

Analisis implementasi telehealth pada pasien rawat jalan di beberapa negara maju selama Pandemi COVID-19 : scoping review = Telehealth for outpatient implementation analysis in developed country during COVID-19 Pandemic : a scoping review

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Abstrak

Pandemi COVID-19 telah menyebabkan penurunan tren kunjungan langsung pasien rawat jalan ke fasilitas pelayanan kesehatan. Penggunaan telehealth menjadi alternatif solusi dalam merespon tantangan pelayanan kesehatan akibat pandemi COVID-19. Oleh karena itu, penelitian ini bertujuan untuk mengetahui gambaran implementasi telehealth pada pasien rawat jalan di beberapa negara maju selama pandemi COVID-19.

Penelitian ini menggunakan metode scoping review. Pencarian literatur dilakukan melalui online database yaitu PubMed, ScienceDirect, Scopus, dan Sage Journal. Terdapat 22 studi yang termasuk ke dalam penelitian ini. Hasil penelitian menunjukkan bahwa terdapat peningkatan penggunaan telehealth pada masa pandemi COVID-19 oleh pasien rawat jalan. Negara -negara maju yang termasuk dalam penelitian ini yaitu Negara Amerika, Australia, Inggris, Italia, Jerman dan Polandia. Jenis layanan telehealth yang digunakan meliputi telekonsultasi, telemedicine, telemonitoring, teleneurologi, virtual care, virtual visit, dan video-observed therapy. Media yang digunakan selama menggunakan layanan telehealth oleh pasien yaitu audio telepon, panggilan video, dan aplikasi berbasis web. Implementasi telehealth selama pandemi COVID-19 telah memberikan manfaat bagi pasien rawat jalan. Namun, masih terdapat hambatan dan tantangan dalam pengimplementasian telehealth di beberapa negara maju dan begitupun dengan implementasi di Indonesia. Sehingga, masih diperlukan adanya upaya -upaya perbaikan dan pengembangan berkelanjutan untuk mendapatkan manfaat dari layanan telehealth yang lebih baik untuk pelayanan kesehatan.

.....The COVID-19 pandemic has led to a decrease in the trend of outpatient in-person visits to healthcare facilities. Telehealth is an alternative solution in responding to the challenges of health services due to the COVID-19 pandemic. This study aims to describe of telehealth implementation in outpatients in several developed country during pandemic COVID-19. This tudy used a scoping review method. Literature searches are carries out through online databases namely Pubmed, ScienceDirect, Scopus, and Sage Journal. There were 22 studies included in this study. The results showed that there was an increase in the use of telehealth during the COVID-19 pandemic by outpatients. The developed countries include in this study are America , Australia. English, Italian, German and Polish. The types of telehealth services used include teleconsultation, telemedicine, telemonitoring, teleneurology, virtual care, virtual visits, and video-observed therapy. The media used while using telehealth services by patients are telephone audio, video calls, and web-based applications. The implementation of telehealth during the COVID-19 pandemic has provided benefits for outpatients. However, there are still has challenges in implementing telehealth in several developed countries and in Indonesia. Thus, there is still a need for continuous improvement and development to get benefit from better telehealth services.