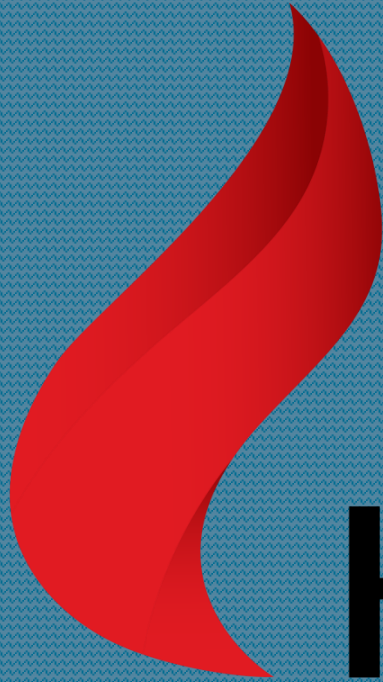


# VIRTUAL COUNSELING DIGITAL PLATFORM



# HEMA

Association for help & support  
of patients and caregivers of  
HEMATOLOGY DISEASES

# What is Virtual Counseling Platform?

- This online Counseling Platform(in general)allows users to speak with their counselor via live chat, video chat or phone call.
- **The First Virtual Counseling Platform in our country Macedonia for patients with hematology diseases and their caregivers**



# Idea of Creating & Launching The VC Platform

Since the Covid 19 pandemic started in March 2019, **Association for help and support of patients and their caregivers within hematological diseases - HEMA** has been and continues to be dedicated to all patients and caregivers to assist and ease their way through these hard times that we were, and still are facing. Our healthcare system was already overloaded due to a large number of newly diagnosed patients with Covid 19, and a lot of blood cancer patients are being affected traumatically.

- Therefore, upon discussions with patients and caregivers during one of our online group sessions, **The Idea** of creating & launching a digital platform titled „Virtual Counseling“ came up, and soon was established as a free online consultation platform with hematologists, psychologist and/or nutritionist, in purpose to assist many patients and especially those outside of Skopje, not to be exposed to risk of infection while traveling to (the only Clinic) in our country) The Clinic of Hematology if it is not needed. We believed this will lower the pressure on healthcare professionals.
- This V.Platform can be used by all blood cancer patients and their caregivers in N. Macedonia and is available on Macedonian language.

# Easy way of use

- Research has shown that 70% of people do not have access to traditional, in-office therapy. The growing online therapy industry has made it easier (in our case free for patients to use it and get information they need) to ask questions about their health condition in case they are not able to visit in person their hematologists, psychologists and/or nutritionist
- This is an especially wonderful option for those with mobility limitations and those who live in a “therapy desert”

## Online Therapy Is Helping People Find Relief

Among people currently in online therapy, 92% express satisfaction with their overall experience, specifically citing:

*Source: A Verywell Report: Americans Find Strength in Online Therapy.*



Ease of Use (92%)



Quality of Counseling (90%)



Privacy (91%)



Security (86%)



Response Time (91%)



Cost (82%)

verywell

# How does it works?

**To access the „Virtual Counseling“ platform the patients will need the following:**

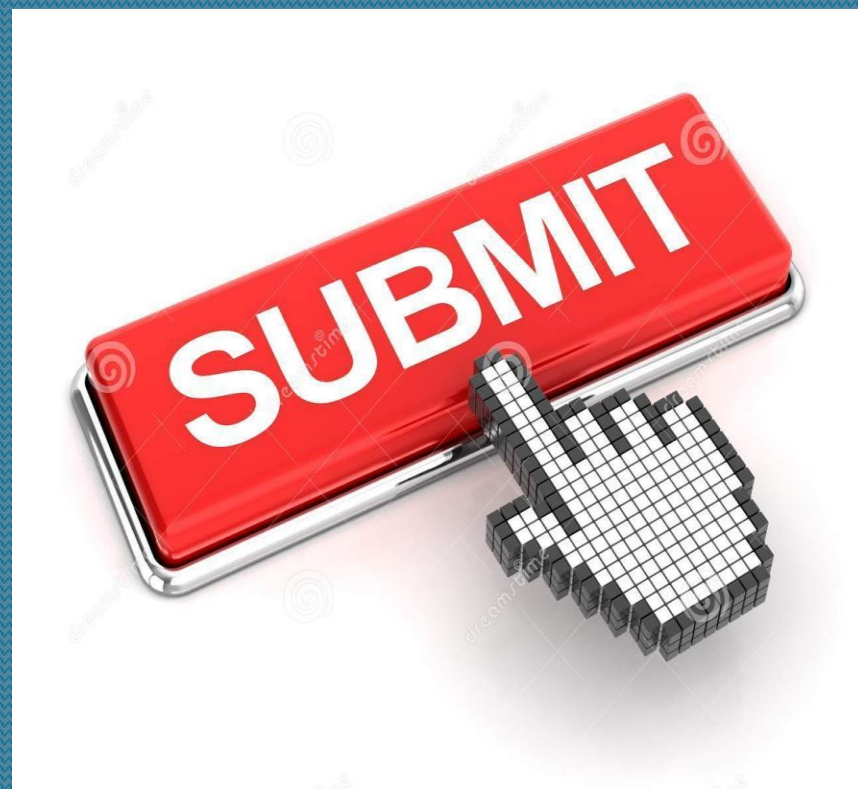
- Smartphone (Android or IOS system), Lap Top or PC
- Device with speaker and microphone
- Camera (optional)
- Internet Browser

**First, a short form will need to be completed with basic information about the patient or caregiver who is asking the question. Content form information is listed below:**

- Name and Surname
- E-mail address
- Date of birth
- Diagnosis (the patient can tick his blood cancer diagnosis)
- Year of diagnosis
- Purpose of the consultation (what issue the patient wants to discuss with a hematologist, psychologist, or nutritionist)
- Options to attach files
- Other

After this short form patient will need to click **SUBMIT**.

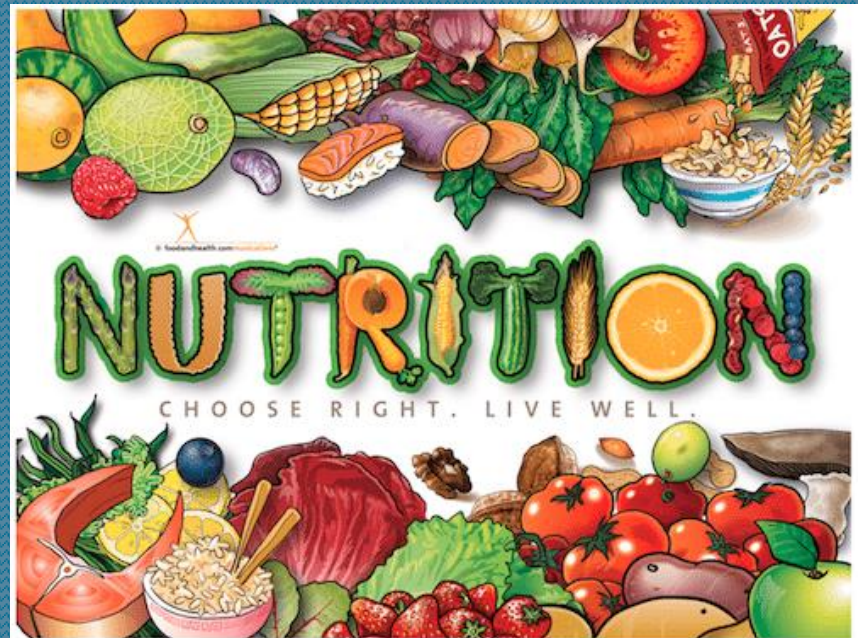
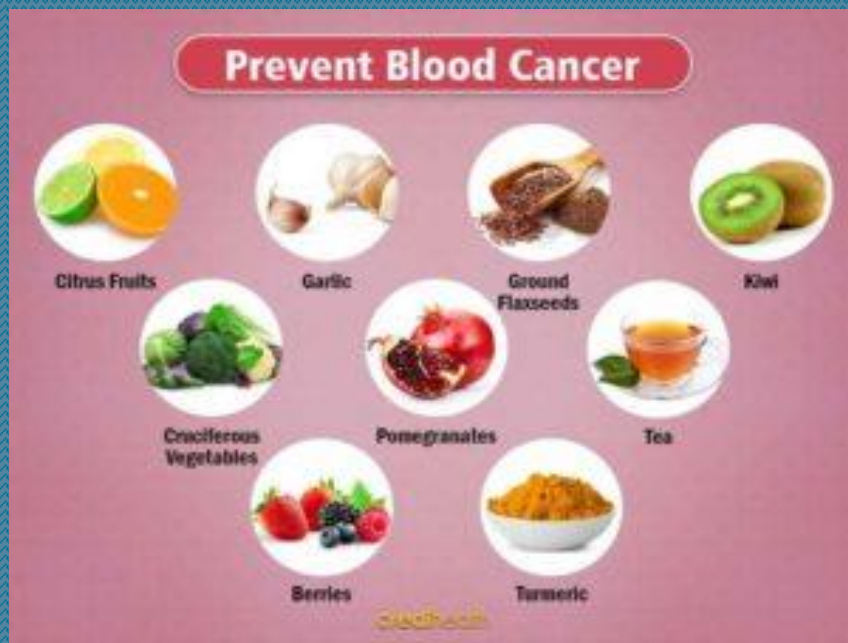
An access link will be sent via e-mail after several minutes with options when the consultation can take place (time and date). The patient can choose a time and date and they will have a 20 minute consultation with a hematologist, psychologist, and/or nutritionist.



# VCP- Nutrition advice for patients with hematology malignances

Nutrition is a very important part of the treatment of hematology conditions and malignances. Good nutrition of patients, before, during and after treatment is important factor that is contributing to feel better and stronger in overcoming the disease.

Questions about nutrition (as a prevention) during and after the treatment are answered by Mrs. Sonja Panovska – Master's degree in Public Health



# VCP- Virtual Yoga Classes

Research shows that yoga as a complementary therapy improves: blood circulation, breathing, metabolism and the overall state of health. Yoga can improve your mobility, bone health, cardiovascular health, lung capacity and other physiological mechanisms in the body, and also can reduce pain. Yoga cannot cure cancer, but it helps a lot with insomnia, sleep problems, reduces stress and allows you to be more relaxed. Research shows that yoga helps cancer patients overcome depression and anxiety.

**The virtual yoga classes are taught by Ms. Samantha Nier, a certified yoga instructor from Switzerland. (yoga classes scheduled through the HEMA form are free)**

## YOGA ONLINE CLASSES



## Benefits Of Yoga

- 
- Improved sleep
  - Weight reduction
  - Increased flexibility
  - Increased muscle strength
  - Strengthened bones
  - Protection from injury.
  - Perfects your posture
  - Protects spine
  - Makes you happier
  - Helps you focus
  - Improved digestion
  - Helps keep you drug free
  - Increases blood flow
  - Balanced metabolism
  - Gives inner strength
  - Energy regulation



# The Virtual Counseling Platform is inbuilt and easy to access on our website ([www.hema.org.mk](http://www.hema.org.mk)).

- The **HEMA TEAM** is at disposal to help patients in accessing the platform since in N.Macedonia there are patients who do not know how to work with computers or use e-mails and the internet. The team of HEMA is available by phone any time the patient wants to access the platform or ask any questions and we can help them complete the form.
- The **HEMA TEAM** is available in case of some technical problems and any further information needed in regards to the platform. This platform is heavily promoted on our Social media channels and our website
- The development of The Virtual Counseling Platform is supported by Myeloma Patient Europe





**THANKS FOR YOUR ATTENTION**