Since January 2020 Elsevier has created a COVID-19 resource centre with free information in English and Mandarin on the novel coronavirus COVID-19. The COVID-19 resource centre is hosted on Elsevier Connect, the company's public news and information website.

Elsevier hereby grants permission to make all its COVID-19-related research that is available on the COVID-19 resource centre - including this research content - immediately available in PubMed Central and other publicly funded repositories, such as the WHO COVID database with rights for unrestricted research re-use and analyses in any form or by any means with acknowledgement of the original source. These permissions are granted for free by Elsevier for as long as the COVID-19 resource centre remains active.
Evaluation of the effectiveness of telephone consultations and the level of satisfaction of patients attending the Unidad Docente Asistencial de Mastología (Mastology Care Teaching Unit) using this method during the COVID health emergency

N. Camejo1, C. Castillo1, N. Artagaveyta1, D. Amarillo1, F. Vitureira1, F. Rodriguez1, L. Delgado1

1Department of Clinical Oncology, School of Medicine, University of Uruguay, Montevideo, Uruguay; 2Hospital de Clínicas, Hospital Universitario, Montevideo, Uruguay; 3Department of Clinical Oncology, School of Medicine, University of Uruguay, Montevideo, Uruguay; 4Hospital de Clínicas, Montevideo, Uruguay; 5Department of Basic Medicine, School of Medicine, University of Uruguay, Montevideo, Uruguay, Hospital de Clínicas Dr. Manuel Quintela, Montevideo, Uruguay

Background: In March 2020, a health emergency was decreed due to COVID-19 and this produced changes in the organization of health services. One of the objectives of the reorganization that took place was a reduction in face-to-face consultations (FTF), and the promotion of telephone consultations (TC). Objective: Evaluate the effectiveness of TC and the level of satisfaction of patients attending the Mastology Unit using this method during the COVID health emergency.

Methods: A prospective, cross-sectional study. A survey was used to assess the effectiveness of TC and the level of satisfaction with the method.

Results: Forty-two patients were surveyed, of which 69% were receiving adjuvant treatment and 14.2% palliative treatment. With regard to the effectiveness of TC, 76.1% of patients had their appointment resolved by telephone; 78.6% of patients preferred to do the consultation by telephone; 97.6% believed that sufficient time was spent and that the timing of the appointment was appropriate. The respondents showed a high degree of satisfaction with the care received. The medical care met the expectations of all patients, and 83.3% believed that once normalcy was restored, TC would be an option for their situation.

Conclusions: The TC method was evaluated with a high degree of satisfaction and allowed care to be maintained during the emergency. Although it is early to assess the healthcare impact of TC and the method’s capacity to resolve issues, preliminary results show that it is a useful and valuable tool in clinical practice during periods of healthcare emergency.

Legal entity responsible for the study: The authors.

Funding: Has not received any funding.

Disclosure: All authors have declared no conflicts of interest.

Validity and reliability tests of the UNS-CASKQ14 questionnaire about the quality and compliance of breast cancer survivors amid the COVID-19 pandemic

W. Soewoto1, M.D.P. Putra2, G.S. Putra2

1Surgical Oncology Department, Medical Faculty of Sebelas Maret University, Surakarta, Indonesia; 2Surgical Department, Medical Faculty of Sebelas Maret University, Surakarta, Indonesia

Background: The COVID-19 pandemic impacts cancer survivors in undergoing their therapy program. Changes in the body’s immunity due to cancer as well as the ongoing therapy cause anxiety and hesitation to seek treatment at a health service which, they think, is a place for treating patients with COVID-19. The fear and anxiety about going to the health service results in ignorance of their cancer. UNS-CASKQ14 is a questionaire assessing the quality and adherence of cancer survivors in undergoin their cancer therapy program during the COVID-19 pandemic. This questionaire is used to assess the understanding of cancer survivors about their cancer therapy program and the effect of the COVID-19 pandemic on cancer survivors; are they so worried about contracting the coronavirus that they ignore the schedule of therapy or the coronavirus for fear that the cancer is not treated?

Methods: This cross-sectional study aims to test the validity and reliability of UNS-CASKQ14 with a total respondent of 82 breast cancer survivors who filled in the UNS-CASKQ14 questionaire in Google Forms via WhatsApp. UNS-CASKQ14 is divided into 3 sections. The first section about cancer and COVID-19 survivor. In total of 5 questions, the second section about the ongoing therapy program of the survivor during the pandemic consists of 5 questions, and the third section is how the survivors undergo the therapy program during the pandemic consisting of 4 questions. Pearson r-value was used for the validity test. From 14 questions and data analysis, the r-value was 0.182. For the reliability test, Cronbach Alpha was used; it is said to be reliable if the value is > 0.100.

Results: The Pearson r-values in Sections I, II, and III were 0.310 - 0.870, 0.468 - 0.870, and 0.456 - 0.870, respectively. The Cronbach Alpha coefficients in the three sections were 0.667 - 0.752, 0.667 - 0.752, and 0.667 - 0.759, respectively. All questions in