

SPECIAL NEWS

ONLINE CHAT FOR YOUR HEALTH

Clinic has launched a new chat service for clients to make life easier, not only during the pandemic.

Imagine that you wake up in the morning with a strange skin rash, but don't have time to visit the doctor. Over your morning coffee you open the HealthPlus mobile app and join the clinic's online chat. You exchange some basic information with the operator (receptionist, nurse), send a photo of your rash taken on your phone, and in no time you're connected to a doctor, who will consult you about the further procedure and start to resolve your complaint. Before you've finished your coffee, you can download an electronic request for a blood test at the nearest laboratory from the chat service, and book an appointment with your dermatologist. At the same time, together with your doctor you've managed to arrange an ePrescription for long-term medication. Via our online chat you can easily resolve several matters without even having to get up from your breakfast.

AN EFFECTIVE COMMUNICATION TOOL

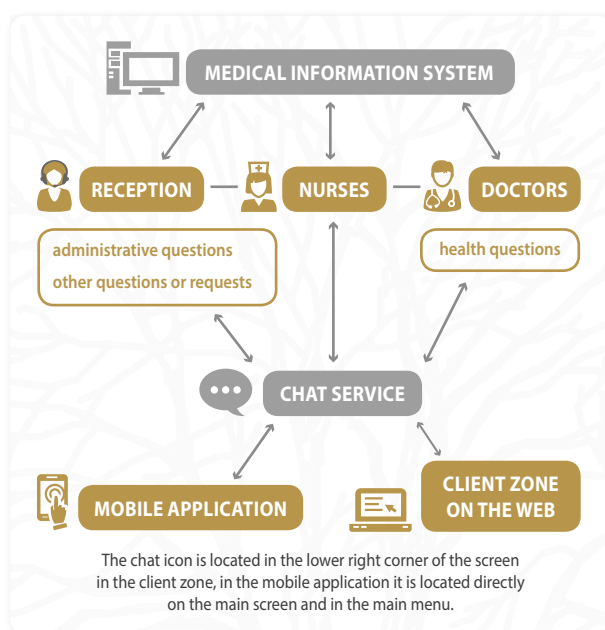
"We'd planned to launch the chat service in the second half of the year, but due to the Covid-19 pandemic we speeded up its development to the maximum, so as to offer clients an effective tool for communication with the clinic's team. The online chat was launched on 27 April, and clients can now try it out in practice," informs Martin Taraležkov, IT specialist at Program Health Plus. The service is a part of the HealthPlus mobile app and the client zone on the website, access is protected by a login name and password. If any client doesn't have their login data available, they can contact the reception staff, who will generate a new password.

SOLVE ALL PROBLEMS AT ONCE

Our team of receptionists, nurses and doctors will address client requests and requirements on the chat service, which will operate every day between the hours of 7.30 and 3.30 pm. Outside of these hours you can make use of our call service. Other communication channels with the clinic will naturally continue to function. "The advantage of online chat in comparison with other methods of communication is that our staff are able to resolve the requested agenda as a whole, including the necessary documents, for example in one go they can send the client the necessary confirmation, an ePrescription or laboratory examination

form, or arrange an appointment with a specialist. This isn't possible by telephone, when it's mostly necessary to contact clients a number of times before all their requirements are met," explains Martin Taraležkov. In the online chat it's possible to resolve all requests at once, and provide clients with complete information. This saves time spent on phone calls, e-mails or visits to the clinic. If a physical examination isn't

complaints, ask questions relating to health, request an ePrescription and various health confirmations," describes Martin Taraležkov. In the field of administration they can order appointments for examinations, update their data, send requests and inquiries regarding services, draw benefits, obtain answers to questions about the mobile app or advice on how to use it, and arrange other useful matters.



necessary, then they can organise most of their health matters from their home or workplace," he states. This is possible thanks to the fact that all those involved – nurses and doctors – have access to the client's complete health documentation and have all the necessary administrative and medical information.

HEALTH AND ADMINISTRATION

In the client zone on the website and mobile app a new icon has been added, via which the online chat can be opened. The service enables not only text chat but also sending of images, documents, audio and video calls. Use is easy and intuitive. Just click on the chat icon and follow the "guidepost", where clients can choose whether to address a health or administrative problem, or other requests. To speed up communication clients obtain an offer of options, in which they can tick their requirements and according to these are connected to a receptionist, nurse or doctor. "In the online chat clients can consult about acute

THE BEST ADVICE AND HELP

The "guidepost" in the online chat connects clients with a member of the chat team, who will give the best possible advice and help. The speed of connection naturally depends on how many clients are using the service at the given time. "Thanks to the fact that employees on the chat service are able to serve a number of clients at once and transfer their requests between themselves, clients obtain answers or necessary documents quickly and easily," concludes Martin Taraležkov. If you want to try out the chat service, enter the client zone on the website www.programhplus.cz or open the HealthPlus app. The app updates itself for clients who have automatic updates enabled, and they can then immediately start using the chat service. If users have updates prohibited, they have to perform this manually. Should you have any problems using the chat service, contact our reception staff by telephone, who will advise and assist you. We are here for you and your health.



INTRODUCTION

Dr. Oldřich Šubrt
Founder and
Operational Manager,
Program Health Plus



YOUR CERTAINTY IN AN UNCERTAIN TIME

Dear Friends,
The present time is bringing new risks and uncertainties. For this reason, in the last few weeks we have been doing our utmost to ensure that we are still able to provide you with the complete spectrum of our services, and we are now presenting you also with the new option of resolving a large part of your problems with the aid of a chat service or video call, without the need to visit our premises in person. With the aid of our online app, connecting you with the clinic's staff, Program Health Plus is truly becoming a clinic in your pocket.

Thanks to online connection of the app and the website's client zone, you can address your healthcare requirements quickly and easily, from anywhere you need. On each working day a team of specially trained doctors, nurses and receptionists is available to address your requirements and problems.

If you don't yet have any personal experience of our mobile app, we recommend you try it out. It will enable you to consult your electronic health documentation, give you access to the results of examinations, your list of medications and the calendar of appointments for all your check-ups. Via the app you can order and obtain an ePrescription, an eSick Note or electronic confirmation of quarantine, and resolve everything necessary. In the near future we're planning to launch a new telemetry function, which will significantly help improve care not only for chronically ill patients.

We are currently using state-of-the-art methods in order to analyse our clients' health documentation according to their risk factors, and to identify persons who are potentially more at risk from Covid-19. Personal doctors are actively contacting risk clients in order to determine their current condition and recommend suitable measures for prevention or approaches for stabilising chronic illness. They are notifying clients of specific risks, recommending suitable lifestyle adjustments and if necessary supplementing their supply of necessary medications for the recommended quarantine period with the aid of ePrescriptions.

Whatever your health complaints during this uncertain period, you can contact us whenever you need. We are your certainty in an uncertain time.

Dr. Oldřich Šubrt





TELEMETRY FOR HOME USE

Clients with heart problems, high blood pressure, diabetes or certain other chronic conditions can look forward to a useful new feature that will help them with long-term care for their health via the HealthPlus mobile app. This will be useful also for healthy clients who want to take better care of their health.

"We're planning to link the mobile app with selected instruments for home measurement of certain health factors such as blood pressure, blood sugar level or partial pressure of oxygen in the blood, which is reduced upon impaired ventilation of the lungs, for example in the case of Covid-19 and the majority of respiratory diseases. Clients will be able to send the measured data via the mobile app to the clinic's electronic information system," explains the clinic's founder and operational manager, Dr. Oldřich Šubrt. Thanks to this, doctors from Program Health Plus will have a constant overview of clients' health condition and will be able to respond quickly to any health crises. Access to the results of measurements also enables doctors to configure targeted prevention and provide clients with source materials for more precise diagnosis, and they will thus be able to provide better quality care.

USEFUL TOOLS

The basis of the new service is modern technology known as telemetry, which enables remote measurement and data transmission. "The key for selection of telemetric instruments is above all that they are reliable, user friendly and can be securely linked with our app. We're testing various types of pressure meters

and glucometers, but also body mass, which as well as weight measures the proportion of muscle tissue, fat and water in the body," informs Dr. Šubrt. The testing also includes a pulse oximeter to measure blood saturation with oxygen. The telemetry project is due to be launched in limited operation by the beginning of the summer, and will be progressively developed further. Program Health Plus will first offer clients the use of telemetric pressure meters, which they will be able to either loan or buy.

ADVANTAGES OF TELEMETRY

Home telemetry brings several advantages for both clients and doctors. "It enables clients to monitor their condition in connection with a prescribed medication, determine tolerance of medications, recognise any applicable adverse effects and provide notification of any extreme values or fluctuations of the observed factors," describes Dr. Šubrt. Thanks to this, doctors can respond quickly to the situation, and in distance form can recommend further control measurements, adjust the dose of medications, propose an appointment for a visit to the surgery, or prescribe another treatment with the aid of an ePrescription.



PSYCHOLOGICAL HELP ONLINE

Difficult emergency conditions and limited movement within the Czech Republic are confronting many people with a psychologically challenging situation, for example in connection with excessive stress, isolation, anxiety, or depression. For this reason Program Health Plus is offering its clients psychological consultations online. The details are presented in an interview with our clinical psychologist and psychotherapist Kateřina Weigertová.

How exactly do online consultations work?

Clients who receive psychological or psychotherapeutic care within the framework of our clinic will not be deprived of this service during the state of emergency, and can take advantage of online consultations. I offer them the option of a video call via Zoom, FaceTime or WhatsApp, but it is also possible to arrange other forms of video calls. It's important to make sure that the experience is as simple and pleasant as possible. Naturally an ordinary telephone call is also possible. Most of our clients are familiar with this form of communication in their professional or personal life, so it's nothing new for them. Clients can order an appointment for an online consultation via the clinic's reception, in which the receptionist will also arrange their preferred manner of communication. A psychological consultation can also be arranged by clients who have not used psychological care at Program Health Plus before, all that's necessary is simply to contact our reception staff.

What was the main reason for offering online consultations, and what can they provide clients with?

The main reason is naturally in connection with the current situation, caused by the Covid-19 pandemic. We had already met with some of our clients before the outbreak of the coronavirus, but we also have new clients who need to make use of psychological consultation precisely due to this new, stressful situation. At Program Health Plus clinic I provide consultations to adult clients, together with my colleague Mgr. Hrubý. Our colleague Dr. Procházková, who works with children, does not provide online consultations, because it's very difficult to manage a call with small children without their parents being present. However, here we have the option of telephone consultations for parents, for whom the period of home schooling is often very demanding. Our clinical speech therapist Mgr. Wagenknechtová offers telephone consultations, as well as sending of study materials for work with children. For adult clients it is also possible to arrange a telephone consultation with our psychiatrist Dr. Skopová.

Full interview available at <https://programplus.cz/co-je-noveho/psychologicka-pomoc-online>

COVID-19 ACROSS THE PLANET

The statistics that are currently attracting unparalleled attention are graphs recording the number of confirmed cases, recovered patients and victims of Covid-19, which has caused a worldwide pandemic. Which states have been most affected?

On the first Sunday in May, the internationally known website Worldometers.info, which publishes world statistics in real time, reported a total of 3 485 255 people diagnosed with Covid-19. Out of this total number of patients, 1 369 244 cases were already concluded – 1 124 441 people had recovered (82%) and 244 803 people had died from the disease (18%). Of the active cases, 50 866 patients are currently in a critical condition (2%). The five most heavily affected states include the USA, Spain, Italy, Great Britain and France. In the background there remains China, from where the disease has spread to all corners of the planet. The Czech Republic has one of the lowest mortality rates at 2.7% of those infected, compared with 14% in Spain and Italy.

NUMBER OF DIAGNOSED PATIENTS, RECOVERED PATIENTS AND VICTIMS OF COVID 19 IN SELECTED COUNTRIES (OFFICIALLY STATED NUMBER OF CASES)

Country/ Order	Total number of cases	Total number of victims	Total number of recovered patients
1. USA	1,160,838	67,448	173,725
2. Spain	245,567	25,100	146,233
3. Italy	209,328	28,710	79,914
4. United Kingdom	182,260	28,131	N/A
5. France	168,396	24,760	50,562
6. Germany	164,967	6,812	130,600
7. Turkey	124,375	3,336	58,259
8. Russia	124,054	1,222	15,013
9. Brazil	97,100	6,761	40,937
10. Iran	96,448	6,156	77,350
11. China	82,877	4,633	77,713
12. Canada	56,714	3,566	23,801
13. Belgium	49,517	7,765	12,211
14. Peru	42,534	1,200	12,434
15. Netherlands	40,236	4,987	N/A
16. India	39,980	1,323	10,819
17. Switzerland	29,817	1,762	24,200
18. Ecuador	27,464	1,371	2,132
...			
43. Czech Republic	7,755	245	3,461

Source: <https://www.worldometers.info/coronavirus/> (as of 3. 5. 2020)