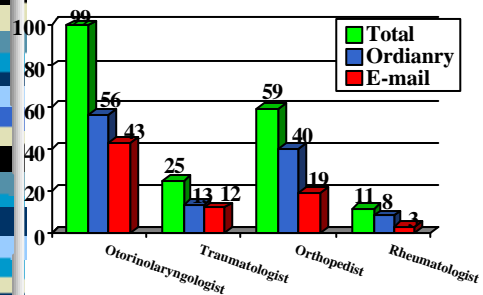
MATERIAL AND METHODS

- Timeperiod of study 15.08.2003 - 15.08.2005
- Material of study is gathered from digital record; database of covering letters and e-mail archive of rural healthcare centre of Tõstamaa, Pärnumaa, Estonia
- Statistical analysis and comparison of data

RESULTS

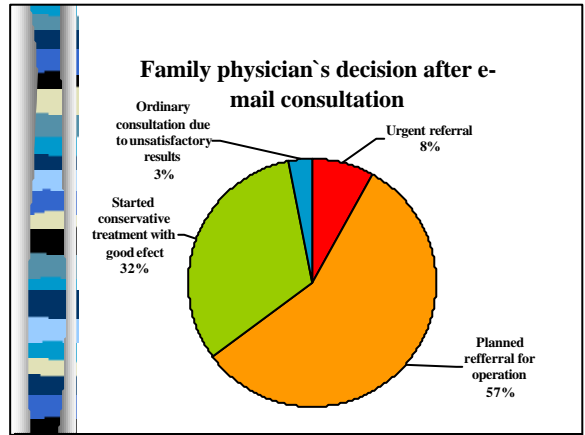
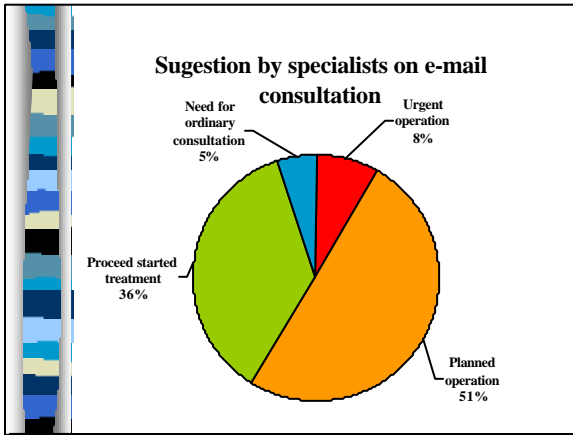
- During 2 y period is done totally 87 e-mail consultation
- Main specialities is otorinolaryngologist, traumatologist; orthopedist, rheumatologist
- Outside of study is consultations by radiologist and dermatologist (10 case)

Consultations by specialities and type



- Time for getting an answer by e-mail on average is 1,43 day, by ordinary consultation 17,8 day
- Patient's expenses for ordinary consultation (visit tax, transportation) is on average 9 euros

- E-mail consultation is free of charge
- Basic investigation and gathering data for e-mail consultation is usually done during first reception
- For ordinary consultation there is need for average 2,4 visits to specialist, investigation etc



CONCLUSION AND DISCUSSION

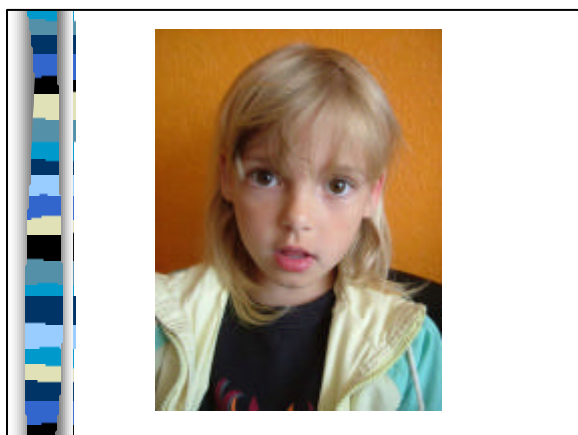
- It is possible to give consultant enough information by e-mail for making proper decision
- Effectiveness of e-mail consultation is high. Patient can save time (10x) and money
- Making an decision by specialist need time 3-5 min in suitable moment

- For effective work should be available digital record and basic diagnostical equipment for instant use (X-ray, lab, spirometry, tympanometry, digital camera etc)
- All basic investigation is possible to do during first reception, collect data to e-mail and send it

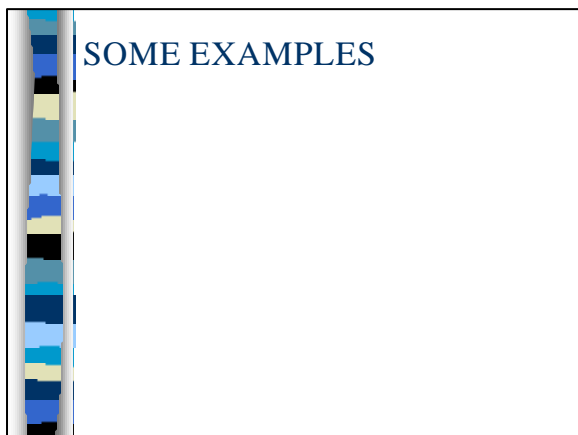
- In family practice the work should arranged as teamwork between nurse and doctor. It remain enough of time for such activity
- Family physician feel a great support getting opinion by specialist in a rapid and easy way

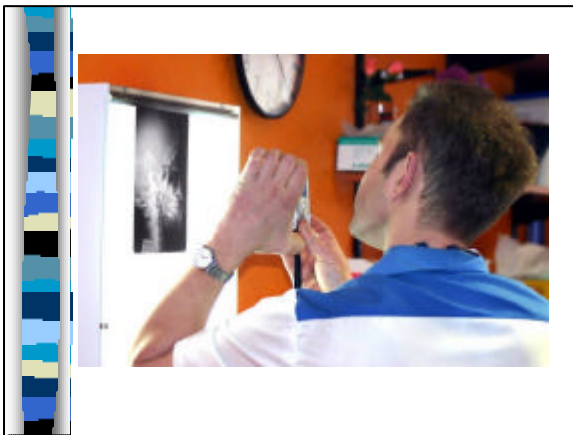
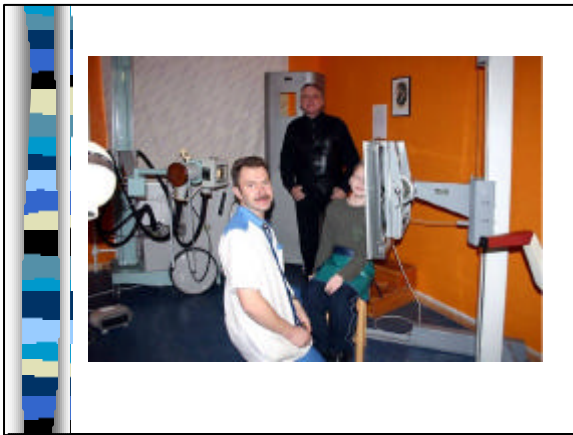
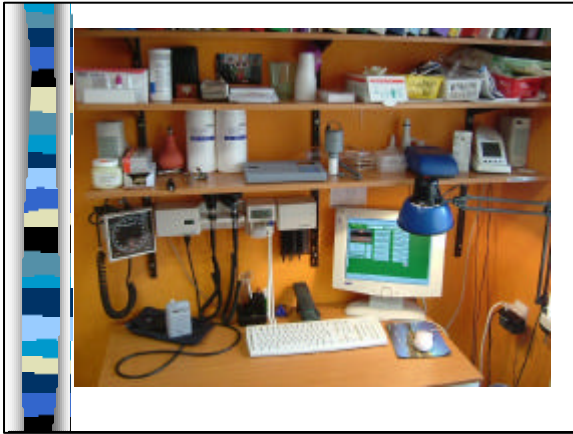
Most important is trust and good teamwork between patient, specialist and family physician

SOME EXAMPLES



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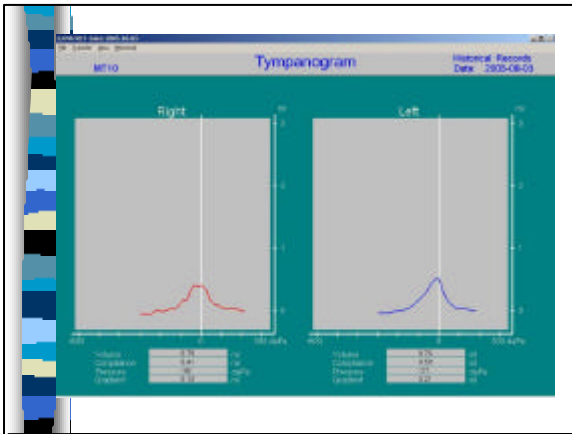






Enne 6-a
 Olu: 100% Sisse: 100% Väljale: 100%
 Failid: 100% Kuvad: 100% Suhted: 100%
 Teave: Põhikirjeldus
 Date: 5. sept 2005, 11:06
 Te: Põhikirjeldus
 Kategooria: Suhted
 Märksõnad: Enne 6-a, Põhikirjeldus, 02.09.2005, 09:04:16
 Märksõnad: Enne 6-a, 02.09.2005, 09:04:16

Teave kirjalikult
 Kas alustate uut haigust (ja probleemi). Kere E-riistad, kuid... tema legu. Mida arend
 soovivad
 Tähtsaimad Märgid
 02.09.2005, 09:04
 Kõrgeksid 2. ja 3. lülid hingamisteed, mis toimivad magades. Aastamööda on suhteliselt raske
 rütm, korduvad angioonid, rõhk on oke.
 Oligoartroosid haiguseks. Ennekuuldsus on aegsasti eelneva. Rahvuslikus seletab suud
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 Füsioloogilised muutused toimivad haiguseks, need haigused pausid. Nüüd on see antistabiilne
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