

Health Related Hotlines

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Health-Related Hotlines

As the technology advances, various sectors of the economy have been positively affected in different ways. For instance, the introduction of health-related hotlines as a means of assisting the society with health information is one of the reformations in the health sector. In addition to this, the health-related hotlines also assist in delivering very essential information to consumers. The main purpose of this essay is to present a discussion on health-related hotlines and the role that they play in the society.

Given the technological advancement in this century, most health care facilities have adopted the means of using health-related hotlines as a means of reaching their customers. However, there is a need to point out that the process of implementing and managing hotlines can be complex in terms of cost, development, and maintenance. In order to enhance the service delivery with regard to hotline delivery, the health care sector has continually sought to upgrade their technology (Marisa et. al, 2002).

Another key aspect to explore with regard to health-related hotlines is that on the types of messages delivered through hotlines. First and foremost, it is necessary to point out that over the past few decades; there has been an increase in cases of lifestyle disease diseases like cancer, diabetes, HIV/AIDS, hypertension, and obesity among others. In this case, it becomes increasingly necessary to enlighten the masses on various issued concern these diseases. For instance, health related hotlines can be used to communicate to the masses on the causes of particular diseases, symptoms of the disease, treatment methods, as well as, how to prevent these diseases. In addition to this, health care facilities may also use the health-related hotlines as a means of communication to the patients that have to keep visiting the hospitals as part of the treatment schedules.

With regard to the introduction of health-related hotlines, it is essential to point out that there are various categories of health-related hotlines and these include child abuse hotline, eating disorder centre, post-abortion trauma, domestic violence hotline, panic disorder information hotline, sexual assault hotline, and suicide prevention lifeline among others. As pointed out by Safran and Waller (1996), the CDC National AIDS hotline allows patients to call and get HIV-related information in a confidential manner. In addition to this, it is also necessary to point out that the use of health-related hotlines can assist the professionals in the health care sector to gather information for statistics in various illnesses. This information plays a great role in enabling the health care sector to understand which particular area requires more attention in terms of enhancing service delivery.

There is a need to point out that the health care sector adopted health-related hotlines for various purposes. One of these reasons is the fact that the idea of improving the health of both individual members and the community sector is an increasingly complex issue. This is partly because of the various outcomes of the influences that affect health care from a societal or economic perspective. As observed by Maddock et al. (2012), among the methods that the health care sector can use to foster good health is that of collaborating with the public health and medical communities.

Another reason that assisted in the introduction of health-related hotlines is the need for the government and the public health sector to assist some of the families that cannot afford health care services with respect to consultation among other matters. In this case, innovative services like the use of health-related hotlines came in to assist in filling in the gaps in the society. One of the strategies formulated and implemented is that

of introducing toll-free hotlines that assist in meeting the needs of various people across the country with regard to health.

When addressing the issue of health-related hotlines, another important factor to address is that of the benefits of these hotlines. In addition to assisting with the process of collecting statistics, health-related hotlines also enhance the possibility of health care professionals to understand which particular illnesses overlap. For instance, a research study conducted in relation to AIDS related hotline revealed that most of the patients that call the centres for information on HIV/ AIDS are usually affected by mental disorders. In this case, the information gathered with regard to these illnesses can assist in furthering research for enhancing the service delivery (Safran and Waller, 1996).

Conclusion

From the above discussion, it is clearly evident that one of the reforms that have added value to the health care sector is that which concerns the introduction of health-related hotlines. Apart from making it easier for patients and the health care professionals to interact freely, health-related hotlines also play a key role in ensuring that patients get their information in a manner that can be called private and confidential. The information obtained by the health care professionals through health-related hotlines in different fields also plays a key role in enhancing the research studies in search for answers.

References

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