


Volume 13, 20 November 2013

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2013; T&T Conf Suppl; [URN:NBN:NL:UI:10-1-115707](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-115707)

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Conference Abstract

Health care through Telecare

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Abstract

Objective: The Basque Government Public Service providing Telecare, BetiOn, is the result of cooperation between the Department of Health and Department of Social Services to provide a wide range of health and social services in a non face to face manner.

Among the health services BetiOn incorporated to complement he usual Telecare service, it's worth mentionning Health Advice Service because its innovative aproach in relation to current practice home care practice in our setting.

Collaboration among BetiOn and Health Advice, seeks compliance with specific objectives:

- Ensuring continuity of care.
- Reduce the need for personal attention.
- Promote the care at home.
- Guide the patient / family / career in the resolution of the health problem.
- Increase cooperation and coordination between healthcare professionals and socialcare agents.
- Facilitate communication between different health agents.

Methodology: Telecare is part of a comprehensive system of care services at home which aims to encourage the permanence and integration of the end user in the family and social environment . In other words, is part of a comprehensive care model centered on the person, the key issue is to address the social and health needs of the person in a coordinated manner, both from its preventive and care point of view.

Description: Telecare represents for the users a single point of access to social and health services through personalized attention, simplifying administrative procedures.

The Coordinating Center BetiOn becomes a demand manager for different services with which it collaborates. Access to social and health system occurs in a controlled manner and through a trusted channel for the user.

Results: For nurses working in the call centre health advice gives value to their activity. For BetiOn professionals this cooperation gives them security.

For the user, the access to health advice just pressing BetiOn Medallion, provides access to professionals who will help you on any health issue, without the need to travel and without disturbing your family. This argument becomes more valuable when we think of people with restricted mobility, or who live in rural areas with little access to healthcare centers.

Since the implementation of this collaboration, BetiOn have served more than 15,000 people. For Health Advice , in 2012, more than 9,000 people were attended. All calls are answered by nurses, which have given solution to 32% of them, with 68% that has required medical involvement to resolve the call. There seems to be also a trend in the lower use of other resources (68% of cases, compared with 71% in a pre-incorporation Health Advice) to solve the problem (ambulance, doctor, nurse).

Keywords:

telecare, telehealth, health-care coordination, call-center

Presentation available at: <http://www.kingsfund.org.uk/events/third-annual-international-congress-telehealth-and-telecare>