

Tele-4-Life: An Application for Information Sharing among Healthcare Professionals and Referral Platform

Introduction

Although telemedicine helps to decrease miscommunication between general practitioners and specialists, it rarely includes professional consultation before deciding to refer patients. As a result, we developed Tele-4-Life, a one-stop service application for doctors in local hospitals and experts to consult for primary to secondary care.

Method

PubMed and Google Scholar were searched for causes of the miscommunication and scientific databases concerning telemedicine satisfaction. Furthermore, telemedicine errors were discovered in ThaiRefer and CarePICS, preferred applications in Thailand and the USA, respectively.

Findings

The main factor of delay in referral databases is they need to be in handwritten forms which lead to data overload, therefore, the miscommunication among physicians could happen as human error. Moreover, confidentiality is lacking because some are leaked and only 63% can willingly accept the leakage. From the report, telemedicine increased its effectiveness over standard care by 83%. The applications only provide the perspective between doctors and patients, however, the feature for general doctors to communicate with specialists has not been included yet.

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Proposed solution

Tele-4-Life integrates the Thai patient database and brings the benefits of medical consultations with these features, firstly, online access to laboratory examinations with the optional video call between general physicians and specialists. Secondly, providing online hospitals accessed referral forms. Lastly, it could be regulated by the Thai Ministry of Public Health that no information will be leaked.

Conclusion

Implementation of Tele-4-Life in the Thai healthcare system will improve the efficiency of patient care. When all required data are collected in one location, decision-making during treatment and referrals should be accelerated. Furthermore, it would alleviate the scarcity of medical professionals and equipment. Therefore, this application aims to provide a sustainable solution for comprehensive patient care and database allocation.

Keyword

Referral Platform, Tele-4-Life, Telemedicine, Local Hospitals, Database

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