

## AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH



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### ONLINE MEDICAL HEALTH SERVICE DURING COVID-19

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#### Group-05:

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# Online Medical Health Service During COVID-19

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**Abstract—** Due to Covid-19 situation, general people faced various kinds of

problems. Health service was one of the most common problems in this

pandemic time. A large number of people were suffering from basic medical services, like-medicine, finding medical instruments, ambulance service, experienced nurse service and top of the list efficient doctors. To overcome this critical situation online service played an effective role according to some study. Here, the Online Medical Health Service has solved all the problems in one solution. It provided 24/7 hours medical services. According to a survey, most of the people liked this service because it provided good communication to patients. To talk about the survey report result, it was agreed by the majority numbers of people that this Online Medical Health Service was very effective during the pandemic situation. Here, it was found that this online service gained people trust because of its good services. The report attempted to show in this time of pandemic situation the Online Medical Health Service played a more effective role and benefited for general people to overcome their communication problem in basic medical services which was essential for Covid-19 situation.

***Index Terms-*** Online Health service, medical equipment, effective, communication.

## I. INTRODUCTION

Online medical health benefit is the utilization of restorative data traded from one location to another through electronic communications to move forward a patient's clinical wellbeing status. Online medical health service benefit incorporates a developing assortment of applications and administrations utilizing two-way video, email, phones, remote devices, and other shapes of broadcast communications innovation.

Coronavirus illness 2019 (COVID-19) has definitely influenced healthcare over the globe. Apparently, there's a concern almost over-burdening the wellbeing care capacity . These virtual care services provide a variety of non-dispensing functions, enabling physicians to provide quality medical-care services during the COVID-19 pandemic. Online medical health care can be coordinated into the healthcare framework as an approach to maximize the productivity of healthcare conveyance . It advances social removing

degrees and offers assistance restorative centers in overseeing delayed holding up times and chance of illness movement . Train providers and staff on policies, practices, and protocols for using online health services, including appointment scheduling, documentation and billing, referral processes for specialty care, urgent and emergent care, laboratory services, pharmacy prescriptions, medical equipment, and follow-up visits. Future works will envelop recovering more writing on how to progress online health service utilization. Online service gives a secure, available, and helpful medical-care.

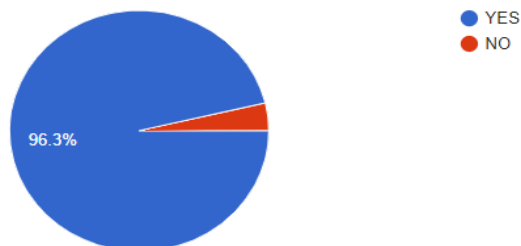
This survey was performed by preparing some questions based on “ online Medical health service during COVID-19 situation” .The survey has been conducted by means of primary data collection measures. A survey was conducted by means of Google forms where some questions and answers were asked about the online Medical health service. At first a link was shared via facebook messenger and email. The survey was disseminated by more than 80 pepole. The respondents were mixed in terms of age groups as well as profession. All the information was collected from everyone and then analyzed and a conclusion was reached .

## II. METHODOLOGY

## III. SURVEY RESPONSE

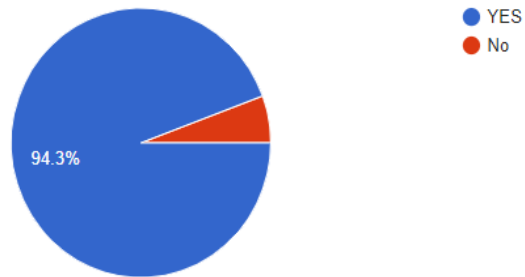
1. In this online health services, Doctor will be available for call 24/7. Do you think is it helpful?

107 responses



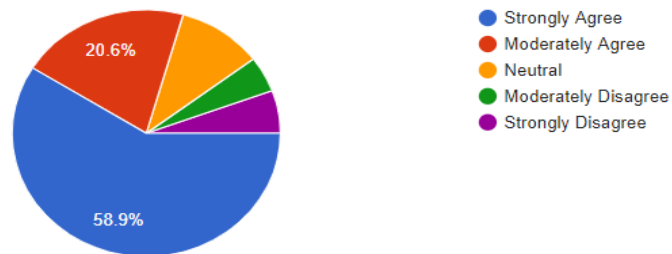
2. To provide services at home, there will be nurses, medical equipment and medicine according to doctor advice. Do you think it is helpful than previous online health services?

106 responses



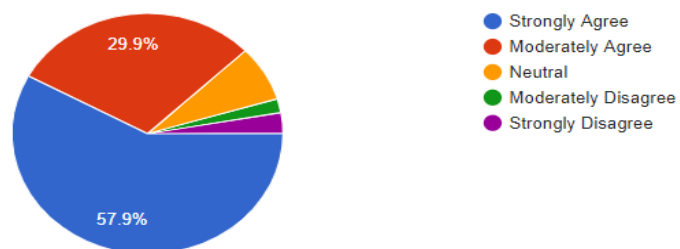
3. Do you think this service helps in a rural area or poor people?

107 responses



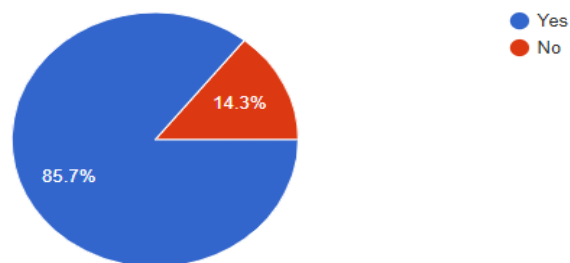
4. People will be more benefited and overcome their problem to use this online medical services.

107 responses



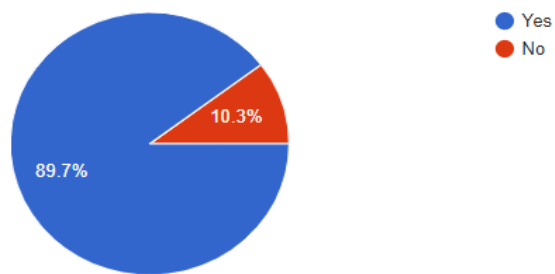
5. Do you think this online services trustworthy?

105 responses



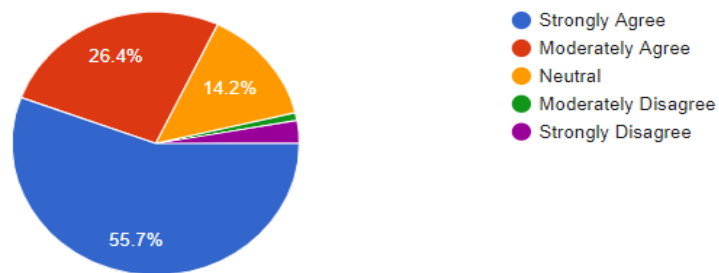
6. Would you like to recommend this service to your relatives?

107 responses



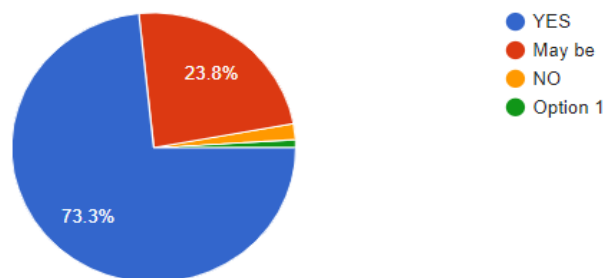
7. Do you think this whole service will be effective during COVID-19 situation?

106 responses



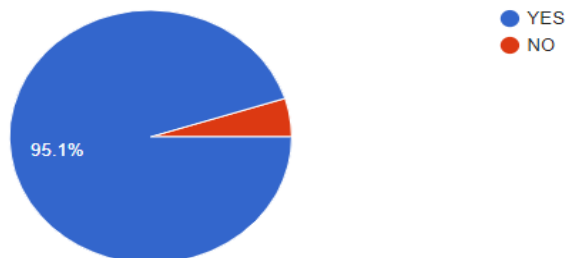
8. Do you think the demand of online Health services are increasing day by day?

105 responses



9. By using phone call people can take service easily anytime anywhere. Is it helpful?

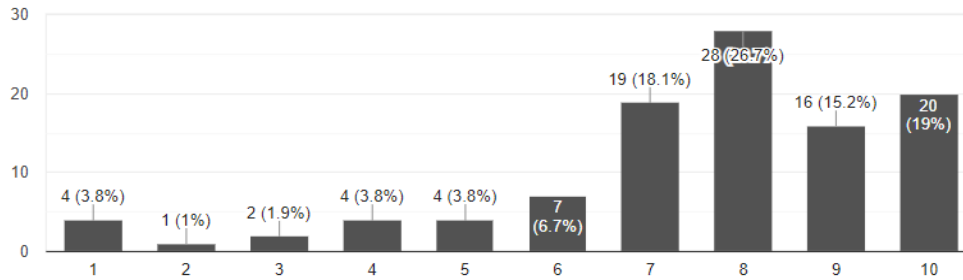
102 responses



10. How would you rate this online health services?



105 responses



#### IV. RESULT

It is found that most of the participants think online medical health service will be more efficient, helpful and trustable way to communicate. They also think it is a great initiative during this covid-19 pandemic.

that it could be more benefited and overcome their problem by using this online medical health service.

#### VI. CONCLUSION AND RECOMMENDATION

#### V. ANALYSYS AND FINDINGS

From the survey data observation and analysis, it is identified that majority of the participants about (82.1%) are agreed with the effectivity of the system of whole service during COVID-19 pandemic situation. Most of them said

In the purpose of medical care, the Online Medical Health Service becomes a trustable name. It gains the reputation because of its good services for the patient and general people. In the time of Covid-19, this online service plays a vital role to provide basic medical services. It is a powerful way to communicate in this pandemic time.

## REFERENCES

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