



# “PALLCARE Seva”—A Beacon Amid the Catastrophic COVID-19 Times: Correspondence

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Dear Editor,

We would like to comment on the publication “‘PALLCARE Seva’—A Beacon Amid the Catastrophic COVID-19 Times: A Cross-Sectional Study from a Rural Oncology Institute in Western Maharashtra<sup>1</sup>.” This study reports on an audit of the “PALLCARE Seva” telephone service calls.<sup>1</sup> General practitioners might be consulted in more than one-tenth of cases, according to Patil et al. The main tenets of our service were courtesy and compassion, helpfulness, addressing skepticism about the condition, and giving patients and caregivers a chance to express their ideas. The majority of callers—more than three-fourths—rated their interactions as positive and said they would suggest this service to other patients in need.<sup>1</sup>

We both agree that the coronavirus disease 2019 (COVID-19) outbreak made the switch to broad service necessary. Utilizing a communication tool could be beneficial. However, the scenario in which it is appropriate varies. Poor infrastructure makes it challenging to access IT or a basic phone in many rural areas of developing nations. As a result, it is necessary to analyze the effectiveness of telephone conversations in light of the regional context. Furthermore, COVID-19's situation is constantly changing. The arrival of a new COVID-19 vaccination and

the emergence of a new variation can both have a big impact on the local situation. The shifting local COVID-19 epidemic scenario must be taken into consideration while assessing the effectiveness of phone calls.

#### Trial Registration

Not applicable.

#### Funding

None.

#### Conflict of Interest

None declared.

#### Data Availability Statement

Data sharing is not applicable to this article as no new data were created or analyzed in this study.

#### References

- 1 Patil CR, Tanawade P, Dhamne N, Anap Y, Watve P. “PALLCARE Seva”—A Beacon amid the catastrophic COVID-19 times: a cross-sectional study from a rural oncology institute in western Maharashtra. *Indian J Med Paediatr Oncol* 2022;43(04):369–375

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