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The patient-physician and health service-community relationship in times of zika.

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Abstract

Brazil deals with a zika virus outbreak since 2015. Severe cases and difficulty in controlling zika's vector has provoked among the people fear, anxiety, insecurity and even collective neurosis. This research studied possible changes in patient-physician and health service-community relationships during this current epidemic. The content analysis of semi-structured interviews with physicians and users of Basic Health Units of the city of Campinas-SP, in Brazil, showed that the topic of zika's infection did not emerge during prenatal consultations, so there would be no emotional impact on physicians or patients. On the subject of health service-community relationship, the same collective strategies employed in dengue's control have been used for zika's outbreak control, not having significant changes in this relationship. The views on how the media has dealt with zika's outbreak diverged among those interviewed, some of them believed it was relevant and others considered that the media may have overstated the issue.

Key words:

Zika, Patient-physician relationship, Family health.

Introduction

Brazil deals with an outbreak of zika since 2015. The severity of the cases, characterized by the occurrence of microcephaly, has provoked fear, insecurity and even collective neurosis. It is a new reality in terms of public health, being a disease with complications still little known and potentially limiting.

Were objectives of the research to know possible changes in the patient-physician relationship and health service-community in the context of an epidemic that had not existed in the country until then. How have the meetings between physicians and pregnant women been in prenatal care? Do patients ask questions about the disease? What do they ask? And the physicians, what do they answer? Do they feel prepared and sufficiently informed about the disease? How has the role of the media been in disseminating information?

In many health centers it is possible to see posters and notices posted on the walls informing users about zika. What kind of information do we find on these posters? How do users receive it? Do they really inform and help or cause panic, fear?

Results and Discussion

Considering the objectives of this research, a qualitative methodology was chosen, using the semi-structured interview, from the intersection of the objectives with the information seized from the literature review, and observation. The technique of content analysis and the free observation of the photographs were used in order to apprehend the main messages that emerged from these records, and their meanings.

It was observed that infection by zika virus does not seem to worry the population. The pregnant women are not taking the subject of the infection to prenatal consultations, either because of lack of information or because they think the problem is still distant, as in Campinas there was no case of microcephaly due to infection.

Regarding the health service-community relationship, there was an intention to alert the population to the risks

of this arboviruse through panels and warnings that, by the way they were elaborated, rather than informing about symptoms and prevention measures, served to catch the user's attention.



Figure 1: Panels about zika fixed on the wall of the HC.

The same collective strategies to combat dengue were transferred to combat zika, and there were no important changes in this relationship. In addition, opinions about how the media addressed the issue diverged between pertinence and exaggeration.

Conclusions

The analysis of the content of transcripts of interviews conducted with professionals of the Family Health Strategy of the city of Campinas-SP and the warnings and panels present in basic health units showed that the subject of the virus infection was almost not present during the consultations Prenatal care, thus failing to cause emotional impacts on both health professionals and users.

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