

**TELEHANSEN 2005**  
**SECOND PRELIMINARY REPORT OF CALLS**  
**01/2005 TO 09/2005**

**1- Introduction**

This is the second report of received calls for the Telehansen and encloses the period of January to 19<sup>th</sup> of September. In this period 3262 attendance and registered 43 denunciations had been made. In the Figure 1 is shown the monthly distribution of the received calls. As already mentioned in the previous report January presents the smallest number of attendance due to the problems of financial maintenance of the Telehansen when the service was kept thanks to activities of volunteers. The monthly average is 362,44 calls, but it must be considered that the relative data to the September month are still partial.

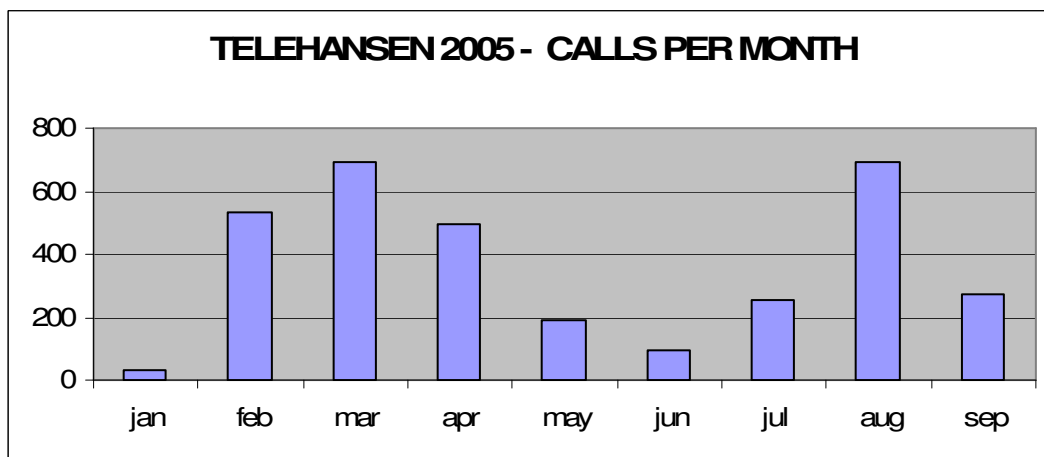


Figure 1. Monthly distribution of calls in the period.

## 2- Distribution of attendance by gender

The number of deriving calls of women is traditionally bigger than men. Until the present moment the difference is 18%, Figure 2.

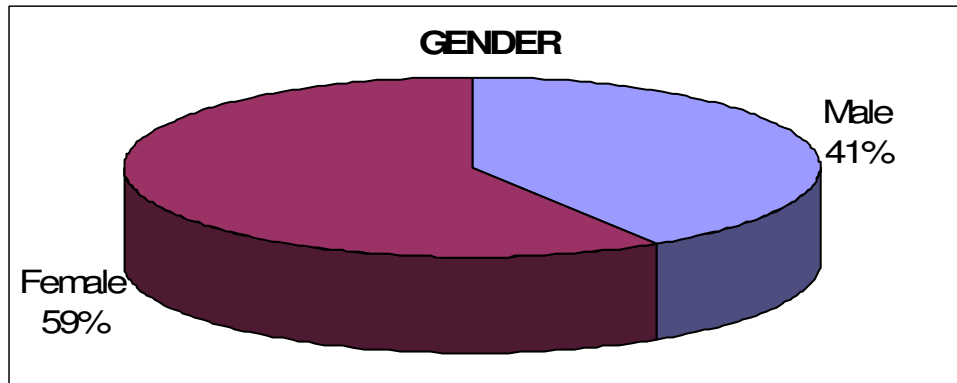


Figure 2. Women are the main group in Telehansen.

## 3- Distribution of the attendance per unit of the federacy.

In Figure 3, the number of answered calls for the units of federacy is express in terms of prevalence for 100.000 inhabitants, what it allows to compare the frequency of each state of federation. Rio de Janeiro state appears in first place since it is the center of the movement actions and due a project in partnership with the local health department in the area of Hansen disease. Similar fact occurs with Brasilia (DF) that it is the center of national politics and headquarters of the health department and several councils where the MORHAN has seat.

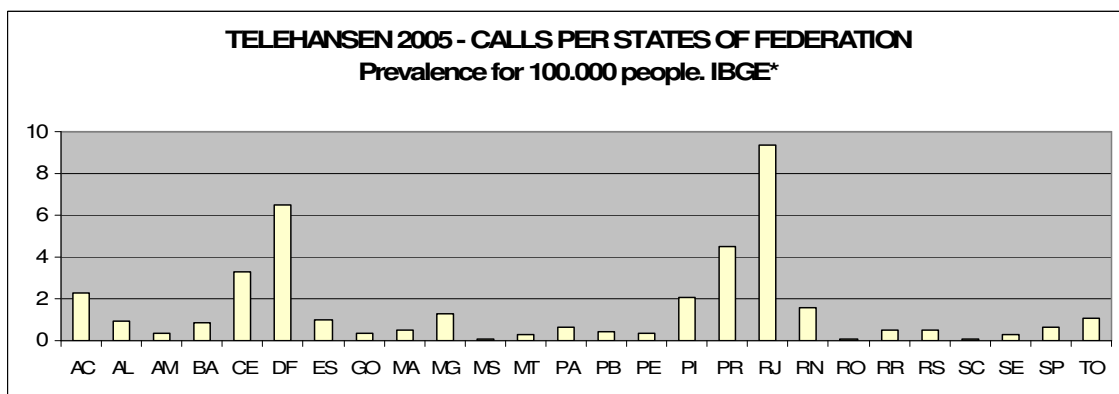


Figure 3. Number of calls per unit of the federacy.\* IBGE, Brazilian Institute for Statistics and Geography responsible for population estimative for 2005.

#### **4- Media**

The figure 4 shows the performance of several types of media in the total number of calls for Telehansen. This information is very important to evaluate the actions of our groups and campaigns. At this moment begins a campaign with the partnership of the major Brazilian TV network and is expected a great increase of calls, as in others years. Poster is the most common media, but the orientation passed by others persons who had information about Hansen disease and Telehansen is numerically relevant.

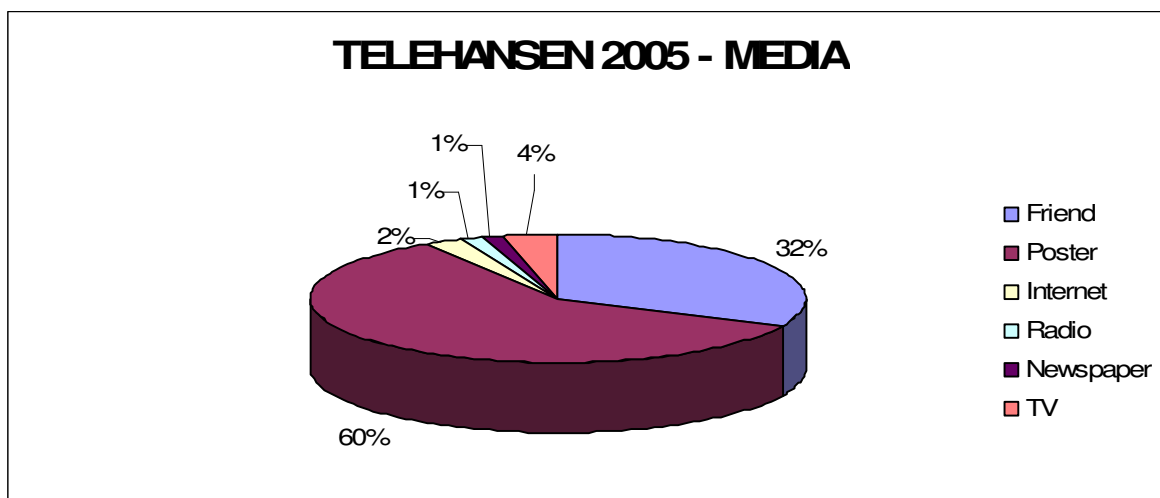


Figure 4. Posters were most common source of information about Telehansen in this period.

#### **5- Frequently asked questions**

Symptoms are always main target of questions, but transmission and local of treatment follows this question. Questions about reactions and drugs can be associated with people in treatment and usually with lack of medicament.

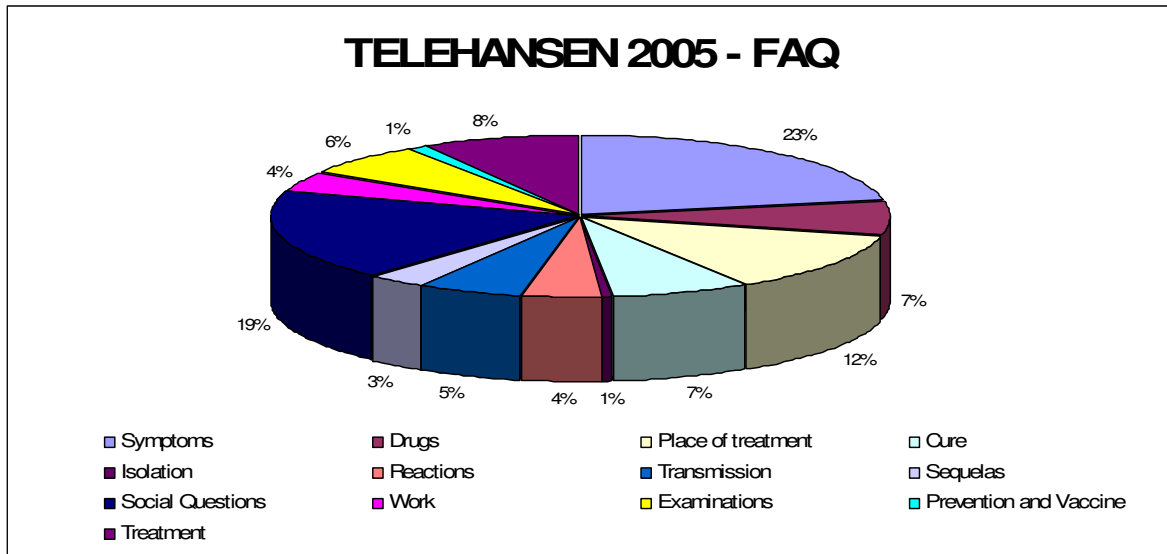


Figure 5. Symptoms, cure, place of treatment mains doubts of the users.

### 6- Users profile

The users were divided in five categories . “Has Hansen”and “Know Someone” agroups people who had contact with Hansen disease and they are 37%. Is very common attend people saying that knows someone with symptoms but with indication that he is talking about himself.

Volunteers are people who participates in one of our groups or taking part in a specific activity promoted by MORHAN. They were the first in number of calls. Professional are commonly of health area, but we can also find teachers. Although students are strategic people they're smallest identified group.

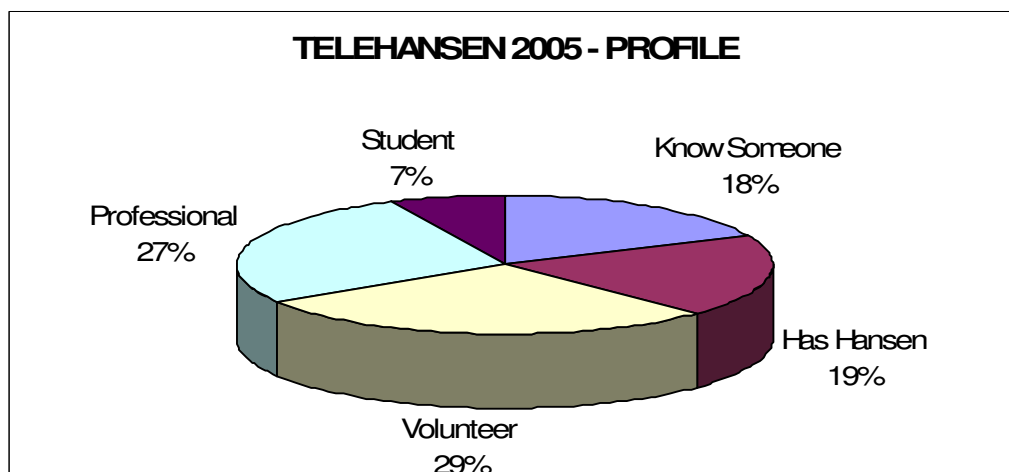


Figure 6. The people who had contact with the disease are 37% of attendance.

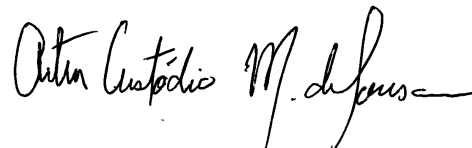
## **7- Conclusions and commentaries**

Women are the main user group. Because, women are traditionally responsible for the health in the family or community.

Posters and information transmitted by friends are important source of calls and attendance.

People with Hansen disease originated 19% of attendance, but the small number of students indicates a deficiency of educational system.

This report precedes a TV campaign and is very important to evaluate the TV impact in Telehansen.



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