

## Quality criteria of a patient-doctor teleconsultation and the promotion of shared medical decisions

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### Abstract:

#### CONTEXT AND OBJECTIVES

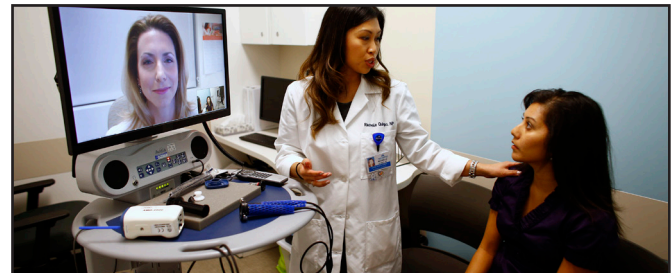
Teleconsultation, part of French law since 2018, stimulated the creation of a wide range of service providers either as mere technically secure solutions or as private non-reimbursed telecommunication platforms. While the Caisse Nationale d'Assurance Maladie had predicted 500,000 teleconsultation with patients in 2019, the actual uptake turn out is a meager 31610. This indicates a wide absence of these devices amongst seniors. Objective in demand therefore is to search for improved criteria in meeting the needs of professionals and elderly patients in Teleconsultation.

#### RESULTS

WHO recommended “each patient be provided with the combination of diagnostic and therapeutic procedures to ensure the best outcome for the patient...”. However, in the absence requirements for teleconsultation, clinical trials and assessments are rare\*. The majority of reports represent qualitative trials with little or no technology description and evaluate parameters of isolated value only (access to care, transportation, time savings, patient satisfaction). Only one publication focussed on assessing the ergonomics of the interface\* and reported rapid related behavioural familiarization of patients with the interface and improved physician-patient communication\*.

#### CONCLUSIONS

With respect to the vision: “right care at the right time” \*, improved clinical trials are needed to evaluate the quality of teleconsultation interfaces in physician-patient communication and Shared medical decisions. Apart from technical smoothness special attention should be paid to emotional and mental barriers hindering utilization of available devices and to new user-driven strategies for their implementation.



### Biography:

Dr M-M Bernard, a Hospital Practitioner in Endocrinology-Diabetes has been leading successful telementoring/4D teleconsultations/telemobility projects at PACE2000 International Foundation since 1996, then at PACE2000. FR (VP: Pr T. Moulin, past President, SFT-Antel). Her application “MobilityMotivator” was selected by EU-Ambient Assisted Living. From 2002 to 2018 she has also been a senior policy advisor then a drug reviewer at the Therapeutic Product Directorate, Health Canada.

### Publication of speakers:

1. Gan et al. An overview of clinically and health-care related apps in Google and Apple app stores: Connecting patients, drugs, and clinicians. *Scientific Phone Apps and Mobile Devices Springer Open* (2016) 2:8.
2. Kai Zhang, MS, et al. *Mobile Videoconferencing Apps for Telemedicine Office of High Performance Computing and Communication, NLM, Maryland, Maryannlibert, Inc.*
3. MM. Bernard et al. Evaluation by 30 chronically-ill patients of a connection to their specialist physician, using a telemedicine-telementoring interface. *J. Eur. Research in Telemedicine* (2015) 4;103-107

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