



## Remote Consultation for Rural Healthcare Development in Togo

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The African Healthcare system is characterized by a life expectancy of 17 years less than the one in Europe. Africa has also the highest infant and child mortality of the globe. Mahapatra R., *et al.* [1]. Thus, the need of strengthening its healthcare system become extremely important.

Therefore, the implementation of the ICT based healthcare services, the remote medical consultation infrastructure named teleconsultation is one of the option. It is a medical practices that allow patients to be monitored remotely using health Information and Communication Technologies (ICT). This consultation is carried out remotely by a specialist doctor or physician and is under a specific policies applied. It represents a new way of accessing care, making it possible to circumvent certain obstacles such as medical deserts or difficulties in accessing care at anytime and anywhere MSH international [2].

The teleconsultation has received favorable attention from the healthcare practionners in the developing countries especially in the South Saharan Africa. Teleconsultation has been instrumental in the fight against severe epidemic outbreaks including Severe Respiration Syndromes, Ebola or Coronavirus epidemic Dodoo J., *et al.* [3].

The first experiments in teleconsultation began in Togo with the Expert Center of the Centre Hospitalier Universitaire Campus (CHU Campus) and the Patient Center of the Regional Hospital Center of Tsévié (CHR Tsévié). The patients of Tsévié, previously (a town located in the north of Lomé) despite their limited financial means have to go to Lomé, the capital of Togo to benefit for example, from abdominal and prostate ultrasounds etc. because the skills of the sonographers of the CHR Tsévié are essentially limited to pelvic and obstetric ultrasounds.

The implementation of this new form of consultation has not been smooth as many problems have been encountered such as the reluctance of patients in rural areas to go to health centers, problems with Internet connection or bandwidth. insufficient, untimely power cuts in certain places, the lack of competent technicians who can ensure the proper functioning of the system put in place to establish communication between the Expert Center and the Patient Center, to name a few.

Hence, a research is carried out for the purpose of reinforcing this experience of teleconsultation, stress its wider execution and sustainable usage. Several sessions of focus group were run in order to provide with strong stakeholders input for the purpose of building an inclusive design of a proposed solution. The design methodology appropriate for the provision of a proper participative design for such an ICT social usable platform for Healthcare services is the Life Based Design (LBD). This methodology is holistic and is calling for an exploration of the psychological, sociological, biological and physiological aspect of the life of the future users for usability and Human-Technology-Interaction purposes. Leikas J [4].

Therefore, in order to improve and revitalize teleconsultation in Togo, a proposed effectively applicable and adapted solutions to the reality in rural areas in Togo was designed and shown by the research.

This solution designed is promoting the restoration of the functionality of the connection devices of the platform used to carry out teleconsultation sessions, ensuring a minimum source of electricity to power the device, by reducing dependence on a continuous source of electricity.

The main thing is the development or the improvement of the existing telemedicine platform in order to make it more optimal and efficient. This should obviously, take into account realities in rural areas, and finally inculcate it, especially in everyday life in rural populations through awareness campaigns, showcasing the merits and the many advantages of medical consultation and follow-up in a health center and those of teleconsultation in particular, which will allow patients to have access to quality healthcare services.

### Bibliography

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