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Using video call devices in health-care services

Providing health-care services in rural areas is becoming ever more difficult and expensive. In order to tackle these challenges the Municipal Federation Kaksineuvoinen, a provider of basic social and health care services in three municipalities in South Ostrobothnia started to provide doctoral consultations to rural care-centers via video call service.

Actions and Objectives

In the pilot project the municipal federation have started to use video call devices in doctoral consultations between the central care-center and five local care-centers. By this doctoral services are produced still close to citizens even though the doctoral services have been centralised to the subregional center of Kauhava. It is argued that almost 70 % of the consultations can be done through teleconstultation.

In addition the devices are used in nursing negotiations between the doctors and nurses in the home and diabetes care. This has dimished the need for doctors to travel between the central and local care-centers.

Results

The use of video call devices have had several impacts both to the service provider and citizens.

1. Keeping doctoral services in local care-centers and closer to citizens and thus reducing the need for citizens to travel

2. Reducing the need for doctors to travel (with remarkable time and cost savings)

3. Reducing the need to provide doctoral services by expensive outsourcing

4. More efficient service processes

Role of ERUDITE

The ERUDITE partners in South Ostrobohtnia have applied the SEROI+ methodology to the development of the service and helped the serivce provider to develop a series of key indicators and values to analyse the various impacts of the service and contribute to a Social, Economic and Environmental Return on Investment process.

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