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Experience of Using Telemedicine for Home Care during the COVID-19 Pandemic

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Abstract

For over 3 years, Taiwan's Central Epidemic Command Center, Ministry of Health and Welfare, and various medical institutions have collaborated to provide home care for mild but confirmed cases of COVID-19. During the pandemic, the key to the widespread adoption of telemedicine was the loosening of legal restrictions on its use. Frontline medical staff members in clinics used information tools on the LINE application to establish telemedicine communication channels with patients and their families, thereby achieving a "community-based triage and epidemic prevention model." For example, in Taipei, health-care providers, epidemic prevention providers, local health administrative units, and patients with COVID-19 jointly learned how information tools could be utilized in the epidemic prevention efforts. Such video consultations enabled the preservation of Taiwan's medical capacity, protection of national health, and, crucially, establishment of a foundation for developing telemedicine in not only Taipei but all of Taiwan.

Keywords: telemedicine, COVID-19 pandemic, home care

通訊診療運用在COVID-19疫情期間 居家照護的經驗—以臺北市為例

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摘要

3年多來，由於COVID-19疫情肆虐臺灣，嚴重特殊傳染性肺炎中央流行疫情指揮中心、衛生福利部和全國醫療院所合作，提供輕症的確診個案居家照護，在COVID-19疫情期間，鬆綁通訊診療運用的法令限縮，最重要的關鍵就是通訊診療的大量運用。第一線診所的醫療護理人員應用LINE App資訊工具，和確診個案及家屬建立通訊診療，達到「以社區為基礎分級分流防疫模式」。以臺北市為例，雖然是首善之區，也在這一次疫情中，醫療防疫提供者、地方衛生行政單位、確診市民等，共同學習資訊工具的應用，以視訊診療的方式，從而保存臺灣的醫療量能，守護國民健康，更為臺灣奠定發展視訊診療的重要基礎。

關鍵詞：通訊診療、COVID-19疫情、居家照護