

TELEHANSEN 2005
PRELIMINARY CALLS REPORT 01/2005 TO 04/2005

1- Introduction

This first report makes an analysis of the calls for the TELEHANSEN® in the period of January the April of 2005. In this period 1744 calls had been received from 22 units among 27 of Brazil federacy. The results are shown through graphs of comparative form. The information shown in this report had been taken of Telehansen data base. Five categories of information are analyzed by: gender; calls per unit of the federacy, midia that reached the user, profile of the user and main doubts.

Figure 1, shows number of calls per month. The reduced number of calls in January is due financial problems that had made difficult the maintenance of the attendants. In this period Telehansen was sponsored by OPAS (Pan American Health Organization), but this support was restrict to expenses with telephone bills. One fact must be highlighted; the information's during January is included in this report although at this time Telehansen was partially sponsored by OPAS.

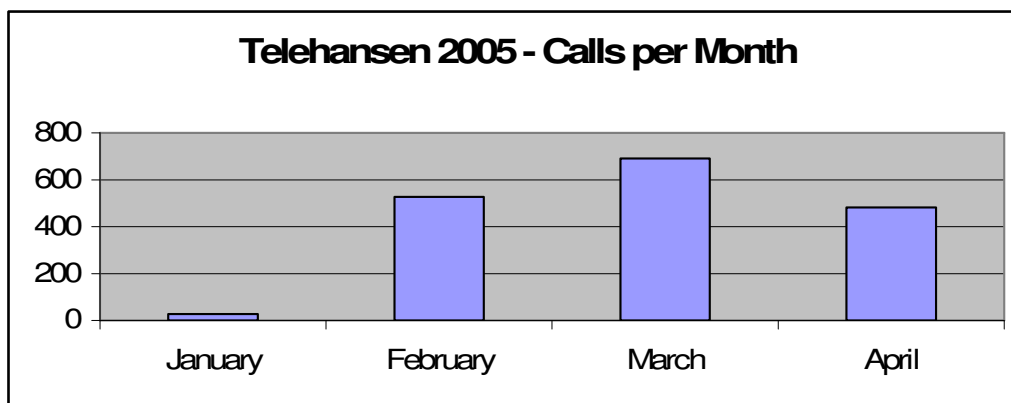


Figure 1. Calls during January to April period.

2- Distribution of attendance by gender.

Figure 2 shows the contribution of each sex in the total number of attendance. The women are the ones that traditionally look more the attendance in the Telehansen. This probably happens because in Brazil we have a great number of women in the health services and at groups of MORHAN.

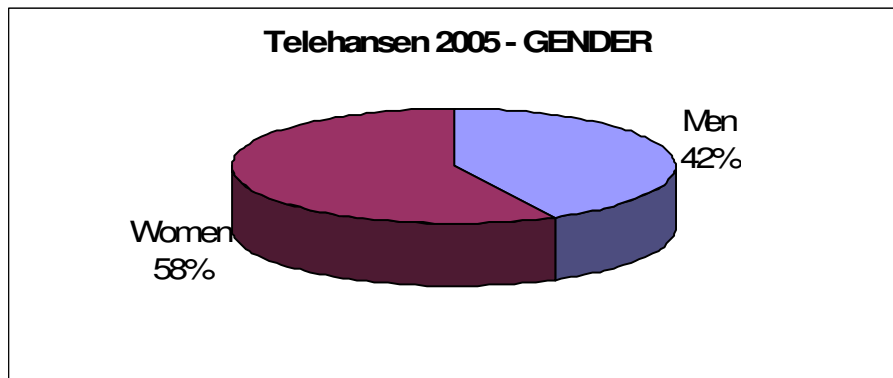


Figure 2. Women call more 16%.

3- Distribution of attendance by units of federacy.

The units of federacy with great contribution in the number of calls are the following: Rio de Janeiro is the champion in number of calls. This happens because: there are two endemic areas at this state (São Gonçalo City and Baixada Fluminense); the office of the national coordination attracts a great number of calls. Similarly, Brasília (DF) appears in second place in function of the volunteers activities in councils and task groups. Paraná state appeared because in the end of January, Morhan promoted an activity in the city of Curitiba with great repercussion. The Ceará (CE), is a state with great prevalence of Hansen's disease and has six groups with strong activity. Acre (Ac) despite the low number of calls, experimented an increasing of calls, since National Coordination acted in reorganization of the local group in Rio Branco (Ac) in 2004.

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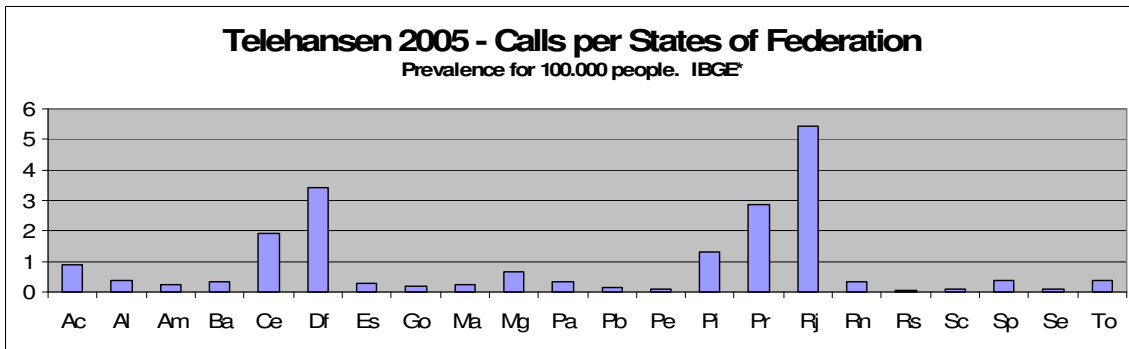


Figure 3. Distribution of attendance by units of federacy.

* IBGE, Brazilian Institute for Statistics and Geography responsible for population estimative for 2005.

4- How do you took knowledge of this service?

When question is done for the caller the objective is evaluate what was the divulgation material that reached him. In most of cases posters are the main divulgation media, especially when no TV campaigns are done. For this year there is no expectative of TV campaigns that are the massive media with strong impact in the population.

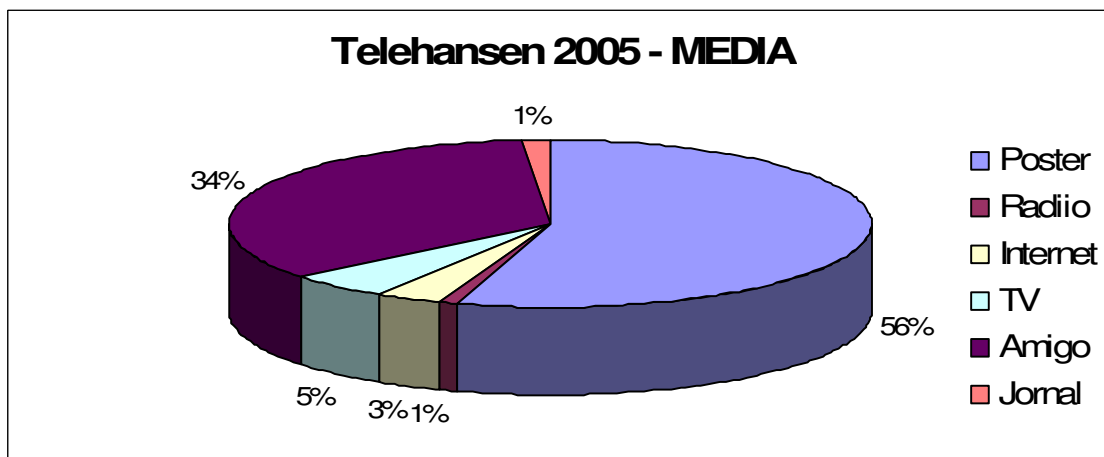


Figure 4. Performance of different kinds of divulgation material.

5- Frequently asked questions.

The most frequently asked question help us to evaluate the people perception about Hansen’s disease. The mains questions are about the symptoms and places for treatment. The question about existence of cure shows that people still has few information’s about the disease. Questions with less than 1% were neglected in Figure 5, as in the case about “isolation” what can be considered positive.

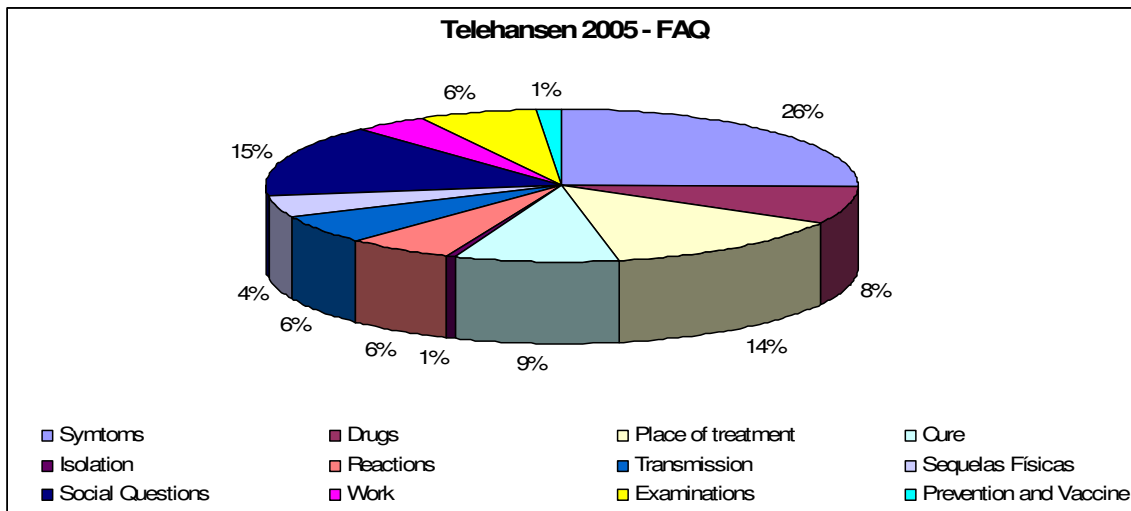


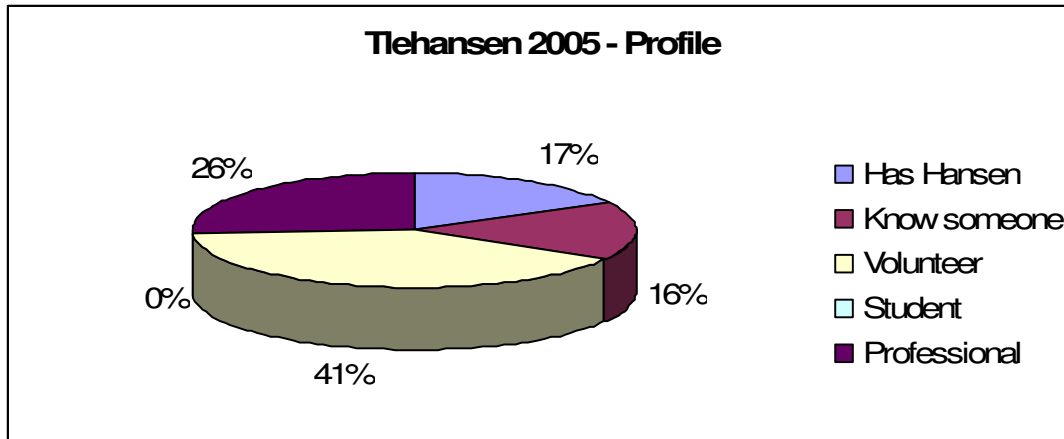
Figure 5. Frequently asked questions.

6- Profile of the callers

The attendants are oriented to establish a relation of the caller with disease. Sometimes its not possible, because people do not desire supply information’s about them. Is very common people says that he or she knows someone who has Hansen but sometimes it’s clear that’s not true. He has the disease, but the preconception takes it to conjure the truth. Seventeen percent admits that has or had Hansen and probably has problem in the treatment. Adding this group with the previous 43% had contact with the disease. Sixteen percent were Professionals who contact us asking for information’s or to articulate activities in your work area. Forty-one percent are volunteers who used Telehansen to

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contact the national coordination, what demonstrates the importance of the service in the movement construction.



7- Conclusions

- Telehansen received 1744 calls since January to April.
- Fifty-eight percents were female.
- Most of calls concentrate in Rio de Janeiro and Brasília.
- Posters were the main divulgation material.
- Questions about cure and symptoms are still common and indicates low knowledge about Hansen disease.
- Seventeen percent of the attendance originates from people with Hansen disease.

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