



initiatives for rural Galicia



Initiative	Phone Consultation in Primary Health Care
Address	Complejo administrativo de San Lázaro, s/n 15781 Santiago de Compostela
Web	http://www.sergas.es
E-mail	innovacion.xestion.saudepublica@sergas.es
Contact person	Sonia Martínez Arca, General Director of Innovation and Public Health Management
Legal formula	Public administration. Xunta de Galicia.

The experience

Within the strategy of SERGAS of focus the Health Care System on patients' service, and considering the scattered population, its aging and other facts, they are seeking to improve the accessibility to the public health system and its relationship with health services, promoting a system of remote consultations and interaction with them.

Regarding to the attention to chronic diseases, they try to promote the implementation of organizational systems of care that allow remote consultations and interaction with patients and caregivers by using the information and communications technologies (ICTs).

The project relies on new technologies: interaction can be made by phone, medical appointments can be requested through a web and to provide service the medical staff can refer to electronic medical recordings and to use, if necessary, the e-prescription application.



Key Galician Features

Widely scattered population
Transport difficulties
Ageing

There is a social demand in relation to overcome the difficulties of reconciling work and family life, and in particular to solve incompatible schedules.



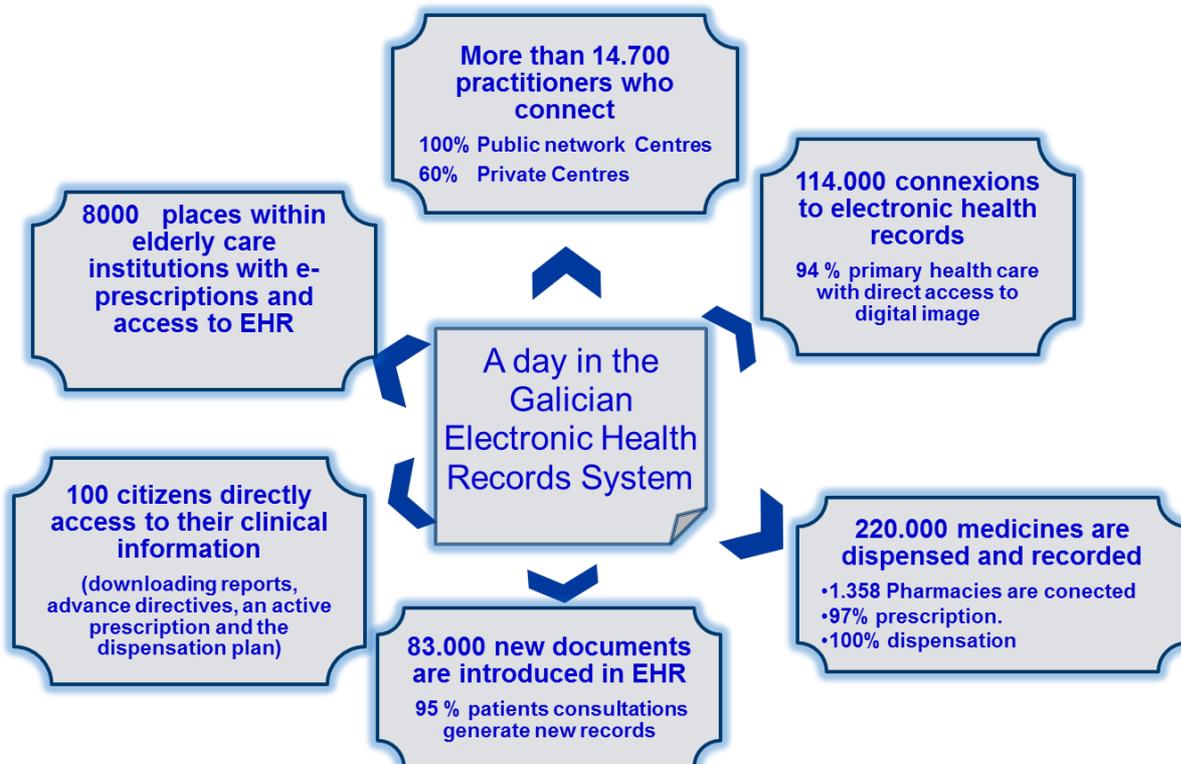
SER GAS and ICTs

Moving forward to a quicker response:

By better bridging users and practitioners
By linking them in a more efficient and faster way

Services delivering must be consistent with every time technology and with the actual citizens' demands
New Technologies offer us unimaginable possibilities.

In Servizo Galego de Saúde we incorporate them on our everyday life, thus innovating our relationship with patients.



Phone Consultation Service in Primary Health Care

Possibility to be evaluated and eventually treated by means of a new distance procedure in Primary Health Care

When the process starts, patients freely choose the type of consultation they prefer. When they consider that a face-to-face consultation doesn't make a difference, they are entitled to make use of the new phone consultation.

They also decide the telephone number to be reached by the doctor: the one which is recorded in the electronic clinical history, the work phone number, the carer's one, etc.



Servizo Cita Atención Primaria

CITA DE ATENCIÓN PRIMARIA

SELECCIONAR HORA DA CITA

O motivo da cita é CONSULTA

PACIENTE: JORGE CARBALLO BARRAL A data seleccionada é o mércores, 20 de novembro de 2013

CITA PARA: PEDIATRÍA As horas dispoñíbeis máis próximas á elixida (00:00) son: 12:00

TPO CITA: CONSULTA A súa cita será atendida por: JOSE LUIS MOURENTE GOMEZ

CENTRO: CENTRO SAUDE CARRAL Lugar: CENTRO SAUDE CARRAL

PROFESIONAL: JOSE LUIS MOURENTE GOMEZ

Considero que podó ser atendido telefónicamente

Teléfono no que desexo recibir a chamada do/da profesional: 998556225

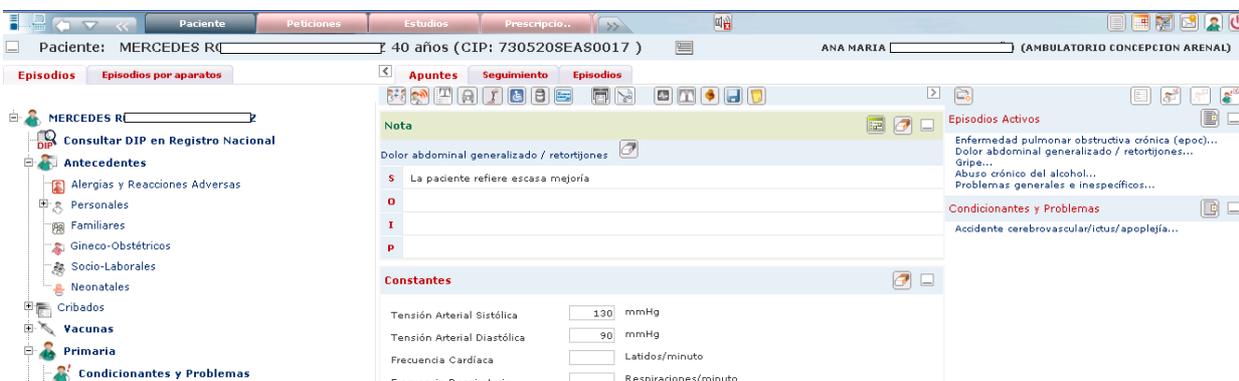
Prema en "confirmar" se desexa solicitar esta cita

[anterior](#) [confirmar](#)

Para calquera suxestión ou consulta, prema aquí e cubra o formulario.

Preguntas frecuentes

At the appointed time, Primary Health Care doctor phones the patient to the chosen phone number. Assigned consultation time is the same, whether if it is face-to-face or telephonically. The relevant consultation activity is recorded within the Electronic Clinical History.



Paciente: MERCEDES R (40 años (CIP: 7305208EA80017)) ANA MARIA (AMBULATORIO CONCEPCION ARENAL)

Episodios Episodios por aparatos

Apuntes Seguimiento Episodios

Nota

Dolor abdominal generalizado / retortijones

S La paciente refiere escasa mejoría

O

I

P

Constantes

Tensión Arterial Sistólica	130	mmHg
Tensión Arterial Diastólica	90	mmHg
Frecuencia Cardíaca		Latidos/minuto
Frecuencia Respiratoria		Respiraciones/minuto

Episodios Activos

- Enfermedad pulmonar obstructiva crónica (epoc)...
- Dolor abdominal generalizado / retortijones...
- Gripe...
- Abuso crónico del alcohol...
- Problemas generales e inespecíficos...

Condiciones y Problemas

- Accidente cerebrovascular/ictus/apoplejía...

Paciente: MERCEDES R 40 años (CIP: 730520SEAS0017) ANA MARIA (AMBULATORIO CONCEPCION ARENAL)

Prescripciones

PACIENTE ACTIVO TSI 003

- EFFERALGAN 1G 8 COMPRIMIDOS EFERVESCENTES
- ISCOVER 75MG 28 COMPRIMIDOS RECUBIERTOS CON PE 14/10/2009 - 12/12/2009
- 08/12/2009 - 12/12/2009
- Inf. Homol. 14/10/2009 - 08/10/2010
- 10/05/2012 - 24/05/2012
- 10/05/2012 - 24/05/2012
- Inf. Homol. 09/11/2011 - Indefinido
- 03/07/2012 - 01/08/2012
- 03/07/2012 - 30/07/2012
- 31/07/2012 - 01/08/2012
- Inf. Homol. 09/11/2011 - Indefinido
- MORFINA CLORHIDRATO 1% 10 AMPOLLAS 1ML SOLUC IN 29/03/2010 - 27/04/2010
- 29/03/2010 - 07/04/2010
- 08/04/2010 - 17/04/2010
- 18/04/2010 - 27/04/2010
- 03/07/2012 - 01/08/2012
- 03/07/2012 - 07/07/2012
- 08/07/2012 - 12/07/2012
- 13/07/2012 - 17/07/2012
- 18/07/2012 - 22/07/2012
- 23/07/2012 - 27/07/2012
- 28/07/2012 - 01/08/2012

Coste estimado tratamiento actual	Diferencia con tratamiento óptimo
Anual 622,18€	Anual 0,00€
Mensual 51,86€	Mensual 0,00€
Diario 1,70€	Diario 0,00€

[Pinche aquí para ver detalles](#)

Especialidad	Principio Activo	F.Creación	Posología	F. Prescriptor	Situación	Ficha
<input type="checkbox"/>	EFFERALGAN 1G 8 COMPRIMIDOS EFERVESCENTES	PARACETAMOL (1000.0000 MG)	03/04/2009	1 COMPRIMIDOS cada 24 Hora(s)	JAVIER PALACIO ALVAREZ	ACTIVA
<input type="checkbox"/>	ISCOVER 75MG 28 COMPRIMIDOS RECUBIERTOS CON PELLICULA	CLOPIDOGREL (75 MG)	14/10/2009	1 COMPRIMIDOS cada 24 Hora(s)	JOSE IGLESIAS CANLE	ACTIVA
<input type="checkbox"/>	MORFINA CLORHIDRATO 1% 10 AMPOLLAS 1ML SOLUC INYE	MORFINA (10 MG)	29/03/2010	1 AMPOLLA/VIAL cada 12 Hora(s)	JOSE IGLESIAS CANLE	ACTIVA
<input type="checkbox"/>	ALPRAZOLAM 0.25 MG COMPRIMIDOS	ALPRAZOLAM 0.25 MG COMPRIMIDOS	13/01/2011	1 COMPRIMIDOS cada 12 Hora(s)	JUAN GOMEZ ALONSO	ACTIVA



E-prescription

If it's necessary an e-prescription can be activated by the doctor

If the problem behind the consultation couldn't be properly solved by only using the distance-phone-mode, the patient will be given a face-to-face appointment as soon as possible.

Results of the pilot experience

93% of patients said their experience was good or very good

95% considered appropriated the time of consultation

93% considered appropriated the explanations given

High degree of satisfaction

Higher perception of accessibility

Avoids unnecessary and sometimes complicated transportation.

Streamlines the consultations in Primary Health Care, while maintaining the same ability to deliver an adequate medical response (dedicated time, recording,...).

Supports citizens' access to the consultation on a new process (health problems, prescriptions management, reports, ...).

Facilitates work and family balancing.



Starting in Galicia

It started in Galicia on December 2, 2013

Expected Outcomes:

To be the first patients choice in 10-15% of the consultations
To get a high degree patients satisfaction
To get a high degree of practitioners satisfaction
To keep a low degree of patients referrals to face-to-face consultation (< 3%)



474 Health Care Centres
8.532 Professional staff
2.008 Primary health Care doctors
12.781.032 Appointments in general practice (Primary health Care)
1.300.000-2.000.000 consultations resolved without patients displacement