

AGAINST VIRTUAL CLINICS IN HIV CARE FOR STABLE PATIENTS

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Helen N. Byarugaba
nhelenb@gmail.com

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Outline

- Definition and Understanding of
 - virtual healthcare
 - HIV stable patient
- Discussion : Against the motion
- Listen and Judge for yourself
- Nurse- Patient Relationship OR Personal touch vs Virtual
- Shift of responsibility of Care
- Change OR breakdown of health professional – patient relationship

Virtual HIV care for Stable Patients

- Virtual: Almost or nearly as described, but not completely(English Oxford Dictionary)
- HIV care (<http://www.hivguidelines.org/>):
 - Medical history and physical examination
 - Laboratory assessments and diagnostic testing
 - Health maintenance and preventive care
 - Coordination of care
 - Use of chronic care services
- Stable Patient (as understood by Helen):
 - Viral Load under control
 - Treatment Adherence
 - Socio-economic and psychological stability
 - No envisaged complications

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DISCUSSION



~~VIRTUAL CLINICS~~

Opposed From A

Stable Patient perspective
especially when accustomed
to personal touch.



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Cont'd

Nurse

Patient

Trust
Respect
Professional
intimacy, Empathy
Power/
empowerment
Guidance
Monitoring,
Probing questions

Lack of a realness perception = more difficulty in providing, psychological care especially aspects such as empathy that are more apparent in face-to-face interface

Face-to-Face

familiar

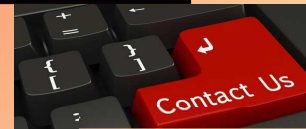


Smile!

The Personal Touch



Call Centre or Automated



Shift of Responsibility of care

- From healthcare provider to patient.
- From healthcare professional To facilitator and information provider.
- Patient has to carry out activities such as home testing and self-testing (Hjelm, 2005)
- Other concerns:
 - Patient misuse of equipment and apparatus;
 - Possibility of patient forgetting to submit information;
 - More importantly, with self use of tools, self-diagnosis -Risk of misdiagnosis.
 - In the case of HIV care, **misdiagnosis = fatality₇**
(viral load status)?

Conclusion

- - to lose the human touch if patients communicate with a computer
- to lose the clinical examination (skin lesions , weight loss, infections,...)
- unawareness of newest therapies (professionals discuss during the consultation in person if new and simpler therapy options have become available)
- the (emotional/psycho-social?) spiritual wellbeing is impossible to assess during a computer consultation
- Shift of expertise:
 - Nurses to depend on the assumed expertise of the patients while this is a specialised and meticulous exercise
- Disregard of other influencing factors:
 - Adherence is not a one time fix
 - changing environment brings changes with it
- Pause, reflect, comforting and deduction – not likely in virtual approach ₈

Audio

- Hullo Helen. Come in
- Take a sit
 - Thank you
- How have you been?
 - Feeling good really
 - Still taking my medication well
 - Am even swimming daily
- That is good to hear
- The last time you were here your spirits were so low
 - Oh yes, it was about my Dad. He is fine now
- Good
- Your last test results are very good
- Keep doing what your are doing Helen
- Is there anything else you would like to discuss?
 - Eeh no no YES yes Nurse
 - For about 3 months now
 - I feel my mouth is too dry
- Helen, whenever you getsuch changes like that , please get in touch as soon as possible
- A moment
- Here is your medication for the dry mouth
- And your tablets for next 9 months
- I see you then
 - Yes Nurse
 - Thank you
- Bye
 - Bye
- Hullo
 - Hullo
- Thank you for calling HIV Stable Patients' Clinic
- Please state your name and your date of birth
 - Helen Byarugaba
 - 17th August 1966
- Sorry I did not get your name.
 - Helen Byarugaba
- If you said your name is Helen BYEGUMANYA! Say YES if not say NO
 - NO
- State your name
 - Helen Byarugaba
- If your name is Helen say YES if not say NO
 - Yes
- State your date of birth
 - 17th August 1966
- Please state your date of birth giving 6 digits
 - 17 08 66
- Is your date of birth 17 08 66
 - YES
- Now choose from our options
- Stable patient with no complaints, choose 1
- Stable patient with complaints, choose 2
 - 1
- You have chosen Stable patient with no complaints
- Would you like more tablets? Say Yes or NO
 - YES
- Thank you for calling HIV Stable Patients' Virtual Clinic, your tablets for 9 months will be sent through your GP as requested
- Thank you
- Good Bye
 - Ohhh, No no aaah!
 - I wanted to change delivery methods
 - Even aahhaah!! have had skin lesions for 2 weeks now
 - I am even losing weight aahah
 - What do I do!
 - Do I have to call again and go throughall those detailssound of despair