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

TUFH2020
MEXICO

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"PRIMARY HEALTH CARE: A PATH
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SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

SEPTEMBER 23-25, 2020

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TUFH 2020 Abstracts

Title	**Challenges on a healthcare system with telemedical services. Experience in Mexico City with the COVID-19 pandemic.**
Type	Oral Presentation *Systems and Community Based Responses for COVID 19*
Presenting Author	Lindsay Ariadna Concha Mora
Co-Authors	Verónica Alejandra Ángeles Martínez
Country	Mexico
Abstract Nº	TUFH453
Content	Currently the use of Information and Communications Technology is one of the biggest challenges in the global healthcare systems. With the COVID-19 crisis, a critical overview in different countries was the need of investment and regulation of the telemedical services. In Mexico City, new telemedical services were applied, highlighting the implementation of call centers and online screening by institutions like the public city services, the National Autonomous University of Mexico (UNAM), the Mexican Institute of Social Security and the Institute of Security and Social Services for the State Workers The objective of this study is to identify the knowledge of telemedical services in a group of Mexico City's population, and their main obstacles. This paper is an observational, analytic transversal study with aleatory sampling. The instrument used was an online multiple-choice survey The results showed a 12,200 sample, with an age rank between 16 and 89 years old: 70.5% women and 28.6% men. 69.7% of the participants mentioned knowing these services and 32% use them; being the queries related to COVID-19 symptoms the main use. The main obstacle observed was the lack of knowledge of how to use these services and the principal institution for consultancy was the UNAM. In conclusion, one of the main needs are to teach more proper ways to use telemedical services and to improve the degree of public trust. During the pandemic telemedical services have been playing an important role, for a better use of the healthcare system, showing their future potential.