

“Red app” is a real effective instrument for patients with chronic pain, doctors and healthcare professionals. The supporting network provides to orient patients to the best care centers and treatments.

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Introduction

Even though international studies have shown the negative impact of pain on citizens health and healthcare expenditure, healthcare professionals tend to underestimate this problem. Patients, affected by pain struggle, have the right to recognition of their disease which are not believed by their doctors. To support these patients, the Pain Care Network of Milan was born in January 2017 after 2 years of intense working. The network includes nine of the most important pain care centers of the city and ASST Grande Ospedale Niguarda represents the hub.

Aims

The network aims first at enabling the prompt access of the patients referred by the general practitioners to the pain care specialists and second it aims at improving the quality of pain care throughout the healthcare system by defining and sharing care protocols on the most common pain syndromes. So we can increase the level of integration among the centers within the network and with the general practitioners and to provide a smart (technologically advanced) communication tool for primary care doctors and patients.

Methods and results

This network and the app were really needed and thanks to the ICT students of the Politecnico of Milan we could give such a good response. The designed mobile application has got 4 mains goals:

- Orientation,
- Information,
- Knowledge of protocols,
- Access to services.

Red app is an instrument of orientation for citizens and doctors, facilitates the e communication between patients and doctors of all the centers, we can share information about clinical pathway protocols and treatments, easy access all the pain centers booking includes. This app can be downloaded for free, we are sure and conscious this is just beginning.



Conclusions

This RED app represents a new way to empower patients with chronic and acute pain and to connect healthcare professionals to organizations. In order to improve the experience of patients and the quality of care, the centers of the network are working to maximize the diffusion of the app.