CENACED
CENTRO NACIONAL DE APOYO PARA CONTINGENCIAS EPIDEMIOLÓGICAS Y DESASTRES, A.C.

# Program of Tele assistance psychological

## Project/Program Description

This project has national scope by assisting with health institutions in the timely diagnosis of COVID-19 patients.

A Triage patients who require doctor's care and secondly, the specialist's own telecare, properly filling out the electronic medical record on an ex professed platform.

From a CENACED website

From phone calls to CENACED

All captured information will be protected on the platform Medtzin®. A health platform where one of its pillars is the clinical record. This information takes turns patienting with a healthcare professional to carry out the Teleconsultation.

As a first stage in the implementation of the telecare program, training processes were carried out for young university students, as well as for psychologists. The training consisted of two objectives, the first to know technically the use of the platform, and secondly the quality process in how to serve a person who requires the service.

The program is strengthened through strategic alliances, from the various sectors, who support us to date in the following way)

- Network of Universities for the Prevention and Attention of Disasters (UNIRED): public and private universities participate with the volunteers, for the attention of the Call Center system (from their homes), and with Psychologists who attend to the population that requires the service. To date, more than 9,600 man-hours have been volunteered.)
- Alestra: donated 90% of the CALL CENTER's high-speed internet connection service, system and licenses to have been installed to have the capacity in the cloud to respond to the telecare service)
- Dell: provided 12 computers for the CALL CENTER users, a server and a switch, for high-speed internet connection.)

- Knowtion: donated the electronic medical and psychological record monitoring system.)
- Tetrapak: contributed financial resources for the first stage of the development and implementation of the program.)
- Extrategia: advertising agency, who have promoted the diffusion of the program to all the public. Mainly population with limited economic resources and vulnerable due to the pandemic.

So far, we have assisted over 9,600 people with a wide range of concerns, from psychological help, to moral support, personal assitance, and other subjects.

Derived from the service offered and the results obtained, the indigenous communities, mainly in the southeast of the country, are being affected, which is pretened to expand the service to have coverage of the entire population. It is important to comment, what we are going to require of local translators in the different languages into Spanish, to be able to attend patients correctly, as well as community coordinators who know and come from the communities, which allows acceptance and trust with patients.

**Experience with this type of project/program**

The Chairman of the Board and the Health Technician has over 20 years of experience in Telemedicine programs oriented to indigineous populations in the south of the country, focusing primarily in children and women.

In 2000, the telemedicine service was implemented in the states of Guerrero, Oaxaca and Jalisco, in coordination with the Federal Government, through the program called Microregiones, which aimed to promote a union intervention of various actors from organizations of the civil society, to promote the development of these communities.)

**Collaboration**

One of the most important values promoted by CENACED is collaboration as the basis for integrating various actors from the public, private or social sectors, in the vision of generating value to face each of the programs that are developed.)

Regarding the special case of the program in response to the COVID-19 pandemic, and as described in the project, many strategically coordinated have been added to achieve a better service and results.

From the private sector, the following companies have donated hardware and telemedicen digital services: Dell, Alestra, Call it Once, Tetrapak, and Knowtion. Besides, other organizations and institutions have donated services and resources as well, such as: ARISE, UNIRED (volunteer professional psychologist and medicine students at the call center), and the Mexical Space Agency.

**Percent Gender Served**

| | |
|---|---|
| *** Men/Boys (hombres/niños) (%):** | 35% |
| *** Women/Girls (mujer/niñas) (%):** | 65% |

**Other**

*** Population Served (poblacoin atendida):** Economically Disadvantaged

*** Age Group Served (grupo de edad atendido):**

- ☐ Infants & (infnates)
- ☐ Toddlers (0-2) (niños pequeños)
- ☐ Preschool (3-4) (preescolar)
- ☐ K - 12 (5-18)
- ☑ College Age (19-22) (edad universitaria)
- ☑ Adults (adultos)
- ☑ Senior Citizens (55+) (personas mayores)
- ☐ No Distinction (sin distincion)

## Project Expenses Budget

| | |
|---|---|
| *** Salaries and Benefits(salarios y beneficios):** | 27,371.77 |
| *** Consultants (asesoria):** | 86,405.00 |
| *** Administrative Expenses(gastos administrativos):** | 35,744.42 |
| *** Other (otor):** | 29,200.90 |
| *** Expenses Total (gastos totales):** | $178,722.08 |

## Expenses Budget Narrative

Provide additional context around budget expenses.

- **Salaries and Benefits:**

  Since the beginning of the project in April of this year, the management and assistant have dedicated 100% of their time to the psychological telecare project, due to the importance of caring for people affected by the COVID-19 pandemic)

- **Consultants:**

  To support the development of the project and care for the affected people, we have the following consultants)

  - 3 doctors: who organize the roles of the care calendar of the psychologist volunteers and the call center of the various public and private universities nationwide. The total cost of the project is $ 24,512.03)

- 3 systems engineers: monitor the electronic file and call center platforms, service the servers that store the data and links in the nine. Likewise, they respond and support the technical requirements that call center psychologists and volunteers need. The total cost of the project is $ 30,640.04)

- 1 technician who provides support and review of the internal telecommunication network. $ 2,655.47

- 1 web master, which provides service to the website and social networks. $ 4,085.34

- 1 general coordinator of the psychological telecare project, who promotes quality service care and deals with authorities and institutions to channel special requests from people. The total cost of the project is $ 12,256.01

- 1 coordinator of alliances, who promotes bonding with social organizations, companies and promotion of the project funding. The total cost of the project is $ 12,256.01

The hours of attention and monitoring of the project are from Monday to Friday from 10:00 a.m. at 20:00 hrs.

- **Administrative Expenses:**

The administrative expenses referred to the project described are based on the current consumption and payments that have been made to the various service providers)

- Dedicated Internet: servers for the project period
- Call center system - the company is donating 90% of the total cost
- Electricity consumption - an emergency power plant was additionally installed due to the interruptions of the power cuts, derived from the rainy season.
- Telecommunications: internet service and own telephone of the facilities.
- Office supplies
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- **Other (otro):**

In order to implement the psychological telecare program, infrastructure work had to be carried out at the CENACED facilities

- Adequacy of the space to properly house the servers and computers donated by DELL)
- fiber optic installation for high speed internet service and call center
- power generation emergency plant system
- cooling system for servers

**Impact and Monitoring**

Offer a quality psychological service and referral guidance through telecare to the Mexican population due to COVID-19 effects

Success Metric for Primary Goal or Objective

People cared for (women and men), with psychological, psychiatric services, and orientation of other ailments and / or needs.

Direct Beneficiary Group

All the population of Mexico that requires the service and help, including indigenous communities that do not speak Spanish and require a translator. Likewise, continue with the current population where 70% are of limited resources.

Number of Direct Beneficiaries

Today more than 9600 applicatios have been attended, its expected to double the service.

**Overall Expected Outcomes**

Offer quality care and service to the entire population that requires it in order to promote health through psychological because of the effects of the covid-19 of the accompaniment