



PSG BULLETIN

Service with compassion to members and community

PHILIPPINE SOCIETY OF GASTROENTEROLOGY

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COVID-19: Digital options to help you stay connected with patients

Concerns about COVID-19 infection, social distancing compliance, and mobility restrictions imposed by the enhanced community quarantine make in-person consultation both impractical and imprudent for patients at this time. Fortunately, there are digital options that you can utilize to manage **non-emergency** inquiries from patients:

1. SMS or phone updates to address medical concerns of patients under your active care.
2. Teleconsultation through social media and messaging apps (e.g. FB Messenger, Viber, WhatsApp, etc.)
3. Telemedicine apps:
Setting up your own virtual clinic is now possible with telemedicine. These are web-based platforms that feature online consultation, electronic medical records, e-prescriptions, and some have professional fee payment schemes. Some Filipino doctors have subscribed to these even before the COVID-19 pandemic.

The Department of Health is encouraging Filipino physicians to utilize telemedicine in light of the COVID-19 pandemic. The agency will partner with telemedicine providers such as konsultaMD and Medifi to provide free telemedicine services. DOH will release telemedicine guidelines once these are finalized. <https://psgastro.org/component/content/article/79-psg-news/378-doh-announcement-on-telemedicine?Itemid=437>

Telemedicine apps currently available include:

- Medifi (<https://www.medifi.com/>)
- SeriousMD (<https://seriousmd.com/>)
- KonsultaMD (<https://www.konsulta.md>)
- Doxy.me (<https://doxy.me/>)

4. Electronic prescription (e-prescription) – please click on this link to read the Philippine FDA Guidelines on the use of e-prescriptions: <https://www.fda.gov.ph/wp-content/uploads/2020/03/FDA-Circular-No.-2020-007.pdf>

Let us do our part in mitigating the COVID-19 outbreak by utilizing digital options to promote social distancing and to keep patients at home if their condition does not warrant hospital care.