



“PALLCARE Seva”—A Beacon Amid the Catastrophic COVID-19 Times: Correspondence

Rujittika Mungmunpantipantip¹ Viroj Wiwanitkit^{2,3}

¹ Private Academic Consultant, Bangkok, Thailand

² Department of Pharmaceutical Sciences, University Centre for Research & Development, Chandigarh University Gharuan, Mohali, Punjab, India

³ Parasitic Disease Research Center, Suranaree University of Technology, Nakhon Ratchasima, Thailand

Address for correspondence Rujittika Mungmunpantipantip, PhD, Private Academic Consultant, Bangkok 10203032, Thailand (e-mail: rujittika@gmail.com).

Ind J Med Paediatr Oncol 2023;44:449–450.

Dear Editor,

We would like to comment on the publication “‘PALLCARE Seva’—A Beacon Amid the Catastrophic COVID-19 Times: A Cross-Sectional Study from a Rural Oncology Institute in Western Maharashtra¹.” This study reports on an audit of the “PALLCARE Seva” telephone service calls.¹ General practitioners might be consulted in more than one-tenth of cases, according to Patil et al. The main tenets of our service were courtesy and compassion, helpfulness, addressing skepticism about the condition, and giving patients and caregivers a chance to express their ideas. The majority of callers—more than three-fourths—rated their interactions as positive and said they would suggest this service to other patients in need.¹

We both agree that the coronavirus disease 2019 (COVID-19) outbreak made the switch to broad service necessary. Utilizing a communication tool could be beneficial. However, the scenario in which it is appropriate varies. Poor infrastructure makes it challenging to access IT or a basic phone in many rural areas of developing nations. As a result, it is necessary to analyze the effectiveness of telephone conversations in light of the regional context. Furthermore, COVID-19's situation is constantly changing. The arrival of a new COVID-19 vaccination and

the emergence of a new variation can both have a big impact on the local situation. The shifting local COVID-19 epidemic scenario must be taken into consideration while assessing the effectiveness of phone calls.

Trial Registration

Not applicable.

Funding

None.

Conflict of Interest

None declared.

Data Availability Statement

Data sharing is not applicable to this article as no new data were created or analyzed in this study.

References

- 1 Patil CR, Tanawade P, Dhamne N, Anap Y, Watve P. “PALLCARE Seva”—A Beacon amid the catastrophic COVID-19 times: a cross-sectional study from a rural oncology institute in western Maharashtra. *Indian J Med Paediatr Oncol* 2022;43(04):369–375