

OPD starts at Home

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MOUNTAIN INTERVAL

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THE ROAD NOT TAKEN

*Two roads diverged in a yellow wood,
And sorry I could not travel both
And be one traveler, long I stood
And looked down one as far as I could
To where it bent in the undergrowth;*

*Then took the other, as just as fair,
And having perhaps the better claim,
Because it was grassy and wanted wear;
Though as for that the passing there
Had worn them really about the same,*

*And both that morning equally lay
In leaves no step had trodden black.
Oh, I kept the first for another day!
Yet knowing how way leads on to way,
I doubted if I should ever come back.*

*I shall be telling this with a sigh
Somewhere ages and ages hence:
Two roads diverged in a wood, and I—
I took the one less traveled by,
And that has made all the difference.*

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Technology and Terms

- Telegram (Signals Code)
- Telephony (Voice)
- Text (Short Code)
- Tablets (Voice, Video)

What is telemedicine?

In brief, telemedicine is the remote delivery of health care services and clinical information using telecommunications technology. This includes a wide array of clinical services using internet, wireless, satellite and telephone media.

Telemedicine

Sometimes telemedicine is best understood in terms of the services provided and the mechanisms used to provide those services. Here are some examples:

- **Primary care and specialist referral services** may involve a primary care or allied health professional providing a consultation with a patient or a specialist assisting the primary care physician in rendering a diagnosis. This may involve the use of live interactive video or the use of store and forward transmission of diagnostic images, vital signs and/or video clips along with patient data for later review.
- **Remote patient monitoring**, including home telehealth, uses devices to remotely collect and send data to a home health agency or a remote diagnostic testing facility (RDTF) for interpretation. Such applications might include a specific vital sign, such as blood glucose or heart ECG or a variety of indicators for homebound patients. Such services can be used to supplement the use of visiting nurses.
- **Consumer medical and health information** includes the use of the Internet and wireless devices for consumers to obtain specialized health information and on-line discussion groups to provide peer-to-peer support.
- **Medical education** provides continuing medical education credits for health professionals and special medical education seminars for targeted groups in remote locations.

Benefits

Telemedicine has been growing rapidly because it offers four fundamental benefits:

- **Improved Access** – For over 40 years, telemedicine has been used to bring healthcare services to patients in distant locations. Not only does telemedicine improve access to patients but it also allows physicians and health facilities to expand their reach, beyond their own offices. Given the provider shortages throughout the world--in both rural and urban areas--telemedicine has a unique capacity to increase service to millions of new patients.
- **Cost Efficiencies** – Reducing or containing the cost of healthcare is one of the most important reasons for funding and adopting telehealth technologies. Telemedicine has been shown to reduce the cost of healthcare and increase efficiency through better management of chronic diseases, shared health professional staffing, reduced travel times, and fewer or shorter hospital stays.
- **Improved Quality** – Studies have consistently shown that the quality of healthcare services delivered via telemedicine are as good as those given in traditional in-person consultations. In some specialties, particularly in mental health and ICU care, telemedicine delivers a superior product, with greater outcomes and patient satisfaction.
- **Patient Demand** – Consumers want telemedicine. The greatest impact of telemedicine is on the patient, their family and their community. Using telemedicine technologies reduces travel time and related stresses for the patient. Over the past 15 years, study after study has documented patient satisfaction and support for telemedical services. Such services offer patients the access to providers that might not be available otherwise, as well as medical services without the need to travel long distances.

Delivery Mechanisms

- **Networked programs** link tertiary care hospitals and clinics with outlying clinics and community health centers in rural or suburban areas. The links may use dedicated high-speed lines or the Internet for telecommunication links between sites. ATA estimates the number of existing telemedicine networks in the United States at roughly 200 providing connectivity to over 3,000 sites.
- **Point-to-point connections** using private high speed networks are used by hospitals and clinics that deliver services directly or outsource specialty services to independent medical service providers. Such outsourced services include radiology, stroke assessment, mental health and intensive care services.
- **Monitoring center links** are used for cardiac, pulmonary or fetal monitoring, home care and related services that provide care to patients in the home. Often normal land-line or wireless connections are used to communicate directly between the patient and the center although some systems use the Internet.
- **Web-based e-health patient service sites** provide direct consumer outreach and services over the Internet. Under telemedicine, these include those sites that provide direct patient care.

Wait Time Woes are Universal !!



Out Patient Department



Outpatients Services From Home

- Appointments and scheduling
- Payments
- Triage
- Continuum of Care
- Wait Time (More than 100 minutes in universal average)

Models

- Telephony
- Technology Internet
- Telemedicine

Impacts

- Patient satisfaction
- Early triage
- Early detection
- Saving productivity of both party (Opportunity Cost)
- Less crowding
- Quality follow-ups
- Focus for more quality consultation

THANK YOU !!

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