

TELECONSULTATION: AN IMPORTANT TOOL IN COORDINATING CARE

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INTRODUCTION

Technological advances have led to modernization and the development of new tools to help promote, protect and recover health. In the municipality of Campo Grande-MS, in 2020, the Multiprofessional Residency in Family Health (RMSF) and Residency in Family and Community Medicine (RMFC) programs were implemented, in partnership with the Oswaldo Cruz Foundation. The inclusion of these professionals in Primary Health Care (PHC) has contributed to the coordination of patient care, through teleconsultations, teleinterconsultations, telemonitoring and televigilance. The aim of this work was to report on the use of technology in the various possibilities of patient care.

PRESENTATION OF THE PROFESSIONAL EXPERIENCE

this report took place during my professional practice as a resident at the RMSF in 2023. Various technological features were present in daily activities, especially in clinical and surveillance work, in an observational way and also in the exercise of the profession itself. According to the tuberculosis and leprosy treatment protocol, it is necessary to carry out Directly Observed Treatment (DOT) in order to validate the patient's therapeutic adherence. The patient continues to be monitored regularly by the multi-professional team, and DOT is carried out monthly at the pharmacy of the Jardim Batistão USF. However, the scheduled return coincided with a long holiday, with no possibility of the patient returning in person to the health establishment. In this case, it was agreed with the patient at his last face-to-face consultation

that he would take the number of doses for the next phase of treatment with him and, on a scheduled date and time, the pharmacist would carry out the teleconsultation, followed by the DOT. Other practices incorporated into the routine were: teleconsultations and teleinterconsultations, favoring interprofessional and multiprofessional action and comprehensive patient care.

DISCUSSION

The use of technology in favor of patient care guarantees the breadth of the services provided, enabling regular monitoring by health professionals when the patient is unable to attend the appointment, either for health or geographical reasons.

FINAL CONSIDERATIONS

It should be pointed out that not all patients are able to be managed by this modality, either because of a difficulty related to operating electronic devices and programs, or because they have a complex approach, such as difficulty following a proposed treatment or poor assimilation of information, although there is the possibility of instruction depending on the patient's needs.

INDIVIDUAL ASSESSMENTBN

In addition, there has been an increase in the resolutiveness of managing patients' health, ignoring the impediments of yesteryear, making technology an excellent support tool in the health area.