COUNSELING ON THE USE OF TELEMEDICINE TO IMPROVE HEALTH FOR SOCIETY

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Abstract
This research aims to organize an outreach program regarding the use of telemedicine in improving access and quality of health services for the community. This outreach program is designed to provide knowledge and skills to the public about how to use telemedicine effectively, including understanding the platform, the types of services available, and how to consult a doctor online. The methods used in this service activity include a series of workshops, online seminars and interactive question and answer sessions, which were attended by participants from various levels of society. The education material was delivered by a team of experts consisting of health practitioners, academics and telemedicine application developers. Program evaluation was carried out through participant satisfaction surveys and analysis of increased knowledge about telemedicine before and after counseling. The results of this activity show a significant increase in public understanding of telemedicine, including its benefits, safety and how to use it. Participants stated that they felt more confident to use telemedicine services to meet their health needs. This program was also successful in identifying barriers faced by the community in accessing telemedicine services and providing recommendations for future improvements. This research emphasizes the importance of public outreach and education as the key to optimizing the use of health technology, especially telemedicine, in improving the accessibility and quality of health services. This community service activity provides important insights for the development of an inclusive and sustainable digital health strategy.
Keywords: Telemedicine, Community education, Digital health education.

Introduction

In the current digital era, advances in information and communication technology have brought significant changes to various aspects of life, including the health sector. Telemedicine, as one of the innovations in the health sector, provides solutions to improve access and quality of health services, especially in areas that have limited access to physical health facilities. Counseling on the use of telemedicine is

important to introduce and educate the public about the benefits and ways to use this technology in efforts to improve health.

Researchers searched for several literatures including (Nuroctaviani, A., et al 2021) Patients do not need to go to the clinic to see a doctor, but only need to do an online consultation via WhatsApp. (Sitorus, RJ, et al 2023) Developing telemedicine applications, such as services via video calls and notification features for each doctor to increase responsiveness. (Wicaksono, A., & Setianto, B. 2022) Patients and the public can enjoy health services from their homes. (Simatupang, JR, & Fahmi, S. 2023) telehealth or Mhealth will be in line with increasing the quality of nursing services provided, so that optimal levels of public health can be achieved. (Widuri, A., & Noor, H.Z. 2021) The service program was implemented and it was concluded that telemedicine could be an alternative to increase visits from people interested in doing telemedicine.

This outreach aims to provide knowledge and skills to the public in utilizing telemedicine, which can not only increase efficiency in obtaining health services but also expand the range of access to professional health services, medical consultations and accurate health information. By utilizing telemedicine, people are expected to be able to overcome geographical barriers, minimize the time and costs associated with accessing conventional health services, and benefit from fast and efficient health consultations.

This community service activity includes a series of outreach activities which are expected to increase public awareness and knowledge about the importance of telemedicine technology. Through this activity, it is hoped that people can be more independent in managing their health with the help of technology to encourage the integration of digital health services in the health system as an effort to improve people's quality of life.

Thus, promoting the use of telemedicine to improve public health is an important initiative that is in line with the government's efforts to implement information technology in the health sector. This initiative not only has a direct impact on individuals in society, but also contributes to improving a more inclusive and sustainable health system.

Research Methods

This community service activity uses qualitative and quantitative approaches to collect and analyze data. A qualitative approach was used to understand people's perceptions, motivations and responses to the use of telemedicine. Meanwhile, a quantitative approach is used to measure the level of increase in knowledge and use of telemedicine among the community after participating in a series of outreach activities.

Research Stages

Introduction and Preparation: Includes identification and selection of extension locations, determination of research subjects and samples, as well as preparation of materials and extension aids.

Socialization and Counseling: Carrying out outreach activities about telemedicine, which includes introducing the concept, benefits and how to use telemedicine to the public.

Data Collection: Through pre-counseling and post-counseling questionnaires to measure the level of public knowledge and acceptance of telemedicine. In-depth interviews and focus group discussions (FGD) were also conducted to gain further insight into people's experiences and expectations regarding the use of telemedicine.

Data Analysis: Quantitative data was analyzed using statistical methods to assess differences in the level of knowledge and use of telemedicine before and after counseling.

Evaluation and Reporting: Evaluation of the effectiveness of extension activities is carried out based on the results of data analysis. This community service activity report will include methodology, analysis results, discussions and recommendations for similar outreach in the future.

Research Instrument

Questionnaire: Used to collect quantitative data about the community's initial knowledge of telemedicine and changes after education.

In-depth Interviews: Conducted to obtain qualitative information from selected individuals who can provide insight into the experience of using telemedicine.

Focus Group Discussion (FGD): Gathering small groups from the community to discuss experiences, hopes, and challenges in utilizing telemedicine.

Observation: Non-participatory observations are carried out during extension activities to assess the interaction, enthusiasm and response of the community to the material presented.

This research method is designed to identify factors that influence the acceptance and use of telemedicine by the public, so that it can provide effective recommendations for improving public health through telemedicine technology.

Results and Discussion

After carrying out outreach activities on the use of telemedicine, the results obtained can be divided into several main points:

Level of Knowledge: There has been a significant increase in the level of public knowledge regarding telemedicine. Prior to the education, the majority of respondents had limited understanding of the concept and benefits of telemedicine. After the

counseling, almost all respondents showed a good understanding of telemedicine, including how to use it.

Perception of Telemedicine: Public perception of telemedicine has changed positively. Initially, some respondents were skeptical about the effectiveness and safety of telehealth services. However, after education, most respondents felt that telemedicine was a practical and safe solution for accessing health services.

Willingness to Use Telemedicine: There is an increasing willingness to use telemedicine in the future. The post-counseling questionnaire showed that most respondents were interested in trying telemedicine services for their health needs.

Discussion

The Importance of Education: The results show that education and outreach have a crucial role in increasing public awareness and understanding of telemedicine. This emphasizes the importance of similar initiatives to introduce new health technologies to society.

Perception and Belief: The positive change in perception towards telemedicine indicates that the biggest challenge in adopting this technology is changing people's mindsets. Therefore, education must include information about data security and confidentiality, as well as the effectiveness of telemedicine services.
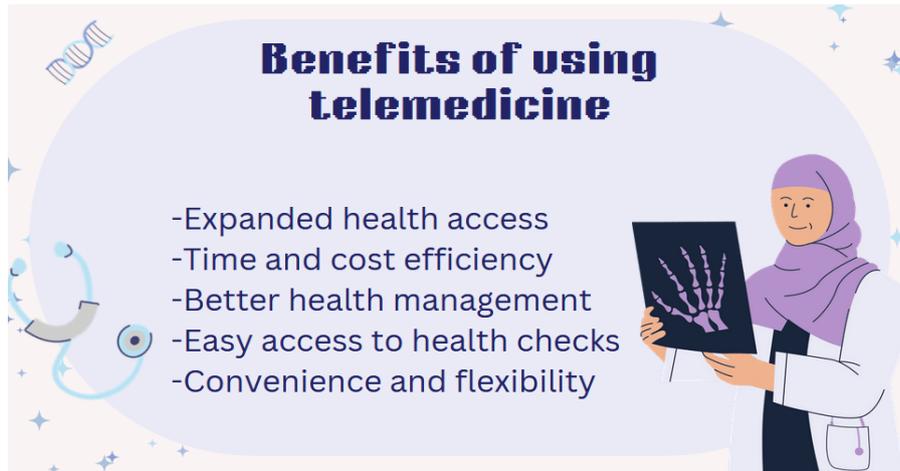

Figure 1 Extension materials

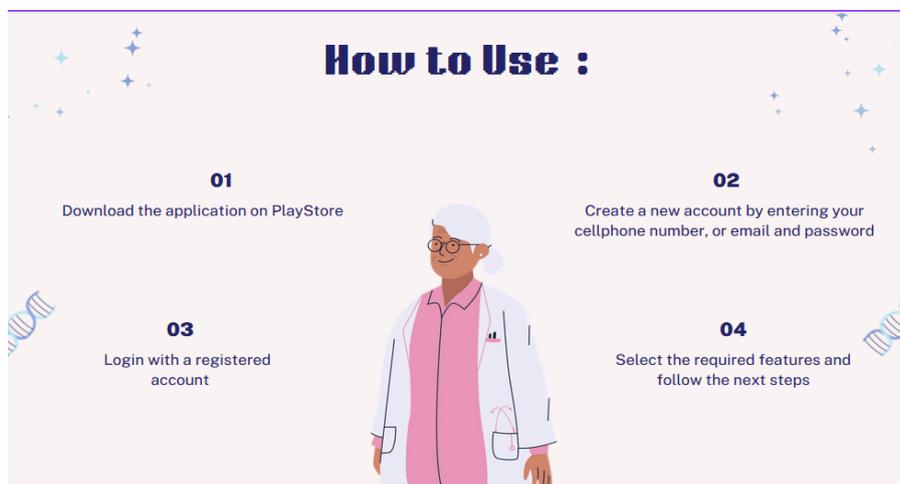Figure 2 Educational materials on the benefits of telemedicine

Figure 3 Educational material on how to use it

Conclusion

Community service activities in the form of outreach on the use of telemedicine to improve community health have shown significant results. This initiative has succeeded in increasing public knowledge and awareness about the existence and benefits of telemedicine as an efficient and effective alternative to health services. Through a series of outreach programs, society has become more open and positive towards the use of technology in the health sector.

The following are some of the main conclusion points from this service activity:

1. Increased Knowledge: There is a significant increase in the level of public knowledge and understanding about telemedicine, which indicates the effectiveness of counseling as an educational medium.
2. Changes in Perception: Public perception of telemedicine is changing to be more positive increased interest in using service meet their health needs.
3. Community Readiness: Society shows greater readiness to adopt telemedicine, driven by a deeper understanding of its benefits and practicality.

4. Identify Barriers: This outreach also identified several key barriers to telemedicine adoption, including technological infrastructure, digital skills, and trust in remote health services.
5. Recommendations for Improvement: To increase adoption of telemedicine, it is recommended to continue improving technological infrastructure, providing digital literacy training, and building public trust through providing accurate and transparent information safety and effectiveness telemedicine.

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