



## **ONLINE HEALTH CONSULTATION PLATFORM DURING THE COVID-19 PANDEMIC**

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### **ABSTRACT**

Indonesia is currently experiencing the second wave of the Covid-19 pandemic. The Coronavirus is currently spreading faster with a higher severity, causing an increase in Covid-19 cases in the UNSRI Medical Faculty. There were 73 students and 13 lecturers and/or educators who were confirmed to have Covid-19 as of July 14, 2021, who had been recorded since early July. The increase in the number of confirmed cases of Covid-19 in students and lecturers causes the teaching and learning process to be suboptimal. . In addition, the increasing number of Covid-19 in the community while access to hospitalization is reduced, causing many people to need to self-isolate at home, who need a consultation about their health. The need for online health services is currently increasing as well where the Covid-19 number is currently at its peak. Many people need self-isolation at home because hospitals lack treatment facilities. Online health services are needed by people who find it difficult to consult directly with health facilities. The Faculty of Medicine, Sriwijaya University (FK Unsri), especially the lecturers who are also health workers, initiated the formation of the Online Doctor Chat (CDO), as a response to the Covid-19 pandemic situation

Keywords: Covid-19, Online Consultation, Telemedicine, Health Service

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### **INTRODUCTION**

Since the announcement of the Coronavirus infection pandemic or known as Covid-19, there have been many changes in people's lives, including in healthy living behavior. Prevention of Covid-19 transmission is closely related to community behavior, such as wearing masks, washing hands frequently, maintaining social distance (social distancing), and also staying at home.<sup>1</sup> The existence of social restrictions and an appeal at home to break the cycle of the spread of the coronavirus, one of which has an impact on the community's barriers to getting access to health services directly. In addition, the increasing number of Covid-19 in the community while access to hospitalization is reduced, causing many people to need to self-isolate at home, who need a consultation about their health.<sup>2</sup>

Various digital health consulting platforms that have begun to develop since this all-online era, are increasingly widespread with the lengthening of the Pandemic period. This cannot be completely prevented because it is responsive to the existing situation. Even in



non-ideal conditions where patients and doctors do not meet face-to-face, online health consultations through digital platforms, are in accordance with the current situation so that they get a good response from the community. The public can consult their complaints without having to come to the hospital.<sup>3</sup>

The need for online health services is currently increasing as well where the Covid-19 number is currently at its peak. Many people need self-isolation at home because hospitals lack treatment facilities. Online health services are needed by people who find it difficult to consult directly with health facilities.<sup>4</sup>

The Faculty of Medicine, Sriwijaya University (FK Unsri), especially the lecturers who are also health workers, initiated the formation of the Online Doctor Chat (CDO), as a response to the Covid-19 pandemic situation. FK Unsri lecturers consist of Doctors and Specialist Doctors, including a team of experts or experts in the field of Covid-19 treatment and also the Tim Satuan Tugas Penanganan Covid-19 in South Sumatra Province. The team also involved Lecturers from the Dentistry, Nursing, and Psychology study programs, who participated in assisting with consulting services in accordance with their fields. The non-medical team is also involved in the committee as a support team.

The purpose of this CDO is to provide online (distance) health consultations to people in need, as a form of community service. This online consultation service is free of charge. Health consultation services and education to the community are carried out directly (live chat) due to situations where the community is difficult or restricted to access face-to-face health services due to the Covid-19 condition.

This activity also involved FK Unsri students, both academic and professional stage students under the coordination of the Student Executive Board (BEM FK Unsri). The involvement of FK Unsri students is apart from being a community service activity as well as experience in running and managing online health platforms, as well as handling cases and Covid-19 referrals. The committee for the implementation of Community Service Activities in the form of online health services are Lecturers of the Faculty of Medicine, Unsri who are arranged in committees that are ratified by the Dean's Letter of Assignment.

## **METHODS**

The target audience of this activity is people who need online health consulting services. The team has carried out a Trial of using this online service in 2020 (April – June 2020) along with the implementation of the Doctor Profession Elective Module curriculum. The team saw a very high response from the public to online health consultations, especially during this pandemic. In 2021, the service is planned to start in July-September 2021 for the Sriwijaya University Academic Community, as well as a period of strengthening the team and service system. The launch of services for the general public is expected to be carried out simultaneously with the Dies Natalis of FK Unsri in October 2021. This activity also involves FK Unsri students, both academic and professional stage students under the coordination of the Student Executive Board (BEM FK Unsri). The involvement of FK Unsri students is not only a community service activity as well as learning to run and manage an online health platform, as well as learning how to handle cases and Covid-19 referrals. Students get experience in providing health consultation services and education to the community, which is carried out directly (live chat), under supervision by the lecturer as a supervisor. The method of activities to be carried out are as follows: Live chat health consultation (Direct



Q&A); provide management advice and referrals needed according to conditions; and provide education through videos or health articles.

## **DISCUSSION**

Indonesia is currently experiencing the second wave of the Covid-19 pandemic. The Coronavirus is currently spreading faster with a higher severity, causing an increase in Covid-19 cases in the UNSRI Medical Faculty. There were 73 students and 13 lecturers and/or educators who were confirmed to have Covid-19 as of July 14, 2021, who had been recorded since early July. The increase in the number of confirmed cases of Covid-19 in students and lecturers causes the teaching and learning process to be suboptimal. Students and lecturers who experience an increase in symptoms cannot follow the teaching-learning process even though it is done boldly. The surge in the number of confirmed cases of Covid-19 in students and lecturers or teaching staff has caused problems in the implementation of the tri dharma perguruan tinggi at FK UNSRI, namely within the scope of education.

Currently, online health consultation services are developing, both website-based and application-based. This is more precisely called telemedicine. . Pasal 1 angka 1 Peraturan Menteri Kesehatan Nomor 20 Tahun 2019 concerning the Implementation of Telemedicine Services Between Health Service Facilities ("Permenkes 20/2019") explains that:

Telemedicine is the provision of health services remotely by health professionals using information and communication technology, including the exchange of information on diagnosis, treatment, disease and injury prevention, research and evaluation, and continuing education of health care providers for the benefit of improving individual and community health.<sup>5</sup>

This telemedicine service is carried out by health workers who have a license to practice at the health service facility (fasyankes) of the organizer. The organizing health facilities include health facilities providing consultations and health facilities requesting consultations. Consulting health facilities are health facilities that receive requests and provide telemedicine consulting services, namely hospitals owned by the central, regional, and private governments.<sup>6</sup> Meanwhile, health facilities requesting consultation are health facilities that send requests for telemedicine consultations, in the form of hospitals, first-level health facilities, and other health facilities. Pasal 4 ayat (1) Peraturan Pemerintah Nomor 47 Tahun 2016 tentang Fasilitas Pelayanan Kesehatan concerning Health Service Facilities ("PP 47/2016") which consists of independent practice places for health workers; community Health centers; clinic; hospital; pharmacy; blood transfusion unit; health laboratory; optical; medical service facilities for legal purposes; and traditional health care facilities. Then the telemedicine services provided consist of services: teleradiology; teleelectrocardiography; teleultrasonography; clinical teleconsultation; and other telemedicine consulting services in accordance with the development of science and technology.<sup>7</sup>

Online health consultations can be categorized as clinical teleconsultation, which is a remote clinical consultation service to help establish a diagnosis, and/or provide treatment considerations/advice. For example, Telemedicine Indonesia (Temenin), a service developed by the Ministry of Health. On Temenin's official website, it is stated that there are 4 telemedical services provided, namely radiology, ultrasound, electrocardiography, and consultation.<sup>8</sup> From the same page, it is explained that teleconsultation is intended to bring together patients with expert doctors for online consultations, knowing the patient's condition, and making treatment recommendations.



The infographic is a vertical layout with a light blue background and a white grid pattern. It features several text boxes and buttons. At the top, a dark red box contains the text: "Chat Dokter Online merupakan platform kesehatan digital yang dikembangkan oleh Cattleya Consultation Center." Below this is a yellow rounded rectangle with the text: "Layanan Konsultasi, Pemantauan & Penapisan Pasien COVID 19 Khusus Civitas Akademika Universitas Sriwijaya". Underneath are three dark red rounded rectangles containing the text: "Layanan Konsultasi Kesehatan Bagi Masyarakat Umum", "Ingin Tahu Kondisi Klinis (Derajat Klinis) Pasien COVID 19", and "Ingin Tahu Apakah Pasien COVID 19 Sudah Bisa Selesai Isolasi Mandiri". A larger dark red box follows with the text: "Chat Dokter Online memberikan kemudahan kepada Masyarakat untuk Konsultasi Dengan Dokter secara langsung melalui Chat ataupun Online Consultation via Google Meet". Below this are two white buttons with dark red text: "Buat Janji Konsultasi" and "Ketentuan Konsultasi". At the bottom, a dark red box contains the text: "Chat Dokter Online telah unggul dalam menyediakan informasi kesehatan yang akurat, mudah dipahami, dan dapat diakses oleh siapa saja, kapan saja, dan di mana saja. Semua informasi kesehatan yang tersedia di disusun dalam bahasa Indonesia yang mudah dimengerti dan ditinjau oleh tim dokter yang kompeten."

There is a digital platform for consulting services that have the concept of online consultation with doctors.<sup>9</sup> However, based on our search, the digital platform is not a health service provider, but only a platform that is a means to facilitate the search for health services.<sup>10</sup> Quoted from the Ministry of Communication and Information page in the Health Service and Digital Technology Advances article, e-Health business players are indeed required to be registered as electronic system operators at the Ministry of Communication and Information Technology.<sup>11</sup>

Subchapter B Attachment to the Regulation of the Minister of Health Number 46 of 2017 concerning the National E-Health Strategy explains that e-Health is the use of information and communication technology for health services and information, primarily to improve the quality of health services and improve effective and efficient work processes.

Meanwhile, the term "electronic system operator" is defined Pasal 1 angka 6a Undang-Undang Nomor 11 Tahun 2008 concerning Information and Electronic Transactions as amended by Undang-Undang Nomor 19 Tahun 2016 tentang Perubahan atas Undang-Undang Nomor 11 Tahun 2008 concerning Information and Electronic Transactions:

Electronic System Operator is any Person, state administrator, Business Entity, and community that provides manages, and/or operates Electronic System, either individually or jointly to Electronic System users for their own needs and/or the needs of other parties. Therefore, it is necessary to distinguish between a liaison platform or service provider and a telemedicine service or provider.

The health facilities providing and requesting consultations must register the application submitted to the Minister of Health through the Directorate General of Health Services. Meanwhile, the digital platform for online consultation services with doctors that we meet a lot is not part of the health facilities, so the service cannot be said to be telemedicine.

Referring to Pasal 12 ayat (2) dan (3) Permenkes 20/2019, telemedicine applications are provided by the Ministry of Health, but if telemedicine services use applications developed independently, the application must be registered with the Ministry of Health.<sup>12</sup>



## CONCLUSION

Various digital platforms for online health consultations have sprung up, supported by permission from the government because this media can help the community during this pandemic. Through this online health consultation, the public can consult their complaints without having to come to the hospital, so it is not too late to get treatment for their complaints.

Sriwijaya University Faculty of Medicine (FK Unsri), with available resources, namely Lecturers who are also health workers can participate in this online consultation, by initiating the formation of Online Doctor Chat, as a form of response to the Covid-19 Pandemic situation.

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