THE NETWORK: TOWARDS UNITY FOR HEALTH & FACULTAD DE MEDICINA, UNAM, PRESENT

TUFH2020 MEXICO

VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED RESPONSES TO COVID-19

SEPTEMBER 23-25, 2020

#TUFH2020
TUFH2020.COM

THE NETWORK
TOWARDS UNITY FOR HEALTH

TUFH 2020 Abstracts

Title	**Online intervention model based on Virtual Personal Assistant for the harmful use of alcohol for university students during the COVID-19 Pandemic Specific goal. Perform a remote intervention based on a conversational assistant, also called a chat bot for the problem drinker**
Type	Oral Presentation *Systems and Community Based Responses for COVID 19*
Presenting Author	Dania Nimbe Lima Sanchez
Co-Authors	Juan Pablo De La Fuente-Stevens , E. Mahuina Campos-Castolo
Country	México
Abstract Nº	TUFH429
Content	Backgroung. Some of the greatest challenges during the COVID isolation period, is the obligation to remain at home. The aforementioned conditions resulted in increased levels of depression, insomnia and discomfort in the general population. The UN estimates that social isolation and quarantine measures have affected people's routine activities and lifestyle, which can increase feelings of loneliness, anxiety, depression, insomnia, risky consumption of alcohol and use of other drugs, self-harm or suicidal behavior. One of the biggest challenges is to carry out an intervention in this type of population. For these purpose we have proposed the use of asynchronous intervention, based on chatbots for problem drinkers. This type of intervention has already been used in multiple studies, having both a population of doctors and patients. When working with the patient, for the most part, they provide education and skills in aspects related to their health. Of the health-related applications, most of the interventions have focused on mental health. Methods. A self-assessment will be carried out with AUDIT. For the evaluation of the chatbot, technical performance will be taken into account as the completion of successful tasks, the user experience will be evaluated through the Electronic Acceptance Scale. Results. We developed the flowchart of the chatbot based on Beck's cognitive interventions based on the management of anger, boredom, stress and sadness. The platform showed adequate piloting behavior. The application to the target population is pending. Conclusions The healthbot can be a self-help resource in patients with problem drinkers.

TUFH 2020 Abstracts