

## TELEMEDICINE DURING THE COVID-19 PANDEMIC AND ITS CONTRIBUTION TO THE CARE OF THE POPULATION

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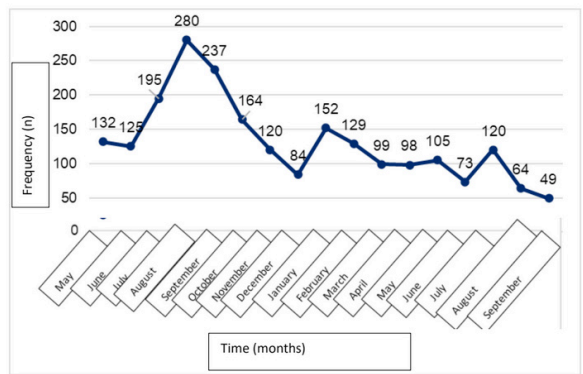
**Abstract:** Telemedicine refers to the use of technological resources to offer medical consultations remotely, mainly through video calls, messages and emails. Before the pandemic, virtual care was 13,000 patients, and as of April 2020 it increased exponentially to 1.7 million according to data provided by Medicare and Medicaid medical centers (1). According to Jian Zhou, telemedicine worked as a filter to classify people with COVID-19, suspected cases, patients with chronic diseases and healthy people (2); with a safe, organized and easily accessible care approach. The advantages of this method were rapid and constant care, reduced risk of contagion, reduced workload of medical staff and, above all, adequate use of available resources for infected people. (3–5)

The pandemic also generated an important psychological impact, in such a way that psychological support (telepsychology) was growing and also research regarding the effectiveness of the treatments provided in this area, which indicated that care works the same as in-person care and with similar benefits (6,7). An observational, cross-sectional and quantitative study was carried out by collecting the number of services in the area of medicine and psychology during the month of May 2020 until October 2021; indicating that at the beginning of the telemedicine service, 235 people were served and at the end, 11,050 were served, data that denotes the need to opt for this modality.

**Keywords:** Pandemic, Telemedicine, Psychology, Advantages, Effectiveness.

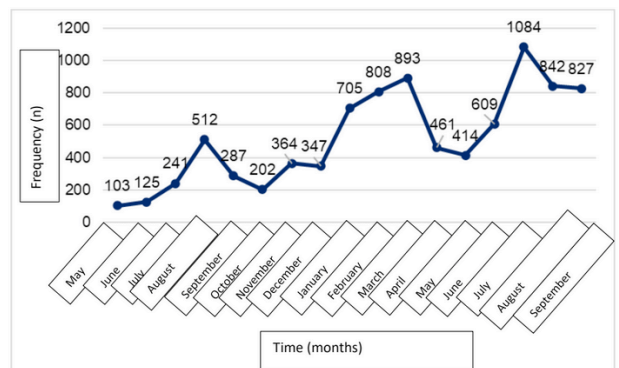
## RESULTS

An investigation was carried out about telehealth in patients treated in the medicine area, according to the frequency polygon, 280 patients were treated in August, while in September-October 7, 49 patients were treated in the medicine area (Graph 1).



Graph 1. Patients treated with telehealth in the medical area during the COVID-19 pandemic.

An investigation was carried out on telepsychology with the number of patients treated during the COVID-19 pandemic. In the month of July, a total of 1,084 patients were treated, while by the end of September-October the number decreased to 827 patients.



Graph 2. Patients treated with telepsychology during the COVID-19 pandemic.

## CONCLUSION

The adoption and scope of telemedicine is considered a growing trend that refers to the use of technological resources to offer medical consultations remotely, mainly through video calls, messages and emails. During the Covid-19 pandemic, telemedicine became an indispensable tool in the prevention and control of the health emergency, guaranteeing high-quality and easily accessible communication between health professionals and users. In

turn, telemedicine had a significant impact on the psychological conditions generated by the pandemic, demonstrating that this digital

care is as effective as in-person care and with similar benefits.

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