

Online Medical Support

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Abstract

As now we are living in a digital world where internet has become the most important part of everyone's life and making life easier and simpler of people. The main idea is to provide ease and comfort to patients while taking appointments from doctors and to remove the problems that the patients has to face while making an appointment by visiting Doctor's clinics or hospital. Doctor's home visit is a website which acts as a communication medium and a fair online appointment where we maintain the database containing doctor's details, patients details and appointment details. In this patients can consult doctor's online prescription and most important part is of making appointments of a doctor's to visit the patients at its home. It is now in trend and many startups are running in this sector because of future demand and growth of this sector. We have survey the startups like Practo, Oyehelp and Famphy to understand about this sector and our competitor's strengths and weaknesses so we can make better platform for our customers.

Keywords: *Online Medical Support (OMS), MeSH term, MEDLINE*

I. INTRODUCTION

Online Medical Support (OMS) is about all the Medical facilities that can be received online removing Doctor-Patient Barriers in any way.

Online Doctor's Home Visit is bringing back to the concept of the family doctor by building a network of home visiting qualified doctors, who are trained in evidence based medicine especially in the

urban context, to address a wide demand-supply gap in primary health care service. Patients are compelled to visit tertiary care multispecialty hospitals for everyday illnesses due to unavailability of primary healthcare services. Doctor's Home Visit is bridging this gap by introducing the concept of world class medical care by doctors at the convenience of your homes. Doctor's Home Visit arranges for a qualified medical doctor to come to your home. If you, your child or any member of your family is sick and needs a house call, then Doctor's Home Visit can help. The doctors attached with Doctor's Home Visit have been providing this important service to the community for many years. We have doctors all over NCR who help provide this much needed care and attention to you and your family.

Using state of the art computer software and technology our trained staff will carefully record your information and efficiently dispatch your request to our house call doctor working in your area.

Our doctors are family physicians trained and experienced to provide you with the medical care that you need.

2. METHOD

Literature review

Databases including MEDLINE and Inspected were searched for relevant publications mainly within the past five years. Multiple search terms were used, combining "online consultation" with "health or medical", using the MeSH term using "e-visit" or "e-consultation", and "video consultation".

Review of web sites

A convenience sample of current Online Medical Support (OMS) web sites was derived from sites that appeared among Google's first one hundred results when searching for "online health/medical consultation" or "online doctor". These sites were examined against our OMS definition to eliminate web sites that did not match with the inclusion criteria such as health information sites, health advertising, generic wellbeing advice, automated symptom checkers, telephone-only consultations, or sites with no private channel for communicating information. This left 28 web sites which were examined more closely to determine the modality of the consultation, the intended purpose of the consultation, the cost, the medical specialty, the geographical coverage, web site establishment date and the geographic location of the service

provider. Data were sourced directly from the web sites, requested from the providers by email or found in public media reports.

3. FINDINGS FROM LITERATURE REVIEW

We did not find any published research that evaluated multiple OMS sites. The majority of papers provided an evaluation of remote consultation use for a particular medical practice but not for a large group. They mainly discussed medical implications, communication styles, and information exchange. Some e-Visit studies evaluated consumers' demographics, disease categories, response times, and some impact and financial aspects (Padmanetal., 2009, Mehrotra et al., 2013, Adamson and Bachman,2010, Albert et al., 2011). Diverse terminology is used to label various medical services delivered through internet and there are no universally accepted definitions of these terms (Bailey, 2011). Consultations over internet have many names: teleconsultation (Verhoeven et al., 2010, Deldar et al.2011), e-Visit (Padman et al., 2009, Mehrotra et al., 2013).

In the US, the term eVisit is more common. However,the term is associated in many references with the asynchronous form of OMS (Gidwani et al.,

Mehrotraetal., 2013). In Australia, the common term is “video consultation”, apparently referring to the synchronous form of OMS. To have a balanced and clear reference for both forms, the term online medical consultation (OMS)appears to be most appropriate. OMS carries several opportunities for research and practice. OMS has attracted providers' and consumers' attention since the beginning of this century. In 2006, the editor of the Health Management Technology magazine reported that healthcare consumers have always wanted to be able to communicate with doctors - electronically -the way they now do with the rest of the world, especially for non-urgent matters not requiring a face-to-face office visit (Blair, 2006). The same point is affirmed by recent research (Dudas & Crocetti, 2013). OMS is expected to attract demand from patients who live in remote areas, from aged and disabled patients, and from patients with chronic diseases. It may also be favoured by young and internet-savvy people, and employees with inflexible working conditions. Academic reviews of tele medicine/OMS/eVisits have cited several advantages for patients such as increased convenience and accessibility to health services, reduced travel and waiting time to see a doctor, and being a more cost-effective delivery mode (Moffatt and

Eley, 2011, Albert et al.,2011, ATA, 2012, Moffatt et al., 2010).With OMS, patients don't have to leave their homes or places of work, sit in traffic then sit in a room with other patients, perhaps catch or cause an infection mean time, and then return to where they came from. A baby 'smother may not need to go with her child to a clinic for diagnosis of a simple condition such as diaper rash that doctors can accurately recognise from some images. Patients with chronic diseases may benefit from OMS to perform their regular routine checks and get test results with no need to go to a clinic unless requested. The Mayo Clinic eVisit pilot program reported in 2010 that their online consultation service was used for patients aged from 4 days (for diaper rash) to 86 years (for insomnia and hypertension) (Adamson and Bachman, 2010). OMS is a promising innovation. Several US publications have reported that eVisits were found to be feasible with high patient satisfaction levels (Mettner,2009, Albert et al., 2011, Adamson and Bachman, 2010).Internet-based video consultations have been practiced successfully in Australia in fields such as psychiatry,emergency care, and paediatrics (Moffatt et al., 2010,Richardson et al., 2009). Consumers have been reported to be in favour of OMS services. An evaluation

study by researchers from Pittsburgh University (USA) reported that the eVisit services offered benefits to patients in terms of access, speed and convenience, without increasing the risk of inappropriate or incomplete care (Albert et al., 2011).Over 90% of the eVisit patients indicated that their health problem was addressed fully during the eVisits, concluding that it is an appropriate alternative to office visits. The same study suggests that further investigations required, to compare eVisit outcomes with office visits for similar medical conditions, and to investigate providers' perspectives.

4. FINDINGS FROM ONLINE PORTALS' ANALYSIS

Highlight of Survey

1. PRACTO - Your home for health

Practo is an online health services platform which assists patients to fix appointment with doctors. It has an impressive list of clientele comprising 2lacs doctors, 10,000 hospitals and 5,000 diagnostics centres based in 35 cities and four countries.

Advantages

- a) Instant appointment with doctors.
- b) Consult online.
- c) Get all your medicine, everytime on time.

2. Famphy

FamPhy is bringing back the concept of the family doctor by building a network of home visiting qualified doctors, who are trained in evidence based medicine (EBM) especially in the urban context, to address a wide demand-supply gap in primary healthcare service.

Benefits:

- a) Home doctor services.
- b) Book an appointment.
- c) Best homecare doctors.

Requirement of improvement

The sites have a Complex working which makes it not different from waiting in queues for a longer time. Its also not feasible in emergency yet.

FUTURE WORK

OMS has a very bright future and gives a lot of opportunities when it comes to development of doctor-patient relation using internet as a medium. OMS could be used with a lot of services from various organisations like RUNTASTIC, online fitness support and tracker portal to emphasise not just on cure but fitness and maintain a good health.

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