

CIRRNET NETZWERKTREFFEN 2024 FAILURE TO RESCUE

DRINGLICHKEITSEINSCHÄTZUNG IN DER TELEMEDIZIN – BEDEUTUNG UND MÖGLICHKEITEN

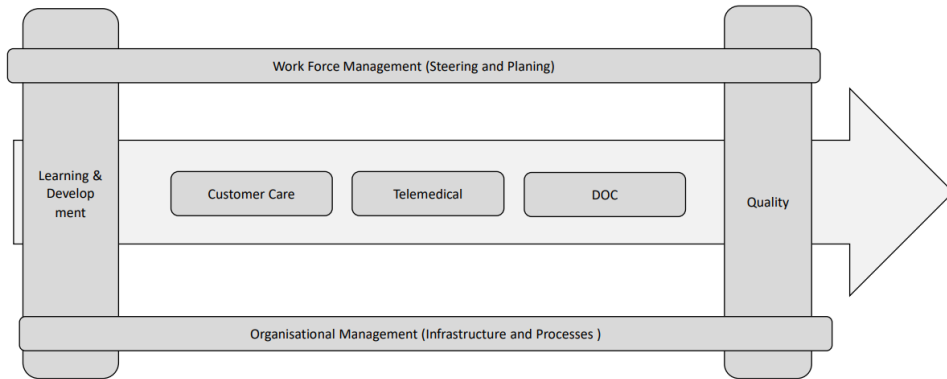
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CONTENT

- Customer Journey
- Assessment of urgency
- Importance of video telephony
- Processes – measures, standardize and model
- If outcome was not as desired - dealing with errors and complaints








CUSTOMER JOURNEY



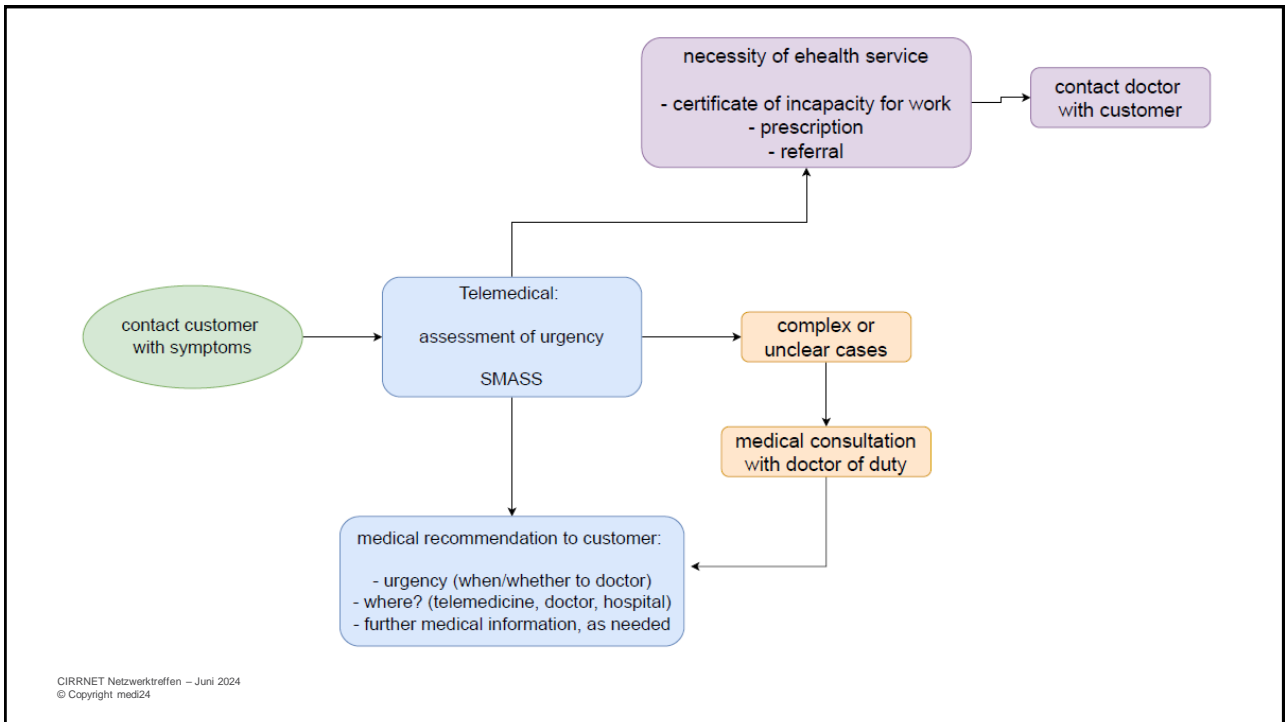
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ASSESSMENT OF URGENCY – WHY AND HOW

- Tool: SMASS - Swiss Medical Assessment System
- Principle: The urgency of each patient is assessed using the SMASS triage system
 - Assessment of urgency and place of care
- Provision of the relevant medical information
- Contact with one of our doctors:
 - in unclear/complex cases
 - if an e-health service is required
 - certificate of incapacity for work, prescription, referral

-  Allgemein
-  Haut/Immunsystem
-  Kopf/Hals
-  Muskeln/Skelett/Gelenke
-  Brust/Herz/Lunge
-  Bauch/Nieren/Harnwege
-  Geschlechtsorgane

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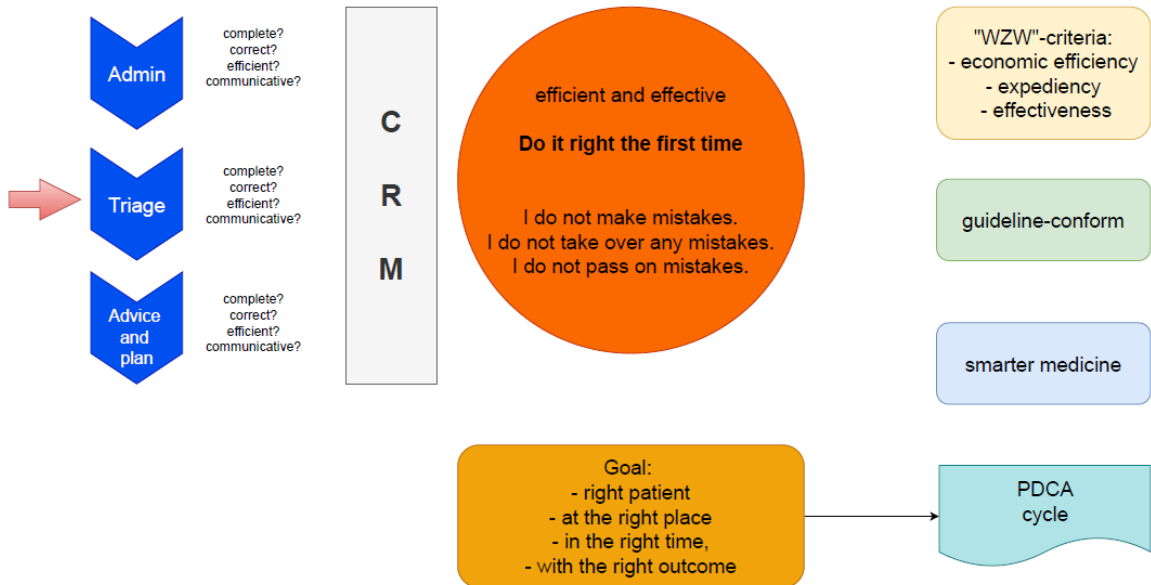


IMPORTANCE OF VIDEO TELEPHONY

- Tool: EmergencyEye
- Assessment of:
 - skin findings
 - general conditions (pediatric patients)
 - alarm signs - signs of respiratory distress in the child, signs of inflammation
- video-assisted examination – age-unlimited

PROCESSES MEASURES – STANDARDIZE - MODEL

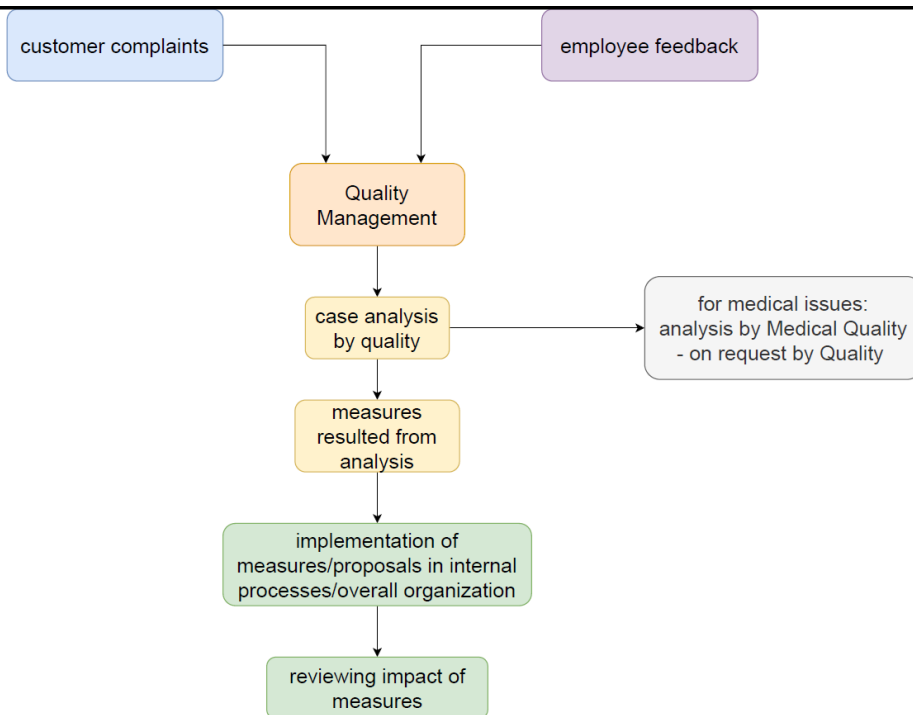
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Morbidity Konferenz - März 2024
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IF OUTCOME WAS NOT AS DESIRED - DEALING WITH ERRORS AND COMPLAINTS

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**THANK YOU FOR
ATTENTION**

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DISCUSSION

