

A review on telemedicine utilization in Kuala Lumpur and Putrajaya public primary health clinic

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ABSTRACT

Introduction: The COVID-19 pandemic has accelerated the implementation of telemedicine in healthcare facilities for its care delivery. The primary care setting is the best place for adopting teleconsultation because it is where most chronic conditions management takes place. This study aimed to determine the extent of utilization of teleconsultation in Kuala Lumpur and Putrajaya public primary health clinics. **Materials and Methods:** Secondary data analysis was extracted from the Teleprimary Care system (TPC) data warehouse of public primary health clinics in the Federal Territory of Kuala Lumpur and Putrajaya between Mac 2022 and Dec 2022, as well as from the data reported to the Primer Unit of Kuala Lumpur and Putrajaya Health Office. **Results:** Five clinics were equipped with the TPC, while ten public health clinics were providing Virtual Clinic services, and those five clinics were included, which was 21.3% (10/47) out of all available public health clinics. The number of consultations given has shown an increasing trend from 180 sessions in Mac 2022 to 1139 sessions in December 2022. Most of the consultations were contributed from the Outpatient department, which is mainly a non-communicable disease clinic, while Communicable Disease Clinic does show an increasing trend. Other health services such as Maternal and Child Health, Pharmacy and Other Allied Health care providers contributed less than 10% of the consultations. However, there is an increasing trend in the uptake of consultation in Maternal and Child Health and dieticians. **Conclusion:** Our findings show that teleconsultation was less utilized by Maternal and Child Health, Pharmacy and Allied Health care providers. Proactive efforts should be underway to tackle the underutilization of such facilities to promote better healthcare access and reduce congestion in the physical public primary health clinics.