

## Telemedicine a Boon for Doctor Patient Relationship

**S Chaudhry\***

*Director Solutions, Thane and Consultant Edenwell Therapeutics, Mumbai, India*

**\*Corresponding Author:** S Chaudhry, Director Solutions, Thane and Consultant Edenwell Therapeutics, Mumbai, India.

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### Summary

Telemedicine can improve the doctor-patient relationship, where a live video or audio can be just as effective as meeting face-to-face meeting. Resolving patients issues on Android Mobile or an Apple software, if the condition is not threatening, saves the hitch of commuting and the waiting time in the clinic. Telemedicine is the natural evolution of healthcare in the digital world. Telemedicine can transform the doctor-patient relationship and can deliver quality care, higher patient satisfaction, lower costs, and improved patient specific communication and also the incidence of cross infection within the clinic and hospital can be curtailed. Various E platforms are used in meeting such as Zoom, Google meet, Microsoft meet or simple whatsapp call, where the patient can be totally visualized. This is a boon Covid era has imparted Medical Faculty with.

### Genesis

Lancet provides evidence that the early communication over the phone started in 1879 through phone though it was for an affluent class. Radiologists were transmitting images in early 1940s in Philadelphia and West Chester through Co axial cables. In 1960s, the use of television programme stated. The phone based application for the usage of pacemakers came to existence in 1980s. Medical Education through visual aids could give patients idea to improve upon their health.

The turning point of telemedicine was at end of 2019 or beginning of 2020, where there was need to prevent unnecessary exposure to the Covid Virus as that time the effective vaccines were not available. Soft wares such as Zoom, Google or Microsoft meet

created an aura of comfortable interaction without disturbance and fee to the consultant could also be paid through e paying platforms, thus the physician could be in country or abroad but he could be accessed. Hospitals also encourage consultants to use these platforms so as to reduce their unnecessary patient load. Legal and ethical considerations are vital, such as Informed consent of the patient, as his data is confidential, therefore before proceeding for all basic examination, physician ensures, the patient says yes for his E examination. The talk can be captured on audio or the visuals on Video which can be stored patient wise. Its recommended for using higher end mobile phones with better storage for optimal usage. Every glare has its dark aspect technical problems, camera and net connectivity are major hurdles specially in rural areas. The current era challenges Physicians to learn more about software systems so that they can educate their patients better for better usage of video calls. Patients are quite protective of their privacy, and rightly so; no one will talk about sexual impotence, relationships with spouses, children or family to a device that can record the conversation and even post it on Facebook. This will also hold true for execution of will. Another significant point is body language. It is well known to psychologists that about 80% of messages one person conveys to others is not verbal. The disadvantage of the distant examination will always remain. Telemedicine has specific slot, useful in subsequent visits, when some additional tests are to be recommended, in remote areas, prevention of hospital acquired infections. Most specialties of medicine have been found to be conducive to this kind of consultation including psychiatry, internal medicine, rehabilitation, cardiology, pediatrics, obstetrics and gynecology and neurology. It cannot replace traditional medical

practice but allows some free leverage at both sides. Doctor remains educator who peruses patient to follow his guidelines and should not be spoofed by Google. The doctor must listen carefully to the explanations of the patient to try to understand what he understands. Likewise, the doctor should explore the social and emotional context of the patient to understand the meanings of the determined disease [1-9].

### Conclusion

The aspects on Doctor patient relationship have been deliberated on various Indian Medical Association forums as the relationship is basically asymmetric. Quality issues are to be resolved by good physician: i.e. proper diagnosis, Effective management and follow up. This will provide patient satisfaction where he will not do more Medical shopping for his ailment. This is the reason why patients for their safety follow golden lines, Metro city, Reputed hospital and the consultant with reasonable reputation. Promises met ensures better relationship. Cost may also be a critical factor. Telemedicine programmes in Country are supported by Department of Information Technology, Indian Space Research Organization, State governments and private organizations. Some hospitals have pioneered telemedicine technology, such as Apollo hospitals, Asian Heart Foundation and big corporate hospitals. Though full of potential, still telemedicine has not attained the desired buzz, as still the patients prefer the magical touch of physician.

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