

## HELP WITH RECOVERY AFTER COVID

The numbers of people being infected by the SARS-CoV2 virus are now being reduced to a minimum, but there is an increase in the number of those who, after recovering from the acute phase, are still encountering persistent complaints in connection with Covid. Program Health Plus offers clients a wide spectrum of post-Covid care, which helps restore them to full health.

Persistent fatigue, shortness of breath, coughing, chest pressure, muscle weakness, headaches or joint pain and reduced tolerance of physical stress. These are the most frequently reported symptoms which may persist in patients for weeks or even months after their recovery from the acute phase. Other symptoms which also appear include chronically raised body temperature, loss of sense of taste or smell, sleeplessness, lack of concentration, memory lapses or mood swings and other physical and psychological complaints. If symptoms persist for longer than 12 weeks after recovery from the acute phase of the disease, experts refer to it as „post-Covid syndrome“. „According to the available data, 10 to 20% of patients describe various complaints. It mainly relates to those who have had a more severe course of Covid. Problems with post-Covid syndrome are currently being faced by patients who were infected in February or March this year, thus in the heaviest wave of the epidemic,“ notes Dr. Pavel Šnajdr, head physician at Program Health Plus. Personal doctors from the clinic's team have a broad spectrum of diagnostic methods and therapeutic procedures available, which can help limit post-Covid symptoms and progressively assist patients to a full recovery.

### EXTENDED CONVALESCENCE

Some clients of Program Health Plus also suffer from some of the aforementioned symptoms, most frequently heavy fatigue and persistently raised temperature of around 37.5 °C, often also accompanied by a fading cough. „Our experience so far is that in the overwhelming majority of clients their condition



has improved considerably within the course of 2 to 6 weeks, thus far earlier than 3 months. It therefore didn't concern post-Covid syndrome as it's defined, but rather an extended convalescence after suffering from the illness. Some authors have referred to this situation as post-acute Covid,“ explains the head physician at the clinic. Alleviation of the symptoms, reduction of fatigue and gathering strength may take as long as 6 to 8 weeks after suffering from the disease, but patients gradually return to the level of their regular physical condition. Dr. Šnajdr assures us that according to worldwide and Czech data, the number of people with significant and long-term pulmonary changes is at an absolute minimum, and that pulmonologists in this country remain optimistic. For example, Dr. Vladimír Koblížek, the head of the Pulmonary Clinic at the University Hospital in Hradec Králové and scientific secretary of the Czech Pulmonary Association, expects that symptoms persisting for a year or longer will be experienced only by fractions of a percent of patients. Heart damage is also very rare. Nevertheless, this does not mean that patients should underestimate their complaints.

### CONSULT YOUR DOCTOR

„I'd most certainly like to appeal to clients to consult their personal

doctor regarding any atypical symptoms – either those that are newly appearing after Covid, or persisting for a longer time. Their doctor, together with specialists, can then ensure all the necessary examinations and recommend a further course of action that's tailor-made for their individual symptoms,“ advises Dr. Šnajdr. In the case of post-acute Covid, regeneration can be speeded up with the aid of breathing exercises. Specific instructions will be provided by the client's personal doctors, and it's also possible to arrange individualised tele-rehabilitation or personal rehabilitation under the guidance of experienced physiotherapists. In the case of psychological complaints we can also arrange consultations with a psychologist or psychiatrist. Doctors recommend that clients return to sport gradually, and offer those interested a brochure describing a progressive increase of the intensity of training. „For overall convalescence after Covid, in addition to breathing exercises it's helpful to gradually increase the intensity of physical loads, ensure sufficient sleep and a healthy diet with vitamin D,“ recommends Dr. Šnajdr. If clients experience symptoms of post-Covid syndrome, a multi-disciplinary team of doctors is available to start addressing the situation immediately, but to date no such case has appeared.

### INTRODUCTION

#### Dr. Oldřich Šubrt

Founder and Operational Manager, Program Health Plus



## FOR YOUR HEALTH

Approximately a year and a half of living with the Covid pandemic has transformed many people's view of an issue which we regard as important, but also frequently take for granted. That is, as long as we have it. Naturally I'm talking about health, which is the most important thing in the world. You – as our clients – undoubtedly realised this long ago, and evidently this is why you came to us. Thank you for your trust. The entire Program Health Plus team is here for you.

Within the context of the now subsiding wave of the Covid epidemic in the Czech Republic, we would like to draw your attention to our offer of post-Covid care for clients who have suffered from this malignant disease. It is certainly not advisable to underestimate persistent health problems in connection with Covid, and in such a situation we recommend that you consult your personal doctor, who in the case of necessity will engage our multidisciplinary team in resolving your complaints.

With the oncoming summer, we would like to remind you in our newsletter also of the useful electronic healthcare services available in our smart app HealthPlus, which enables the solution of more minor health complaints in distance form. If you have been afflicted by any problems in the sphere of health during your travels in the Czech Republic or abroad, you can have your clinic in your pocket at all times. In order to ensure that your summer holidays – as far as possible – are problem-free, we also provide a set of useful preventive advice on how to avoid summer health risks.

**We wish you a wonderful, trouble-free summer.**

MUDr. Oldřich Šubrt

### NEWS

#### VACCINATION AGAINST COVID-19

Staff at the clinic are currently contacting our clients aged over 16 years who have not yet been vaccinated against Covid-19, offering the possibility of vaccination. We recommend that those interested in a Pfizer vaccine register at the National Vaccination Centre in the O2 Arena. Upon arrangement, those interested in the Moderna vaccine (for persons aged over 18 years) or the single-dose vaccine from Johnson & Johnson can take advantage of the option of vaccination directly within the premises of the clinic, which has obtained a limited quantity of these two vaccines. Should you be interested in vaccination, simply contact our reception.



#### PLAYFUL BEAUTY AT PROGRAM HEALTH PLUS

The clinic's premises in Kartouzská street are offering visitors another unique artistic experience in the form of a sales exhibition of watercolours by the painter and sculptor Eliáš Dolejší, accompanied by glass sculptures by the artistic couple Lenka and Richard Čermák. The exhibited works appeal to viewers with their interesting colour scheme, harmony and playfulness. The current exhibition follows on from a series of exhibitions from past years aimed at making visits to the clinic more pleasant for our clients.



## APP PROVIDES FAST AND EFFECTIVE HELP

Almost two years since its launch, the HealthPlus mobile app has attracted the interest and gained the trust of clients, and now has more than a thousand regular users, whom it helps resolve all the necessary issues in the field of health.

Trial operation of the app began in the spring of 2019, and by the next winter clients could use it securely and enjoy the benefits of a range of useful services. During the course of a few weeks up to the end of the year it was downloaded by more than 300 users. Clients' interest was substantially stimulated by the Covid-19 pandemic, and during the course of 2020 the app was actively used by more than 800 clients. In the first half of this year the number of users has increased by 50% to 1230 people. Meanwhile more than 3000 clients are still using the Client Zone on the clinic's website, which offers more limited services and access only via a web interface, whereas the app works directly from a phone.

### MORE THAN THOUSAND ONLINE CHATS

Users of the app have also quickly become accustomed to using the online chat service, which was launched at the beginning of the pandemic and also offers video consultations with doctors. By the end of 2020 almost 700 online chats and more than 50 video consultations had been recorded. The popularity of these eHealth services has grown considerably this year, with 1008 online chats and 87 video consultations taking place from January to mid-June. The average waiting time for connection within the framework of the online chat service has not exceeded 59 seconds. Users most often addressed current health complaints (39%), prescription of medications (19%) and ordering of doctor's appointments (18%), administrative matters (12%), or other inquiries and requests (12%).



NUMBER OF USERS OF APP  
**1230**



NUMBER OF ONLINE CHATS  
**1008**



NUMBER OF VIDEO CONSULT  
**87**

### MOST FREQUENTLY ADDRESSED ISSUES

**39%** Current health complaints  
**19%** Prescription of medications  
**18%** Ordering of doctor's appointments  
**12%** Administrative matters  
**12%** Other inquiries and requests

SOURCE: Program Health Plus  
(data from period of 1. 1. 2021 to 14. 6. 2021)

## SUMMER WITH A CLINIC IN YOUR POCKET

After a long and in all aspects constricted period of the Covid pandemic, the summer holiday season is approaching, with a relaxation of the restrictions, again allowing travel within the Czech Republic and abroad. Wherever you're planning on going, you can always have your doctor at hand.

What is the difference between clients of Program Health Plus and the great majority of people in the Czech Republic? If our clients are afflicted by health complaints, they're only ever a couple of clicks away from a doctor, wherever they are. This is enabled by the HealthPlus app, which offers access to electronic healthcare (eHealth) in your smart phone. This tool is now being used by more than a quarter of clients, and more are continually joining up. „The app is most often used for access to personal health documentation with the results of examinations, to gain an overview of planned appointments for examinations and access to the online chat service, which also enables video consultations with doctors,” informs Martin Taraležkov, specialist in the field of eHealth.

### EVEN THOUSANDS OF MILES AWAY

What can clients resolve using this app? The answer is: Almost anything. Within the framework of the chat service, a team is available composed of receptionists, nurses and doctors, who are able to respond to all clients' requirements quickly and effectively. „For example, they often arrange ordering or moving of appointments for examinations, compilation of ePrescriptions or electronic confirmations. Clients who have an acute health problem above all highly appreciate

video consultations with doctors, to whom they can also send photographs of their health complaint. And if no clinical examination is required, the doctor can also make out an ePrescription without the need for patients to visit the surgery,” describes the eHealth specialist. Thanks to this option it's possible to resolve complaints basically immediately, even if the client is currently hundreds or thousands of miles away. The only condition is that the client must have online connection. Thanks to the Czech Republic's membership of the European Union, it's possible to choose a prescribed medication in a pharmacy anywhere within the territory of the EU, as long as that medication is sold in the given country.

### VERY FAST CONSULTATION

Via the chat it is also easy to hold a video consultation, which clients need only request. Similar eHealth services including chat and video consultations are offered by the Client Zone, which can be accessed via a web interface, but thanks to the app clients can have the clinic with them at all times right in their smart phone, and with it the whole medical team. Clients who don't yet use the HealthPlus app can find all the information they need on our website: <https://programhplus.cz/mobile-application>.

## PREVENTIVE CONSULTANCY

## PREVENTION AGAINST SUMMER RISKS

Without doubt, everyone wants to enjoy a pleasant holiday without health complications. To ensure we are able to do so it's useful to pay attention to preventive advice, provided here by internal medicine specialist Dr. Hana Sýkorová.

### How can we prevent the risk of sunstroke and heatstroke? And how should we proceed if this occurs?

Sunstroke usually occurs due to the direct effect of the sun, especially on the head, leading to overheating of the brain. In the case of heatstroke there's a general overheating of the organism due to the effect of high temperatures, above all in a humid and unventilated environment. The most at risk are children, old and obese people. In the case of sunstroke it's people with fair hair and a fair complexion who are most at risk. Both conditions have a similar course. Symptoms include headache, nausea, vomiting, dizziness, disorientation or losses of consciousness, sometimes fever. The best prevention of sunstroke, heatstroke and dehydration is to avoid spending excessive time in the heat or direct sunlight, and in hot, humid and unventilated environments. Wear suitable clothing, and when in the sun also cover your head, ideally with something damp. It's also necessary to drink a sufficient amount of fluids, the best of which is mineral water. If sunstroke or heatstroke occur, it's recommended to place the patient in a cool and shaded place, and according to their state of consciousness administer sufficient fluids, but cautiously, in small sips. Also suitable are ion supply drinks or slightly sweetened tea and cold wraps or packs, especially on the head. In

case of pains, if the patient is not vomiting, it's possible to use regular analgesics. It's necessary to treat sunburnt skin with an adequate preparation.

### Even in the summer colds are no exception, above all due to air conditioning. Can you provide advice what to watch out for?

It's essential to avoid excessively large differences in temperature between the outside temperature and air conditioned areas inside, which applies not only to buildings but also to cars. The difference should be at maximum around 5 to 6 °C. You also shouldn't have air conditioning blow directly onto you, especially onto your head. A separate chapter is moistening of air and regular cleaning of filters in air conditioning units.

### Another enemy in the summer is ticks and insect bites. Can you advise us on effective protection, and on resolving these complaints?

You can protect yourself by wearing appropriate clothing (long trousers, sleeves etc.), by checking your skin after spending time outside and using repellents. I recommend vaccination against tick-borne encephalitis. We can subsequently treat the skin with a local disinfectant, antibiotic cream such as Framykoin, and local antihistamines (e.g. Fenistil gel).