

IMPROVING KEY PERFORMANCE INDICATORS FOR POORLY CONTROLLED DIABETES PATIENTS LIVING IN RURAL AREAS THROUGH TELECONSULTATION

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Introduction:

Teleconsultation has emerged during COVID to improve healthcare services in rural areas. In Hong Kong East Cluster, three clinics are located on outlying islands (OLI). Patients need long travel to access programs that are only available in urban clinics. The Risk Assessment and Management Program (RAMP) for poorly controlled diabetes (DM) patients has been in operation in urban clinics for years.

Methods:

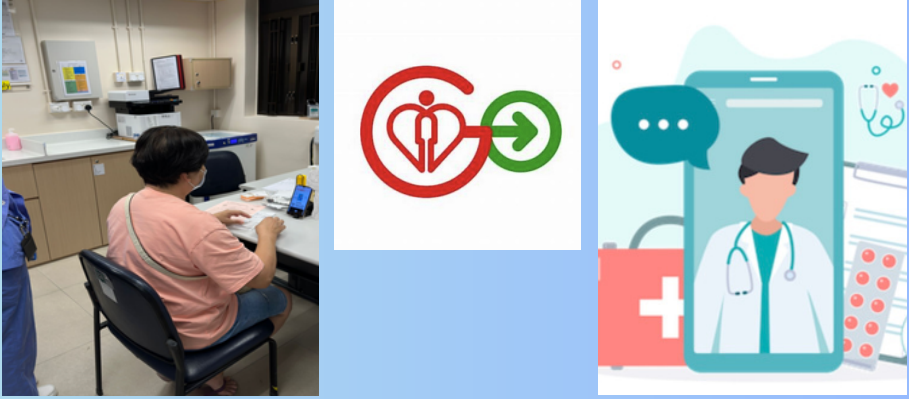
A workgroup was established to discuss the logistics and setup teleconsultation service in OLI clinics. Staff training and drill was conducted, a guidebook was prepared for reference. Tele-RAMP doctor consultations were commenced in Peng Chau (PC) and North Lamma (NL) GOPC from 2/2024. Poorly controlled OLI DM cases were referred to Tele-RAMP doctor. Patients would continue to attend the OLI clinic as usual but managed by an Associate Consultant from urban clinic through Tele-RAMP consultations. On follow-up days, staff assisted patients in logging into HA Go, OLI nurses provided nursing interventions after teleconsultation.



Peng Chau GOPC



North Lamma GOPC



Tele-RAMP doctor consultation in OLI GOPC

Results:

From February, 2024 to March, 2025, 18 & 13 patients received teleconsultation in PC and NL GOPC, respectively.

