



Implementación estratégica de atención al usuario durante la pandemia COVID-19 (SARS-CoV-2) CECAMET, 2020- primer trimestre 2021 [

2021

text (article)

Analítica

In the State Commission for Conciliation and Medical Arbitration of Tabasco (CECAMET), for the efficient attention to the user during the COVID-19 pandemic, older personnel were located, as well as those with real mobility, applying the home office option and with the Minor staff implemented a strategy of guards in the various care units to comply with all the requested matters in a timely manner; In the same way, a complaints box was set up to attend to any matter that the user requested at any time, enabling the institutional WhatsApp and itinerant modules in our social networks in the same way, which kept us in direct contact with the users by reporting 7,300 followers and 5,474 beneficiaries. Our continuous training system for the health sector and the general public is restructured by applying the online modality, benefiting a total of 5,139 users

In the State Commission for Conciliation and Medical Arbitration of Tabasco (CECAMET), for the efficient attention to the user during the COVID-19 pandemic, older personnel were located, as well as those with real mobility, applying the home office option and with the Minor staff implemented a strategy of guards in the various care units to comply with all the requested matters in a timely manner; In the same way, a complaints box was set up to attend to any matter that the user requested at any time, enabling the institutional WhatsApp and itinerant modules in our social networks in the same way, which kept us in direct contact with the users by reporting 7,300 followers and 5,474 beneficiaries. Our continuous training system for the health sector and the general public is restructured by applying the online modality, benefiting a total of 5,139 users

<https://rebiunoda.pro.baratznet.cloud:28443/OpacDiscovery/public/catalog/detail/b2FpOmNlbGVicmF0aW9uOmVzLmJhcmF0ei5yZW4vMzE1NjM3NTI>

Título: Implementación estratégica de atención al usuario durante la pandemia COVID-19 (SARS-CoV-2) CECAMET, 2020- primer trimestre 2021 [electronic resource]

Editorial: 2021

Tipo Audiovisual: Pandemia COVID-19 buzón de quejas redes sociales modalidad en línea COVID-19 pandemic complaints box social networks online mode

Documento fuente: Revista CONAMED, ISSN 1405-6704, Vol. 26, N°. 1, 2021, pags. 39-45

Nota general: application/pdf

Restricciones de acceso: Open access content. Open access content star

Condiciones de uso y reproducción: LICENCIA DE USO: Los documentos a texto completo incluidos en Dialnet son de acceso libre y propiedad de sus autores y/o editores. Por tanto, cualquier acto de reproducción, distribución, comunicación pública y/o transformación total o parcial requiere el consentimiento expreso y escrito de aquéllos. Cualquier enlace al texto completo de estos documentos deberá hacerse a través de la URL oficial de éstos en Dialnet. Más información: <https://dialnet.unirioja.es/info/derechosOAI> | INTELLECTUAL PROPERTY RIGHTS STATEMENT: Full text documents hosted by Dialnet are protected by copyright and/or related rights. This digital object is accessible without charge, but its use is subject to the licensing conditions set by its authors or editors. Unless expressly stated otherwise in the licensing conditions, you are free to linking, browsing, printing and making a copy for your own personal purposes. All other acts of reproduction and communication to the public are subject to the licensing conditions expressed by editors and authors and require consent from them. Any link to this document should be made using its official URL in Dialnet. More info: <https://dialnet.unirioja.es/info/derechosOAI>

Lengua: Spanish

Enlace a fuente de información: Revista CONAMED, ISSN 1405-6704, Vol. 26, Nº. 1, 2021, pags. 39-45

Baratz Innovación Documental

- Gran Vía, 59 28013 Madrid
- (+34) 91 456 03 60
- informa@baratz.es