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## Utilization of the Health Consultation Application (Chat Dokter Online) for COVID-19 Self-Isolation Patient Services in Palembang City

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### ABSTRACT

Chat Dokter Online is a digital health platform developed by CV Cattleya Consultation Center based in Palembang. This digital health platform serves general public health consultations regarding health problems both in the city of Palembang and from outside the city of Palembang. This application is expected to be able to provide optimal services and a broad reach for users and especially patients who are self-isolating COVID-19 in Palembang City. The implementation of this community service activity is carried out through the stages of observation, interviews, application prototype development, application testing, application utilization, and monitoring application utilization. Chat Dokter Online provides massive health services and easy access for patients exposed to COVID-19 to determine the clinical degree of COVID-19 and complaints felt by patients and to determine when to finish self-isolation. In addition, this application helps the public to get valid health information directly from doctors and experts.

### 1. Introduction

At the end of 2019, the world was shocked by the emergence of a new emerging disease that started in Wuhan, Hubei Province, China. Where this new disease attacks the respiratory tract causing acute respiratory problems, and can cause serious complications in the form of death from respiratory failure. This new disease was later known as COVID-19 (Corona Virus Disease 2019). COVID-19 quickly spread throughout the world until it arrived in Indonesia in early March 2020. The spread of COVID-19 was quite fast and massive in Indonesia, which caused the government to implement a policy of restricting community activities on a large scale. People began to live with full restrictions on social

activities, where everything was done from home, from studying at home and working at home to worshipping at home. This social restriction is expanding to the limitation of various community activities and including health consultations that are carried out online through various online health consultation applications.<sup>1-3</sup>

After reaching the age of 1 year since the start of the spread of COVID-19, it turns out that this disease has not shown any signs of decreasing activity. In fact, a second wave of attacks that are more massive and more serious than those that occurred in 2020. In fact, the COVID-19 Virus has undergone various mutations, and various variants have emerged with the ability to transmit faster. Since mid-2021, the

Indonesian government has implemented the PPKM (Restriction on Movement and Community Activities) policy massively and widely. The enormity of the second wave of COVID-19 caused hospitals and health facilities to be full and many areas in Indonesia experienced a collapse in their ability to handle COVID-19. Not a few people who were exposed to COVID-19 had to self-isolate, and many were not properly monitored and controlled. Quite a lot of these end in death due to delays in medical action that should be taken. Palembang is one of the cities in Indonesia that is quite affected by the second wave of COVID-19.<sup>4</sup>

Chat Dokter Online is a digital health platform developed by the CV Cattleya Consultation Center based in Palembang. This digital health platform serves general public health consultations regarding health problems both in the city of Palembang and from outside the city of Palembang. Since the second

wave of COVID-19 hit Palembang City and with the increasing number of self-isolated patients who are not served by Health services in Palembang City, this platform provides COVID-19 screening services, consultation services during self-isolation and screening services after self-isolation.<sup>5-7</sup> This application is expected to be able to provide optimal services and a broad reach for users and especially patients who are self-isolating COVID-19 in Palembang City.

## 2. Methods

This community service activity is implemented through the stages of observation, interviews, application prototype development, application testing, application utilization, and application utilization monitoring, as shown in Figure 1.

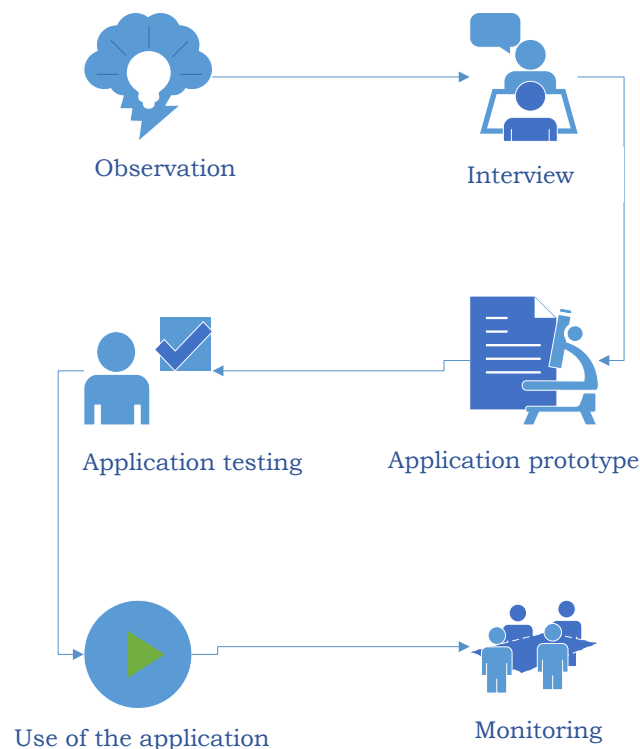


Figure 1. Process and stages of program implementation.

The next stage is to manufacture and test a technology to consult and monitor COVID-19 self-isolation patients. This technology includes COVID-19 screening services, consultation services during self-isolation, and screening services after self-isolation.<sup>8</sup> This application is expected to be able to provide optimal services and a broad reach for users and especially patients who are self-isolating COVID-19 in Palembang City. Furthermore, the launching and mass use of this application was carried out for the residents of Palembang City. After the implementation process, the monitoring stage is carried out, as well as providing criticism, input, and suggestions to improve and improve the quality of this health digital platform technology.

### 3. Results and Discussion

Chat Dokter Online is a digital health application developed by CV Cattleya Consultation Center based

in Palembang. This digital health platform serves general public health consultations regarding health problems both in the city of Palembang and from outside the city of Palembang. Since the second wave of COVID-19 hit Palembang City and with the increasing number of self-isolated patients who are not served by Health services in Palembang City, this platform provides COVID-19 screening services, consultation services during self-isolation and screening services after independent isolation. This application is expected to be able to provide optimal services and a broad reach for users and especially patients who are self-isolating COVID-19 in Palembang City. This application can be easily accessed on various search engines simply by entering the online keyword consultation, Palembang online health, or Chat Dokter Online. In addition, the public can easily access it at: <https://chatdokteronline.com>, as shown in Figures 2 and 3.<sup>9</sup>

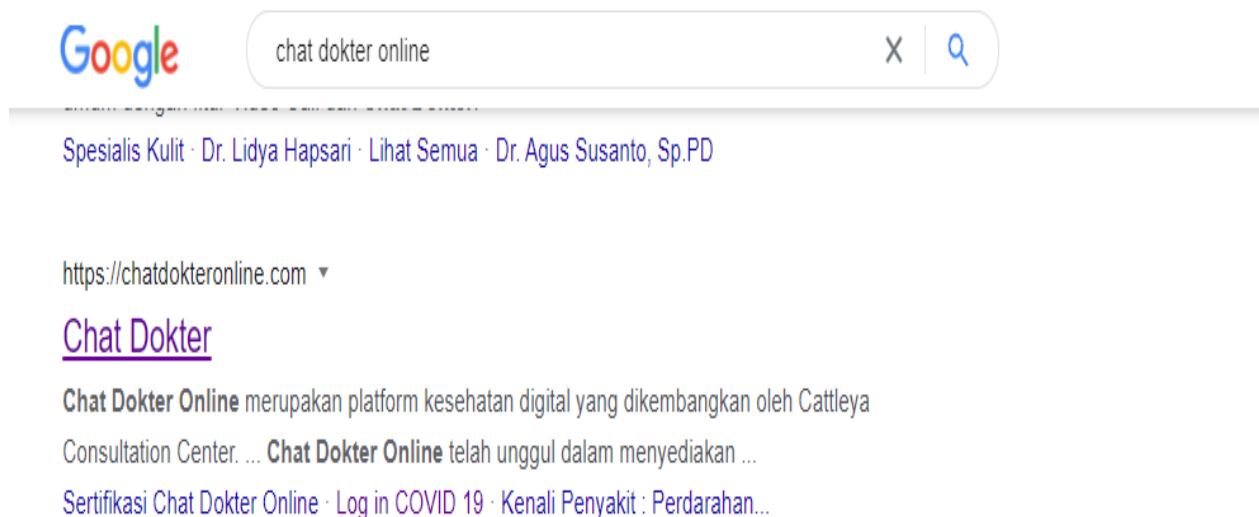


Figure 2. Display of Chat Dokter Online on google search engine.

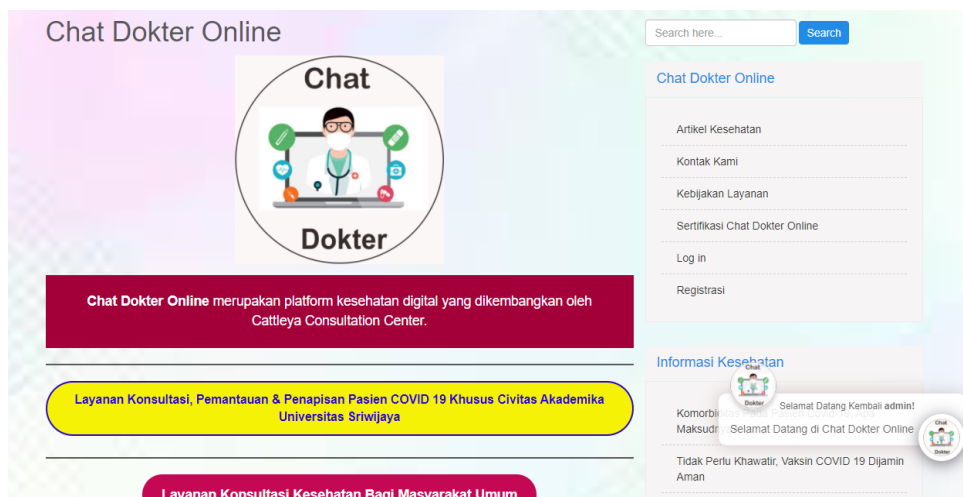


Figure 3. Display of Chat Dokter Online page.

The first service of this application is a COVID-19 screening service. This service provides convenience for the public to find out the clinical condition or severity of COVID-19 experienced. Patients simply fill in the questions asked, and at the end of the session, the application will automatically make a decision on

the clinical degree of COVID-19 and provide recommendations for what action to take. This application is also connected to partner health facilities which will immediately respond actively if there are people who need immediate treatment.



Figure 4. Display of COVID-19 clinical degree screening services Chat Dokter Online.

The next service is the existence of a self-isolation screening service for COVID-19 patients who have self-isolated. Quite a lot of people are confused about when

it's time to finish self-isolation. People are sometimes confused and have difficulty getting information or have difficulty asking questions and determining

whether the person in question has finished self-isolation. This service is very helpful because patients who have undergone self-isolation can simply access the service and answer questions in the application.

Then at the end of the session, the application will provide answers and recommendations on whether the patient can finish self-isolation or not.

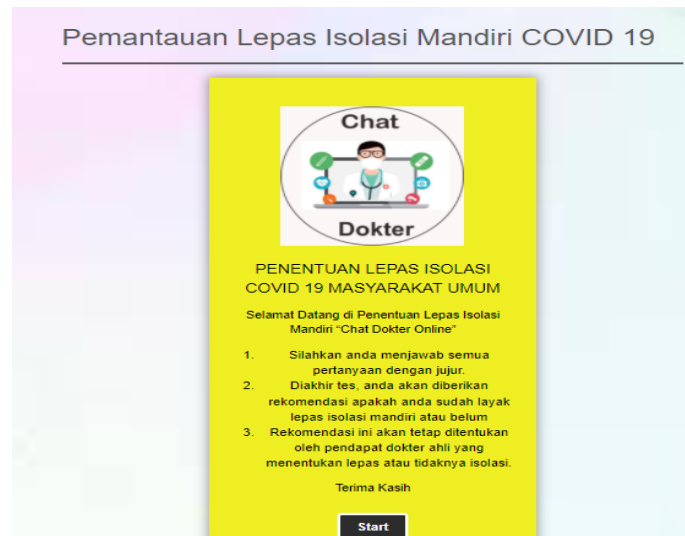


Figure 5. Display of self-isolation free screening page Chat Dokter Online.

As a complement to the service on the Chat Dokter Online application, consultation services are also available with an expert and experienced doctors related to COVID-19 disorders or other health problems. This application provides and presents a human or human element, where the clinical

determination of COVID-19 is not only answered by machines but there are humans, namely expert doctors, who are ready to help if there are people who need a place to ask questions and complain about their health.

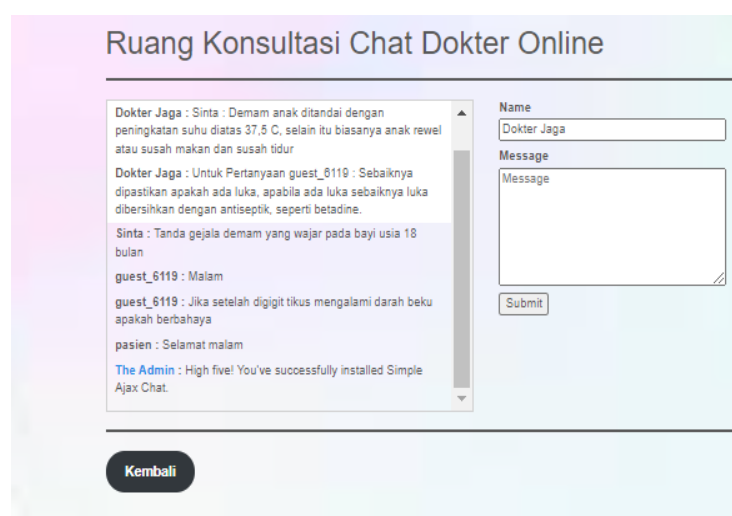


Figure 6. Display of the online consultation page Chat Dokter Online.

#### 4. Conclusion

Chat Dokter Online provides massive health services and easy access for patients exposed to COVID-19 to determine the clinical degree of COVID-19 and complaints felt by patients and to determine when to complete self-isolation. In addition, this application helps the public to get valid health information directly from doctors and experts.

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