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## Callers' perceptions of receiving advice via a medical care helpline

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Telephone consultations with specially trained nurses are becoming an increasingly common form of care. The aim of this study is to describe patients' perceptions of receiving advice via a medical care helpline. The patients perceived the helpline as a professional, reliable and easily accessible asset in everyday life, as self-care is promoted through personal advice and the helpline is a partner with whom one can discuss reflections and feelings. It is also a kind of "back up". The advice service is perceived as satisfactory when the nurse is calm, friendly, confirming and shows respect. Compliance and acceptance are enhanced when patients feel involved in the decision-making process. The fact that the service is easily accessible hence makes it simple and time-saving. As per the patient's perspective, the telephone contact with the helpline is a simple, easily accessible and secure alternative that is appreciated and used. Caring encounters give rise to feelings, influenced by the agreement between one's own needs and expectations, the encounter between human beings and the care provider. More in-depth studies are needed focusing on the patient's perspective and characterization of the caring encounter over the telephone. Improved understanding of the patient's perspective on the care provided leads to increased staff satisfaction and motivation. Care encounters through phone are common today for nurses and their well-being at work is beneficial for both them and the care they provide and thereby for the patients.

### Biography

Mayvor Ström has completed her PhD from the Sahlgrenska Academy, Sweden in 2009. She is a Trained Nurse/Midwife in service with a Master's degree in Environmental Medicine. She has lot of experience in advising patients regarding medical care over telephone (helpline). She thinks that the daily care meeting is crucial and a very important part of overall care.

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