

A STUDY ON THE USE OF WHATSAPP IN PATIENT CARE

General Surgery

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ABSTRACT

Whatsapp is a very famous communication application launched back in 2009. Since its arrival, it has made life very easy as communication can be established within seconds. Not only just communication, Whatsapp can also be used to share photos, documents in form of PPTs or Excel sheets and much more. Whatsapp groups and broadcast can be used to engage with multiple people and communicate with mass of people at a single time. With time, Whatsapp keeps improving itself and with minimal internet, communication can be done with anyone in any part of the world. Due to these useful features, Whatsapp is now used in almost every sector and every field. Whatsapp has made communication very easy and simple. It really has been a revolutionary discovery in the era of telecommunication and internet world.

KEYWORDS

WhatsApp, CRMI Curriculum, Medical student, telecommunication

INTRODUCTION

WhatsApp, a popular messaging app, has found various uses in patient care and healthcare settings. However, it's essential to consider privacy and security concerns when using WhatsApp for healthcare purposes. Here are some common use cases:

Appointment Reminders: Healthcare providers can use WhatsApp to send appointment reminders to patients. This can help reduce no-show rates and ensure patients don't miss their scheduled visits.

Patient Education: Medical professionals can share educational materials, such as videos, images, and documents, to help patients better understand their medical conditions, treatment options, or postoperative care instructions.

Medication Reminders: Patients can receive medication reminders and dosage instructions through WhatsApp, which can be especially helpful for those with chronic conditions who require strict medication adherence.

Telemedicine: Some healthcare providers use WhatsApp for telemedicine consultations.

This allows patients to communicate with their healthcare providers through secure video or text messaging, especially in non-emergency situations.

Postoperative Follow-up: After surgeries or medical procedures, patients can send updates on their recovery progress, symptoms, or any concerns they may have to their healthcare providers via WhatsApp.

Emergency Alerts: Hospitals and clinics can use WhatsApp to send emergency alerts or updates to staff, such as informing them of a sudden influx of patients during a disaster or providing information during a public health crisis.

Healthcare Staff Communication: Healthcare teams can use WhatsApp for internal communication regarding patient care, especially in situations where quick and efficient communication is crucial.

Remote Monitoring: With patients' consent, healthcare providers can receive data from wearable health devices or apps, allowing for remote monitoring of vital signs, physical activity, and other health-related metrics.

Support Groups: Patients dealing with chronic conditions or specific health concerns can form support groups on WhatsApp to share experiences, offer encouragement, and exchange information with peers.

Medical Records And Reports: While not ideal for storing sensitive patient data, WhatsApp can be used to share non-sensitive medical reports or test results with patients securely.

Follow-up Care: After an in-person or virtual consultation, doctors can use WhatsApp for follow-up communication, addressing patient questions or concerns.

Crisis Management: Hospitals can use WhatsApp to disseminate emergency alerts and information during public health crises or other emergencies to their staff.

Objectives

1. Usefulness of Whatsapp amongst health care providers
2. Importance of Whatsapp in care of Patient .

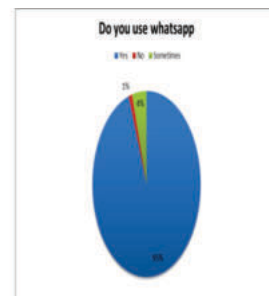
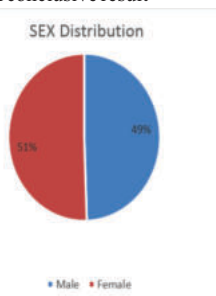
METHODS

A questionnaire was formed using Google Forms. A sample size of CRMI batch was identified and a Questionnaire was mailed to them. Responses were obtained from them.

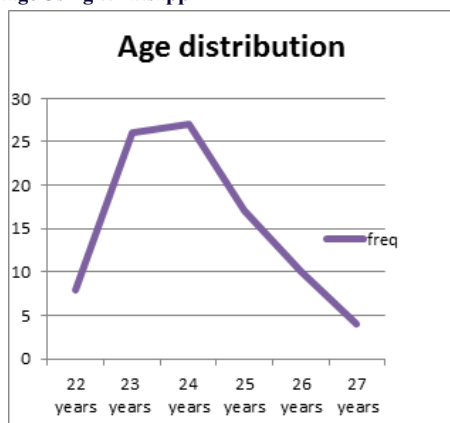
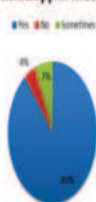
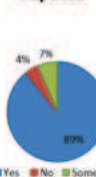
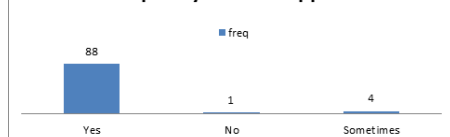
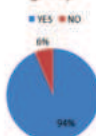
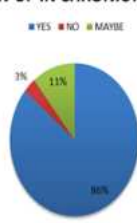
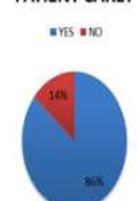
It was implicated to an Excel sheet. Data was analyzed using EXCEL and SSPS. Graphs and charts were constructed using it .

Analysis And Interpretation

By the use of Google form, sufficient data was collected. Data was implicated in form of charts and graphs. Use of charts and graphs to obtain conclusive result



Male Vs Female Ratio

Percentage Using Whatsapp**Frequency Of Age Using Whatsapp****Use of whatsapp in Medical care****Frequency of whatsapp use for Telecommunication****Use Of Whatsapp For Medical Care****Use Of Whatsapp For Telecommunication****Whatsapp for sending reports****USE OF WHATSAPP FOR INFORMING ABOUT CASES****Whatsapp Used To Send Report****Whatsapp Use To Inform About Case****Frequency of whatsapp use****Frequency Of Whatsapp Users****CRMI in hospital associated whatsapp group****WHATSAPP REDUCES WORK LOAD AND SAVES TIME****Inclusion Of CRMI In Hospital Whatsapp Group Reduction In Work Load And Time Saving****WHATSAPP HELPFUL IN RELATION TO HOSPITAL WORK****Usefulness Of Whatsapp In Hospital Work****PATIENT PRIVACY IS COMPROMISED IN THIS PROCESS****Whatsapp for promoting health education****Compromise of Patient Privacy Promotion in Health education****WHATSAPP USED AS REMINDER FOR FOLLOW UP IN CHRONIC PATIENTS****Used As A Reminder For Follow Up In Chronic****WHATSAPP IS COST EFFECTIVE IN PATIENT CARE?****Patients Cost Effective In Patient Care****RESULTS**

From the data collected, 51% are males and 49% are females. 95% use WhatsApp frequently, 4% use it sometimes and 1% don't use it. All participants are between 22 to 27 years of age. 89% use WhatsApp for medical care, 7% use it sometimes and 4% don't use it. 83% use WhatsApp for teleconsultation frequently, WhatsApp groups. 94% think that WhatsApp saves time and reduces workload, and 95% think that it is very useful for them in hospital setup. 89% use WhatsApp for health care education as well.

From the collected data we can see that almost everyone uses WhatsApp in daily medical setup. It can be used in multiple ways and it is also 11% sometimes, and 6% don't use it. 89% use WhatsApp for sending reports while 86% use it for informing about cases and sharing case details. 94% are associated with patient care and hospital-related provides telecommunication where a patient can consult a doctor from the comfort of home.

WhatsApp also provides a source of knowledge for people sending of articles consisting various topics that can be shared via it. 86% use WhatsApp are reminders for follow-ups in chronically ill patients. 64% think that WhatsApp can compromise patient's privacy. 86% think that WhatsApp is cost-effective for patients.

CONCLUSION

WhatsApp has found various applications in patient care and can be a useful tool in healthcare settings. Healthcare providers use WhatsApp to communicate with patients, answer questions, and provide information about their care. It's a convenient way to maintain a dialogue and offer support. Some healthcare providers offer telemedicine services through WhatsApp, allowing patients to consult with doctors and specialists remotely, especially in situations where in-person visits are not possible. Hospitals and healthcare organizations use WhatsApp to send educational materials, health tips, and updates to patients, promoting a healthier lifestyle and better understanding of their conditions. Sending appointment reminders via WhatsApp can help reduce no-show rates and ensure patients attend their scheduled appointments.

Thus, from the above data we can conclude that Whatsapp is quite useful among medical practitioners and it plays a crucial role in day to day life of a medical practitioner.

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