

# Patient information support helpline

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## Background

- LPCDR is frequently contacted by people affected by rheumatic diseases (patients, caregivers and family members) for support and information, which are usually provided by 3 volunteers and by the secretary.
- All contacts, made via phone and/or email, are tracked until the situation is considered solved.
- With the COVID-19 pandemic, additional efforts were made to provide accurate information, gathering additional volunteers from the rheumatology community.



## Aims

- Since providing support is one of our values, we took the opportunity to analyse how we were addressing the requests and what improvements could be made.



## Methods

We analysed our key performance indicators (KPIs) and statistics for:

- ✓ COVID-19 related information and communication (Fig. 1 and Fig. 2)
- ✓ Standard on demand support and information (Fig. 3)



## Results



Fig. 1 - COVID-19 Multimedia content KPIs



Newsletters sent 2.688 mailing list



8.031 Total reach

8.998 Impressions

Fig. 2 - LPCDR Newsletter KPIs

Contacts for support & key areas of information requests

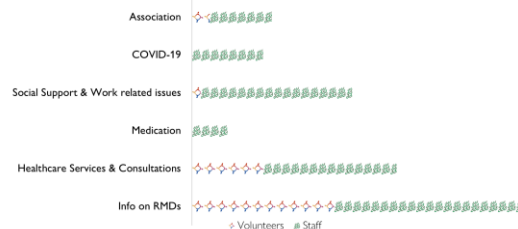


Fig. 3 - Standard on demand support and information



## Conclusions

From the results and considering that COVID-19 has had a strong effect on phone usage, LPCDR has a pilot project to create a Helpline:

- LPCDR's landline phone will work as a professional phone center, with an automatic answering and call forwarding option, to health professionals, volunteers (Peer counseling), social worker or legal support, for clarification of doubts.

### Next steps:

- To establish a team of dedicated volunteers with health professionals, social workers and lawyers for the helpline
- Training planning, preparation of the Helpline's volunteer support manual and arrangements for technological equipment and telephone service
- To be launched in early 2022 and evaluated after 1 year according to KPIs

Answering ≥100 calls

Recruiting ≥20 new members

User satisfaction (=Good/Very Good)

Satisfaction of the team (=Good/Very Good)