

## PD38 Telehealth Use To Fight The COVID-19 Pandemic In A Brazilian Private Healthcare System

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**Introduction.** The outbreak of the COVID-19 pandemic generated the need to adapt patients' access to health services, given the rapid and exponential increase in demand at all levels of care, making social distancing one of the few weapons available in this fight. In this scenario, telehealth proved to be a fundamental tool in tracking and guiding patients with suspected or confirmed disease. This work presents the demographic profile of the people attended, the most prevalent clinical situations in care and the clinical outcomes of the remote care.

**Methods.** This was an observational, descriptive, cross-sectional, retrospective study carried out at Unimed Belo Horizonte, a medical work cooperative, from March 2020 to May 2021. We analyzed anonymized data on remote care from electronic medical records provided by the operator, with the remote contacts of these patients being spontaneous.

**Results.** In the period evaluated, 380,663 remote calls were made, with a monthly average of 36,888 calls. Of these visits, 59.5% were carried out by women and 40.5% by men. There were, 13,211 (3.5%) consultations with patients aged 0 to 9 years, 19,933 (5.2%) 10 to 19 years, 319,882 (84%) in people aged 20 to 59 years, and 27,633 (7.3%) aged 60 years or older. There were 64,348 (17%) consultations in patients with confirmed COVID-19 and 40,997 (11%) with suspected COVID-19. There were 194,746 (51.2%) consultations due to respiratory complaints and 14% of consultations due to other causes, but whose initial care was due to signs and symptoms suggestive of COVID-19. Of people assisted remotely, 29,734 (7.8%) attended the emergency room within 3 days, while 38,685 (10.2%) sought the emergency room within 14 days. There were 2,846 (0.7%) consultations in the emergency room that resulted in the hospitalization of patients.

**Conclusions.** Telehealth proved to be resolute and an important tool for accessing health services during the pandemic.

## PD39 Strategies To Assist People With Disabilities During Health Emergencies, Concerning The COVID-19 – Systematic Review

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**Introduction.** The COVID-19 pandemic has affected thousands of people worldwide. The collapse of health systems led to increased difficulties in accessing health care for people with disabilities. The objective was to define strategies to support the implementation of health care for people with disabilities.

**Methods.** The protocol for the systematic review was registered on PROSPERO (CRD42021266341). Searches were done in seven databases, using MeSH terms related to COVID-19 and disability, in 2021. We included interventions that addressed health, education and social assistance.

**Results.** Twenty-nine studies were included. A meta-synthesis identified strategies to assist individuals with disabilities: creation of emergency accommodation and protection programs; flexible work arrangements; cash transfer programs; community participation in planning; establishment of support networks; social assistance even in periods of health emergency; teleconsultation services, telerehabilitation and systems that facilitate the use of digital technologies for telemedicine; inclusive guidelines for computer literacy and learning. The main implementation action was comprehensive health care centered on the needs of people with disabilities, with a focus on training community informants, continuing education of health professionals and caregivers for emergency situations, decentralization of care, identification and elimination of barriers to access.

**Conclusions.** Even though the focus was on telehealth and social assistance, achieving comprehensive healthcare requires a range of interventions that together will support the reduction of inequity faced by people with disabilities.

## PD40 Antigen Diagnostic Tests With Self-Collection Of Biological Material For The Diagnosis Of COVID-19

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**Introduction.** The self-test for COVID-19 has been a widely used strategy in some countries, especially in the context of back to face-to-face work and educational activities. However, it is necessary to discuss the accuracy of antigen tests for the diagnosis of COVID-19.