

# Doctor-to-Doctor Consultations, MedConsult (MOH)

Case Study



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Version 1.0

### 1.1.1 **MedConsult; Doctor-to-Doctor Consultation (Ministry of Health).**

In collaboration with Saudi Ministry of Health (MOH) and World Health Organization (WHO), Cura was able to deliver a global initiative enabling physician-to-physician second opinion communication in order to serve remote areas patients and to co-create an enhanced patient journey that focuses on enabling the kingdom’s mass public to access clinical-based-consultations virtually and introduce a new medium for a doctor-patient communications seamlessly.

#### **Background**

**Ministry of Health (MOH)** – wanted to create a platform for healthcare professionals to share knowledge, get second opinions and consult each other.

During the Global Ministerial Summits on Patient Safety 2019, organized by WHO held in Jeddah inviting health ministers from all over the world, and Saudi Arabia being a leader in healthcare access, the Saudi minister of health has come up with the idea to provide an essential gift to the world to bridge the communication gap in current healthcare system providing an overall improvement to patients’ safety.



*Figure 1. H.E. Saudi Minister of Health*

<https://www.arabnews.com/tags/med-consult>

#### **Problem Statement**

Health care experts, policy makers, and patient advocacy groups have identified fragmentation of care as a major flaw in the current health care system—a flaw that has a negative effect on quality, patient outcomes, and health care costs.

Doctors in low-income countries often face a variety of challenges that can make it difficult for them to provide quality healthcare to their patients. Some of these challenges include:

Resources: Many low-income countries have limited access to healthcare facilities, equipment, and supplies, making it difficult for doctors to provide care.

Shortage of healthcare workers: Low-income countries often have a shortage of trained healthcare workers, which can lead to doctors being overworked and unable to provide adequate care to all of their patients.

Education and training: Medical education and training may not be readily available or of high quality in low-income countries, which can make it difficult for doctors to stay current with new medical developments and technologies.

Lack of communication: across different care settings communication is insufficient, such as between hospitals and long-term care facilities, which can lead to duplication of tests and procedures

All these factors can lead doctors to provide poor quality care. Furthermore, doctors in low-income countries may not be able to provide the same range of services as those in higher-income countries, which can lead to health disparities between these areas.

### Solution and Service Delivery

Cura platform services is facilitating the communication in the healthcare sector. The platform was utilized to provide consumer based medical services and business to business managed software as a service.



Figure 2. Sample of MedConsult Platform Screens

Adopting a peer-to-peer second opinion is a way for doctors in different locations to consult with one another about a patient's case. This can be especially useful in low-income countries where there may be a shortage of specialists or a lack of access to medical resources. Which would intern lead to various enhancements in healthcare and patients' safety, and assist doctors making informed decisions as well. The solution has led to countless benefits globally, such as:

**Improved communication and collaboration** among healthcare professionals: A healthcare professional communication platform allows physicians, nurses, and other healthcare providers to easily share patient information and collaborate on treatment plans.

**Increased efficiency and productivity:** By streamlining communication and reducing the need for in-person meetings and phone calls, a healthcare professional communication platform can help healthcare professionals save time and be more productive.

By consulting with a specialist, a physician in a low-income country may be able to make a more accurate diagnosis and develop a more effective treatment plan for their patient.

**Professional development:** By participating in a peer-to-peer consult, a physician in a low-income country can gain knowledge and skills that can help them to improve the care they provide to their patients.

**Cost-effective:** it can be a cost-effective way to provide expert medical opinion, avoiding the need of transferring patients to other facilities.

Building trust and improving communication: A peer-to-peer consult can help to build trust and communication between healthcare providers across different locations and cultures.

**Improving the continuity of care:** By sharing patient information and consulting with specialists, a physician in a low-income country can help to ensure that the patient's care is consistent across different healthcare settings.

**Better patient care:** By allowing healthcare professionals to easily access and share patient information, a healthcare professional communication platform can help improve the quality of patient care.

**Reduced medical errors:** Improved communication and collaboration among healthcare professionals can help reduce the risk of medical errors.

**Access to patient information:** By providing a centralized location for patient information, healthcare professionals can access patient information at any time and any place to deliver the better care.