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## A narrative review on improving clinical reach to rural patients via tele health for accessing health care services

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### ABSTRACT

With the use of Telehealth, the speciality services can be conceivably doable for rural healthcare facilities rather than staffing with specialty and subspecialty providers. Telehealth allows specialists and subspecialists to visit rural cases nearly, perfecting access as well as providing a wider range of healthcare services available to rural communities via telemedicine for various specialities. Remote patient monitoring (RPM) is a method can be aid us in reaching these communities. RPM is the collection of health and medical data from cases in their home. The data will be transmitted to a healthcare provider in a different position to aid in healthcare decision- making. Mobile health can be used by providers and public health units to communicate with cases and citizens in their homes. Tele pharmacy extends access by delivering medications at rural healthcare facilities and community pharmacies. The medicines which are not available to the patient at rural region, can be provided with the help of courier services. The clinician can advise supplementary foods or dietary modifications which will help the patient to gain the Nutrition which are not available in over-the-counter medicines. Factors hindering the growth of telemedicine have dependence on malpractice issues, advances in technology, availability of device, bandwidth issues, cost effectiveness, offense to legislation, physical check-up, data misplace. By accessing health services via Tele health, they can get health support without any loss of pay and several factors.

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## INTRODUCTION

The concept of telemedicine came in 1970 after some time it is being called telehealth. Technically, telemedicine is a subset of telehealth. The need for telehealth is a platform to provide healthcare to a patient. Has high-speed wireless technology become cost-effective to establish and demonstrate module success become more prevalent. Telehealth can bring easily accessible quality healthcare via calls and video calls and even by proving reminders for medicine intake and for appointment-related information through messages. Telehealth covers all health services provided using telecommunications technology & telemedicine refers specifically to clinical services under that umbrella. Telehealth is used for delivering healthcare to patients at a distance, which shall include the assessment, diagnosis, consultation, treatment, education, care management, or self-management of a patient. Telemedicine and Telehealth made their major presence during the pandemic or disaster period. In India telemedicine was initiated by the India Space Research Organization (ISRO). In 2005 Indian Health Ministry established a National Telemedicine Taskforce legal with Ministry of Health and Family welfare. Telemedicine and Telehealth have come into the practice on a large scale only during the pandemic of COVID-19 for the patients in home isolation, etc... And are regulated by the Indian medical association, Medical Council of India (MCI) which includes privacy, data protection, medical records of the patients.

## ACCESSING TELEHEALTH AND TELEMEDICINE IN RURAL AREAS IN INDIA

To create awareness about telehealth and its uses in rural committees, we demonstrate how the accountability of the public to a telehealth facility in the region. One approach is through telehealth can deliver health care through technology such as smartphones, tablets, laptops, and webcams. There should be a proper network, internet & Wi-Fi access. If people want to connect with a doctor, they need to take an appointment & that time they can easily access the Consultant. After the doctor consultation, it will be provided a prescription & Medicine or drugs could be delivered through Telemedicine. Follow through on prescription orders or referrals to other providers. Ask for feedback on the telehealth appointment and ask what they liked or can be improved.

Consultations in remote areas are quicker, less expensive, and more convenient than visiting hospitals with the help of telehealth. Through telehealth, all specialists can discuss various options with the patient together leading to transparency at its highest. One of the primary benefits of telehealth in rural areas is that it can help rural populations overcome significant barriers to care, such as Geographic distance from specialists & treatment centres, Minimal public transportation, and Healthcare Provider shortages. Patients' health can be improved through monitoring, timeliness, and communications with healthcare providers. Telemedicine can avoid the hassles of travel and reduce the waiting time outside the hospital.

## **METHODS FOR DELIVERING TELEHEALTH AND TELEMEDICINE**

By using technology in healthcare to bridge between hospital settings into telehealth and tele medicine system. In rural and remote areas to avoid the loss of pay and to deliver healthcare easily, telehealth and telemedicine makes an important role. During the time of the covid-19 pandemic, people were using telehealth consultation and telemedicine was used for treatments and isolation. With the use of technology like Remote patient monitoring (RPM), Mobile health, and Tele pharmacy doctors and health care providers can connect to the people and will provide the required pharmaceutical products.

### **Remote Patient Monitoring (RPM)**

Remote Patient Monitoring is an effective healthcare delivery model to gather patients' data without visiting directly to the hospitals. It increases comfort to the patients and engages with the doctors and healthcare providers. Since it is a specific technology, it helps to improve the overall Telehealth industry.

### **Mobile Health**

Mobile health is a delivery with the use of mobile phones and other wireless devices to attain medical care. It helps in Treatment support, chronic diseases, and disease surveillance. It integrated the health record of patients to provide better health support.

### **Tele Pharmacy**

Tele Pharmacy is a service delivery, which delivers pharmaceutical products by telehealth and communication. Patients can avail of their prescribed drugs via tele pharmacy.

## **LIMITATIONS IN PROVIDING TELEHEALTH TO THE RURAL PEOPLE**

Telehealth visits developing in India are not a complete substitute for in-person visits, nor they are feasible for all patients or clinical situations. A significant limitation is an inability to conduct an in-person physical examination. Inaccurate dosing of weight-based drugs (e.g., chemotherapy treatments, and pediatric medications) may occur due to the inability to weigh patients.

Many traditional office elements, such as physical presence, and emotional connections are restricted by digital technologies and should be overcome over years. Some patients may have no prior experience with video visits and prefer in-person visits over video visits, so proper training should be given to patients and doctors too. Similar preferences for in-person interactions have been noted in specialty care services.

The clinician must use tele Health and Tele medicine services appropriately for care to be delivered effectively and accurately. The "digital divide" can create potential disparities in access to participation in telemedicine, including for those living in rural areas with limited Internet access, older adults, and those with diverse cultural settings and socioeconomics.

## **CONCLUSION**

Telehealth offers a promising opportunity to improve health outcomes for people by increasing access to healthcare. Greater community awareness is an important driver for telehealth services and public awareness efforts should focus on increasing community understanding of the options for access to health services including telehealth models of care.