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THE NEW NORMAL : Creating a Pleasant Virtual Communication

Family emotional communication in caring for patients with Covid-19 at home: Personal experience and story

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Corona virus Disease 2019 (Covid-19) is a new type of disease that has occurred starting in 2019 which is caused by the coronavirus (Kementerian Kesehatan Republik Indonesia, 2019). This disease is a health problem for all human beings in the world, because it is a contagious and deadly disease. This is something that is frightening to everyone, where we will lose our health conditions, lose our loved ones, change our life patterns and we must comply with various phenomena in life (Abudi et al., 2020). This condition is experienced by many people, groups and families today regardless of one's status and position. This also happened in my family, where my parent and child were infected with the covid-19 virus.

The family is the smallest unit in community which consists of two or more individuals who are joined by blood, marital relations or adoption, live in one household, interact with each other and have their respective roles and create and maintain a culture. All families in the world feel the impact of this covid-19 pandemic condition, especially for my family who has several family members diagnosed with Covid-19 based on the results of a PCR (polymerase chain reaction) or swab (Kementerian Kesehatan Republik Indonesia, 2019).



Figure 1. PCR (polymerase chain reaction) examination or swab.

The family has a role to foster and guide its members to adapt to every change that occurs in the family, namely the change from being healthy to being sick (Harmon Hanson, 2005). Information for my family about family members diagnosed with covid-19 raises anxiety, fear in dealing with this condition, especially a lot of information that sometimes views the negative side of people with Covid-19. From result observations, changes in communication and social life between humans change over time quickly with the emergence of prejudice against people diagnosed with COVID-19 (Dani & Mediantara, 2020). But life must go on, as well as my family where I am temporarily the head of the family who has an important role in building and creating good and conducive conditions for all family members so that the family can have resilience and strength in dealing with this problem, one of which is through family emotional communication.

When one or two of my family members were diagnosed with Covid-19, the others members must try to be able to express emotions in each of us in a good way for example, in how to communicate in expressing sadness, anger, anxiety and fear to avoid alienation and confusion when interacting with one another. Some rules that can be done are with affection that fosters love, appreciation, praise, focus on positive things and share gratitude and learn to understand what is heard in order to bring closeness (Fauziah & Afrizal, 2021). I have to implement peaceful communication, with correct information and ensure that these conditions are things that must be lived together, so that openness is needed for all families about what they feel, what they think, what they want, and what is needed because a disease pandemic situation that affects people's psychology widely and massive, starting from the way of thinking in understanding information about health and illness, changes in emotions (fear, worry, anxiety) and social behavior (avoidance, stigmatization, healthy behavior) (Agung, 2020).

For my family members who suffer from Covid-19, treatment is carried out using independent isolation techniques both in the hospital and at home. This can make them feel alone and unnoticed. Quarantine conditions will increase anxiety and isolation which can cause a person to experience anxiety and depression. Conditions will be increasingly depressed because our culture is accustomed to establishing a social relationship with other people and because of the confirmed condition of Covid-19, the activities of family members must be limited so that they need the support of others, especially family. When cases of COVID-19 become a pandemic, WHO asks citizens to stay at home or self-quarantine. Sports centers and locations that are usually crowded with individuals are temporarily closed. Residents have to stay at home for long periods of time, this can pose a huge challenge to staying physically active. Sedentary behavior and low levels of physical activity can negatively impact an individual's health, well-being and quality of life. Quarantine itself can also cause additional stress and can disrupt people's mental health. Physical activity and relaxation techniques can be used as good ways to help achieve calm and maintain physical and mental health. The family facilitates in order to keep doing activities that are safe and healthy for all family members (Sari, 2020).



Figure 2. My mother is behind the glass window during self-isolation or quarantining in the room

The family is part of a social being and is also an emotional creature, in which family support must be provided with the right techniques so that support can be felt and interpreted by the family properly, one of which is in the form of emotional communication. The ability to communicate emotions through emotional intelligence reminds us that emotions are part of our humanity and will always be present with us. Our presence through good emotional communication will make families able to survive the current pandemic situation. When we feel wrong, we dare to admit it and when we are right, we try to remain calm and quiet. When my son forgot to wash his hands after playing with his beloved dog, he spontaneously said "Ouch I forget" and then he rushed to wash his hands immediately. Family facilitates family members to stay healthy, happy with everything around them. Positive and effective communication in the family will foster a sense of security and comfort for all family members during the COVID-19 pandemic (Rayani, 2021)



Figure 3. Playing with pets can be comforting in sorrow with due observance of health protocols

I try to provide support to them through my words, attitudes and deeds by continuing to talk and discuss them with love, trust and confidence in them that they can get through this independent isolation well, so that it will speed up the healing process. What I can do is how to increase the immune system of my children and my mother, and reduce the aggravating condition because my elderly mother has other diseases (comorbid) by making them happy and happy with all their activities while being isolated because with high family support can improve the spirit and quality of life of the elderly with covid-19 (Putri Wiraini et al., 2021).



Figure 4. My mother made a video call with her sister and always make them happy

Another form of communication is that I try to make us all open up to each other by expressing our feelings and thoughts, when my husband had to be hospitalized and my child and mother were isolated independently at home. My family used online media, for example to create a "Senada" family group to be able to communicate online because of the pandemic condition, we must keep our distance.



Figure 5. Similar Family Groups on social media (WA)

In the media, we tell each other how conditions are with each other, how they feel every day, give each other strength and pray for each other. Groups as a means of communication that provide an overview of the condition of family members in order to reduce anxiety because of a family bond. Emotional communication that exists in the family makes family members also feel what other family members feel can be done by trusting each other, being open and receiving information received by confirming (Rayani, 2021). When my husband asked about the news "how are you kids? Is it okay for all of you at home?", And I immediately replied "we're fine, You must still strong, excited and get well soon, we all love you daddy. ", My two children also replied to the chat with the same chat" rafa love daddy, have you eaten? How was it in the hospital, Dad, did you sleep well? "Husband replied to the chat," Daddy also loves you all, daddy has eaten just now and daddy is good sleeping here". Oral or written communication is conveyed as support for families to be able to go through this tough time together. Family group media can also convey information related to Covid-19. My husband, my children, and I share information on how to prevent and treat Covid-19 patients. My family must be able to ensure that the information received is valid and reliable by avoiding false or hoax news or information.

The conditions of the Covid-19 pandemic also demand a change in the structure of my family, especially in living a healthy life with 3M (using masks, maintaining distance and avoiding crowds) (Kementerian Kesehatan Republik Indonesia, 2019). These changes in lifestyle have made my family have to be able to give understanding to all family members by communicating well and correctly. The obstacle that can occur is the disorder of one family member in obeying the rules, for example not using a mask, coughing in an inappropriate way, this can have a negative impact on other family members, because covid-19 is a disease that can be transmitted quickly through the air or something we touch. Sometimes if the information we convey continuously every day will have an impact on boredom and displeasure, especially in children, and eventually there will be indifference to important information that we remind us. Families need patience in conveying information and, if necessary, families can also use communication techniques in writing but fun, for example by using picture media posted on the walls of children's rooms, in order to remind people about health protocols that must always be carried out in the family.



Figure 6. Reminded of health protocols via embedded pictures.

The family has a role in family health care to achieve the health conditions of all family members (Harmon Hanson, 2005). After undergoing treatment for about 3 weeks, my husband, my big son and my mother were declared cured with a health certificate from the hospital. This situation made my family happy and thanked God for His great love and I feel very proud of my husband, children and mother who have managed to go through the treatment and treatment period courageously and patiently by going through the swab examination process many times until finally the result is negative.

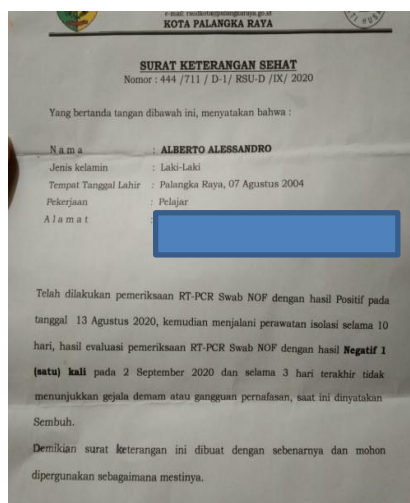


Figure 7. The results of the swab examination which state that my child recovered from Covid-19



Figure 8. They can play together again and be happy while adhering to health protocols.

The current condition has changed, after all family members are declared healthy and with a new order in society, we are jointly committed to sticking to health protocols at home, for example always wearing masks and face shields, always washing hands diligently, maintaining distance. all done with sincerity and joy, because it is a must so that all family members can stay healthy.

All my family activities inside the house and outside the house, still pay attention to and apply health protocols. The past experience is a valuable experience for us as a family, so that we always pay attention to personal health, family and the environment around them. The family always maintains interpersonal communication, is mutually responsible for maintaining personal and family hygiene with a healthy lifestyle, and is open in communicating all problems that exist in the family (Kuswanti et al., 2020). Through the ability to communicate emotions, families are expected to strengthen each other so that they can survive the covid-19 pandemic together.

Consent

The family (identifiable) photographed have given their consent for their pictures to be used in the dissemination and publication of this paper.

Conflict of Interest

None

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