



## INTRODUCTION

**Dr. Martin Haša,**  
Personal Doctor  
for Children

## HOW TO PROTECT YOUR CHILDREN'S HEALTH

**D**ear Clients,  
At the beginning of June, we opened the new Program Health Plus paediatric department in the Nový Smíchov Villa. We hope to see you here, not only in situations when your children are suffering from health complaints, but above all during regular prevention, which supports the development of children and adolescents and helps them grow into healthy adults.

A key element of prevention is vaccination. At present a negative campaign is being waged against vaccination. I can confirm that vaccination is one of the greatest inventions of medicine, comparable with the discovery of antibiotics. The risks are entirely minimal. They are vastly outweighed by the benefits, because vaccination is capable of protecting children against grave consequences for their health.

At Program Health Plus we use a sophisticated system of vaccination, which enables the configuration of an individual plan for children. We attempt to explain to parents the advantages and allay unnecessary fears. Before vaccination your children undergo a health check, and we apply a vaccine only if we are certain that it does not involve any danger to health. We have never encountered any adverse effects to date.

Because we consider vaccination to be absolutely essential for both children and adults, we offer clients some vaccines free of charge, which differ according to clients' healthcare programme.

**If you are interested in extended vaccination, you can contact your personal doctor for children or adults at any time.**

MUDr. Martin Haša



**T**he number of paediatric patients at Program Health Plus has been growing continually, which increases demands on our spatial and technical facilities, as well as on our staff. "Our main aim is to preserve or further improve the standard of our medical care. At the same time we wish to ensure a family environment for clients, where they can enjoy maximum comfort. For this reason we have reconstructed the premises in the nearby Nový Smíchov Villa, to where we are gradually transferring the paediatric part of the clinic," informs Dr. Barbora Brhlíková, children's GP and head of the paediatrics department.

### CARE UNDER ONE ROOF

The Nový Smíchov Villa in Radlická Street, also known as the Ringhoffer Villa, is a unique historical building. It is easily accessible by car, public transport and for pedestrians arriving from the Nový Smíchov Shopping Centre. The paediatric part of the clinic has a separate entrance, with easy access for mothers with baby carriages. Clients can make use of a modern lounge with a reception, where they will be welcomed by our receptionists. "The building also includes a comfortable waiting area, where children and their parents can relax in a pleasant environment and take advantage of the possibility of light refreshments. For patients with contagious diseases we have a separate waiting area so as to avoid the danger of infecting clients who do not have an acute illness," describes the head of paediatrics. The comfort of the facility is increased also

by secluded areas for breastfeeding mothers, with a nappy changing table. The villa houses two modern paediatric surgeries with state-of-the-art equipment, operated by our personal doctors for children, Dr. Barbora Brhlíková and Dr. Martin Haša. Over the course of time it will be added to by further surgeries ensuring healthcare for children and adolescents, specifically an ENT department, nephrological outpatient department and a surgery for psychology and speech therapy. For the moment the other departments remain in the complex on Kartouzská Street, but a relocation of further departments co-operating with paediatrics to the Nový Smíchov Villa is in preparation for the future, so as to ensure that families have care covering all the key fields of medicine under one roof.

### CARE WITHOUT STRESS

Both of the new paediatric surgeries are very well equipped. In addition to standard equipment, paediatricians can make use of a strep

test, otoscope, and instruments for examining urine or measuring CRP. "Thanks to close co-operation with specialist outpatient facilities, we also have other diagnostic instruments available, for example ECG, ultrasound, EEG or a spirometer," informs Dr. Brhlíková. It is precisely the close interconnection of paediatrics with specialised fields of medicine that enables targeted, fast and effective medical care. "Our stable team of specialists provides care for children and adolescent clients, who don't need to travel from doctor to doctor. This system saves parents time and reduces stress for both children and the parents. In addition it enables our doctors to prepare a tailor-made plan for the client and speeds up the process of diagnosis and treatment," adds Dr. Brhlíková. The transfer of paediatric surgeries to the new building ensures greater convenience not only for families with children, but also for other clients within the premises of the clinic on Kartouzská Street.

## NEWS

### ROUND TABLE WITH THE MINISTER

In June, a meeting took place at the DOX+ centre with the Minister of Health Adam Vojtěch, organised by the Comenius Association. During the debate, Dr. Oldřich Šubr, the founder of Program Health Plus, drew attention to the fact that the Covid-19 pandemic and the further spreading of the coronavirus represent an immense challenge for the development of the digitisation of health data and telemedicine. Program Health Plus has a head start in this respect, since at the beginning of the pandemic it already had a functional electronic healthcare (eHealth) device in the form of the HealthPlus mobile application.



### CLINIC SERVICES DURING THE SUMMER

During the summer, clients of Program Health Plus can be sure that their health will be fully taken care of. The clinic is not preparing any changes to its opening hours. It will therefore be possible for clients to make use of all the clinic's services, including the 24 hour call service. Furthermore, the option of distance communication with doctors is now available via the HealthPlus mobile app and the online chat service, which enable our clients to address minor health complaints in remote form, wherever they are on holiday.



## EXPERIENCES OF ONLINE CHAT

The new chat service has been up and running for two months, and reactions from users show that it has exceeded expectations. It can be especially useful for clients in the summer.

Online chat is available in a mobile app and in the Client Zone on the website. Every weekday, a chat team (of doctors, nurses and receptionists) is available to respond to clients' inquiries and address their requests. In the first six weeks alone the chat service was used by more than 200 clients, and their number is continuing to increase. "It's necessary to emphasise that we use the chat for communication only with clients who we know, and for whom we have complete medical documentation. This enables us to distinguish whether it's possible to resolve the situation in distance form, or if a visit to the doctor in person is needed. Without access to this documentation it isn't possible to make a responsible decision on any medical inquiry," explains the head of the chat team, Dr. Pavel Šnajdr.

### SOLUTION OF VARIOUS REQUESTS

An advantage of online chat is that it can be used to share data, for example photographs or pdf files. After agreement with the client, it can also be switched to a video call. The first clients to use the chat service quickly became accustomed to its advantages. "Approximately half of the requests relate to health, one third to administrative functions, and the rest miscellaneous. In the field of medicine it most often concerns requests for an ePrescription," informs Dr. Šnajdr. Consultations on the interpretation of laboratory results are also frequent, and naturally requests are made for consultations on acute health complaints. "The chat service doesn't enable the solution of everything immediately, in remote form. A useful benefit may be arranging a telephone or video call at a specific time, or ordering an appointment for a check-up at the surgery. Thanks to this, when clients see their doctor

they already have basic information about the nature of their complaint, which considerably improves the speed and effectiveness of the diagnostic and therapeutic procedure," he adds. More than half of the clients who use the online chat service are aged between 30 and 50 years, one third are aged over 50, while the youngest generation of those aged under 30 make up less than one tenth of users.

### FAST AND EFFECTIVE SUPPORT

Doctors address various acute health complaints via the online chat. "Recently a client consulted us on a rash that had suddenly appeared on his chest. It was Friday afternoon and the weekend was just beginning. He sent us a photograph via the chat service, from which it was clear to us that it was a typical manifestation of shingles. Thanks to this we were able to determine the diagnosis and send an ePrescription immediately, so that he could then start a course of therapy," describes Dr. Šnajdr. The online chat service is now gaining positive feedback from clients who have tried it. "The chat's fantastic! An ideal medium. I don't have to put off consultations, I don't need to make any calls or go anywhere. I can send a photo. And it's much quicker than e-mail..." raves a 33 year old man. The service is also appreciated by expats. "The chat was very useful, it exceeded my expectations. Your assistance was excellent," says a 42 year old foreign national living in the Czech Republic. Try the chat service out and judge it for yourselves. "Via the chat we can provide clients with medical assistance and consultation, wherever they are. This is useful especially when they're on their summer holidays," concludes the head of the Program Health Plus chat service.

## PREVENTIVE CONSULTANCY

### LONG-TERM PREVENTION OF COMPLICATIONS OF COVID-19

A while ago we informed you on our website about the possibilities of prevention against Covid-19. With regard to the fact that knowledge about this disease is still developing, together with Dr. Roman Košek we again focused on the coronavirus and on new observations concerning preventive measures for the highest risk groups.

#### What are the current general recommendations for prevention of Covid-19?

Of fundamental importance is regular consumption of anti-inflammatory foods, namely fruit, vegetables, fibre and probiotics, together with reduced consumption of meat, saturated fats and highly processed food containing an excess of sugar and salt. Aerobic physical activity is highly beneficial, low intensity exercise is sufficient, but should be regular. In addition it's recommended to reduce stress, ensure enough sleep and to maintain social contacts. With regard to the above-mentioned risk factors, the basis of prevention is good compensation of chronic diseases, and naturally also abiding by all the anti-epidemic measures. It's assumed

that an infected person is already contagious 1-3 days before the manifestation of the first symptoms, and that as many as half of cases of the illness may be related to transmission from asymptomatic or pre-symptomatic individuals.

#### Are there any specific preventive measures for the highest risk groups?

Any specific preventive measures are only on an empirical basis so far, and are not substantiated by any completed clinical trials. However, I could mention for example vaccination against flu and pneumococcus, or sufficient intake of vitamins C and D. Of course, the whole world is eagerly awaiting a vaccine against Covid-19.

The full interview is available on our website <https://programplus.cz/en>.

## HEALTH IN NUMBERS

### COVID-19 STATISTICS IN THE CZECH REPUBLIC

It ensues from the available data worldwide that men are more at risk from the coronavirus than women. However, the Czech statistics are more equal, with the ratio of confirmed cases of Covid-19 differing only minimally between men and women. How has the disease affected individual age categories?

#### NUMBER OF PATIENTS WITH CONFIRMED COVID-19 ACCORDING TO SEX AND AGE GROUP

Age group	Women	Men	Total
0-14	303 (6.0 %)	359 (7.0 %)	662 (6.5 %)
15-24	495 (9.8 %)	474 (9.3 %)	969 (9.5 %)
25-34	699 (13.8 %)	810 (15.8 %)	1 509 (14.8 %)
35-44	850 (16.8 %)	889 (17.4 %)	1 739 (17.1 %)
45-54	989 (19.5 %)	1 042 (20.4 %)	2 031 (19.9 %)
55-64	649 (12.8 %)	669 (13.1 %)	1 318 (12.9 %)
65-74	439 (8.7 %)	499 (9.8 %)	938 (9.2 %)
75-84	368 (7.3 %)	262 (5.1 %)	630 (6.2 %)
85+	278 (5.5 %)	113 (2.2 %)	391 (3.8 %)
<b>Total number</b>	<b>5 070</b>	<b>5 117</b>	<b>10 187</b>

#### NUMBER OF DEATHS OF PATIENTS FROM COVID-19 ACCORDING TO SEX AND AGE GROUP

Age group	Women	Men	Total
0-14	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)
15-24	0 (0.0 %)	0 (0.0 %)	0 (0.0 %)
25-34	1 (0.7 %)	0 (0.0 %)	1 (0.3 %)
35-44	0 (0.0 %)	4 (2.0 %)	4 (1.2 %)
45-54	2 (1.4 %)	3 (1.5 %)	5 (1.5 %)
55-64	4 (2.8 %)	15 (7.6 %)	19 (5.6 %)
65-74	24 (16.8 %)	59 (29.9 %)	83 (24.4 %)
75-84	49 (34.3 %)	67 (34.0 %)	116 (34.1 %)
85+	63 (44.1 %)	49 (24.9 %)	112 (32.9 %)
<b>Total number</b>	<b>143</b>	<b>197</b>	<b>340</b>

Source: Ministry of Health of the Czech Republic, data valid as of 23. 6. 2020

More at: <https://onemocneni-aktualne.mzcr.cz/covid-19/prehledy-khs>  
<https://onemocneni-aktualne.mzcr.cz/covid-19>