

# SOS Telemedicina

## ICT-Mediated Health Education and Training

Central University of Venezuela  
School of Medicine

<http://sosteleducacion.ucv.ve/>

@sosteleducacion



# SOS Telemedicine

SOS Telemedicine is a program of the Faculty of Medicine of the Central University of Venezuela (UCV) that aims to provide specialized medical knowledge in various electronic formats, offering distance continuing medical education, training primary care professionals, and disseminating health information for disease prevention and promoting healthy living.

The SOS Telemedicine program officially began in 2007 with the contribution of Total Oil Venezuela to implement Second Health Opinions, Teleconsultation/Telediagnosis, as support for remote communities through the implementation of a Telemedicine network that leverages Information and Communications Technologies (ICTs) to equip and connect primary health care centers with specialist physicians from the UCV.

Following this experience, SOS Telemédicina conceptualized, designed, and implemented a training platform for all healthcare personnel, based on the MOOC (Massive Open Online Course) philosophy, with useful content that allows for the generation of solutions to public health problems not only in Venezuela but throughout the Spanish-speaking community. On our YouTube channel, video classes and video tutorials allow medical knowledge to be shared and democratized, so that it reaches where it is truly needed.

Physicians from various specialties at the UCV share their expert knowledge online with Spanish-speaking general practitioners and students to improve their patient care skills and update them on best medical practices, without requiring them to travel from their hometowns.

Through research, we offer VITAE Academia Biomédica Digital, a specialized electronic journal that disseminates the results of health-related research conducted at leading educational institutions and scientific centers in Venezuela and Latin America.

Through a set of informational and permanently accessible portals, up-to-date information is made available not only to healthcare personnel but also to the entire community at large, provided by experts and in various formats. Among the services we offer are thematic videoconferences and thesis and promotion presentations.

We share our knowledge with students and primary care physicians, and secondarily with communities. This strengthens clinical practice in primary care centers, distance medical education, and disease prevention through a set of online products and services that are openly, freely, and freely available.

The program will always adapt to user needs, through the availability of content and the creation of all the necessary facilities for direct access. This includes, for example, appropriate locations equipped with high-speed internet to enable seamless dissemination among medical professionals and citizens in at-risk communities.

One of the most recent contributions to the community is the "SOS Call" service, which emerged in the context of the health emergency declared by COVID-19. This led to the installation of a call center with 15 support lines and specialized and trained medical personnel, graduates of the UCV, to offer information and indicate remote therapeutic approaches for people suspected of being infected with the new coronavirus or showing symptoms of any other health condition.

Our project is to position the SOS Telemedicine program platform in Latin America as a regional academic benchmark in online continuing medical education. To promote the SOS Telemedicine program as a training resource for healthcare personnel in universities, medical societies, medical academies, and ministries of health.

SOS Telemedicine has demonstrated that, with the commitment and participation of various stakeholders and the appropriate use of Information and Communication Technologies (ICTs), telemedicine is an alternative, and in many cases the only option, for offering general and specialized medical support remotely. It is also an excellent means of continuing medical education, supporting healthcare professionals in their work to provide quality, timely, and equitable healthcare for the benefit of patients.

# Cifras

## SOS Telemédicina Online Courses

<b>Courses</b>	
Gynecology and Obstetrics	<b>10</b>
Pediatrics	<b>9</b>
Infectious Diseases	2
Nursing	1
Oncology	1
Information and Communications Technology	1
<b>Total</b>	<b>24</b>
Registered	12.419

## ECHO-UCV Project – Teleclinics

High-risk pregnancy	54
Growth and short stature	71
Infectology	45
Internal medicine	1
Current events (COVID-19)	9
<b>Total</b>	<b>180</b>

## SOS Telemédicina YouTube Channel

Videos	1.212
Video classes	355
Video conferencing	134
Subscribers	86.286
Views	29.845.090

## Call center Llamada SOS

Total number of medical teleconsultations attended	75.671
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## Vitae Academia Biomédica Digital

Published numbers	101
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## Second Opinion in Health

34 primary care centers equipped for teleconsultation and telediagnosis

# Products

[SOS Cursos en línea](#)

[Proyecto ECHO – Facultad de Medicina UCV](#)

[SOS Youtube](#)

[Vitae Academia Biomédica Digital](#)

[SOS SanaSana Salud para Todos](#)

[Llamada SOS](#)

# Publication

[SOS Telemédicina: La experiencia de la Universidad Central de Venezuela](#)

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Comisión Económica para América Latina y el Caribe (CEPAL)

**Certificado de Mejores Prácticas de Telesalud.** Otorgado por el comité de mejores prácticas de Telesalud de América Latina estructurado por: UFMG, RUTE/RNP, FIOCRUZ, CENETEC SALUD, OTCA, ATALACC, AITT. Universidades y ministerios de salud de Brasil, Ecuador, El Salvador, Uruguay, México, Perú, Argentina, Colombia, Venezuela, Guatemala, Costa Rica y Panamá.

# Social networks

**TW:** @SOSTelemédicina

**IG:** sostelemédicina

**FB:** SOSTelemédicinaUCV

**In:** SOSTelemédicina UCV

**Canal de Youtube:** SOS Telemédicina – Universidad Central de Venezuela

[sostelemédicina.ucv@gmail.com](mailto:sostelemédicina.ucv@gmail.com)

# Estimated Budget

Human Resources	103,500 <sup>00</sup>
RRSS dissemination plan, radio, TV, POP material	15.000 <sup>00</sup>
Adquisition of equipments	6.500 <sup>00</sup>
Podcast conceptualization–implementation	10.000 <sup>00</sup>
Administrative	15.000 <sup>00</sup>
<b>Total</b>	<b>150.000<sup>00</sup></b>