



## The Psychological Impacts of COVID -19 as a Social Influence Parameter During the Pandemic

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### INTRODUCTION & AIM

The purpose of this research is to present a perspective on the psychological impacts of the COVID-19 pandemic on the general population and the various interventions established for psychological support.

### METHOD

The collection of data on the mental impact of the COVID-19 pandemic on the general population was carried out by electronic recording of calls, from the Call Center (11110) of Attiki Region (Greece) Operations Center and the Athens Medical Association.

A detailed analysis of the individual phone calls was carried out by specialized medical and psychological personnel and taxonomized in four major categories: 1) Instructions for psychological support 2) Care Givers support for patients with Alzheimer 3) Counseling for Parents & Children 4) Domestic Violence. Overall, during 2020 and 2021, in total 159,656 calls were recorded, from which 115,622 (72.4%) were made in 2020 and the remaining 44,034 (27.6%) were made in 2021.

### RESULTS

From the analysis of the data collected we concluded that the most prevalent phone call categories were social intervention issues and instructions for medical issues related to the Coronavirus Pandemic at rates of 47.6% and 42.5% respectively. The majority of calls both in total and per year were made by the prefecture of Attiki. 2319 cases were recorded from the psychological support line, from June 2020 to November 2021. 92.5% of the cases were related to psychological support instructions. The average age of the callers was 49.4 years and the majority of them were men, with the rate being 58.3%. 78.7% of the calls were made in 2021 and specifically 36.4% were made in the fall. Figure 1 presents the evolution of COVID-19 cases and deaths

Figure 1. The Evolution of COVID-19 Cases and Deaths in Greece

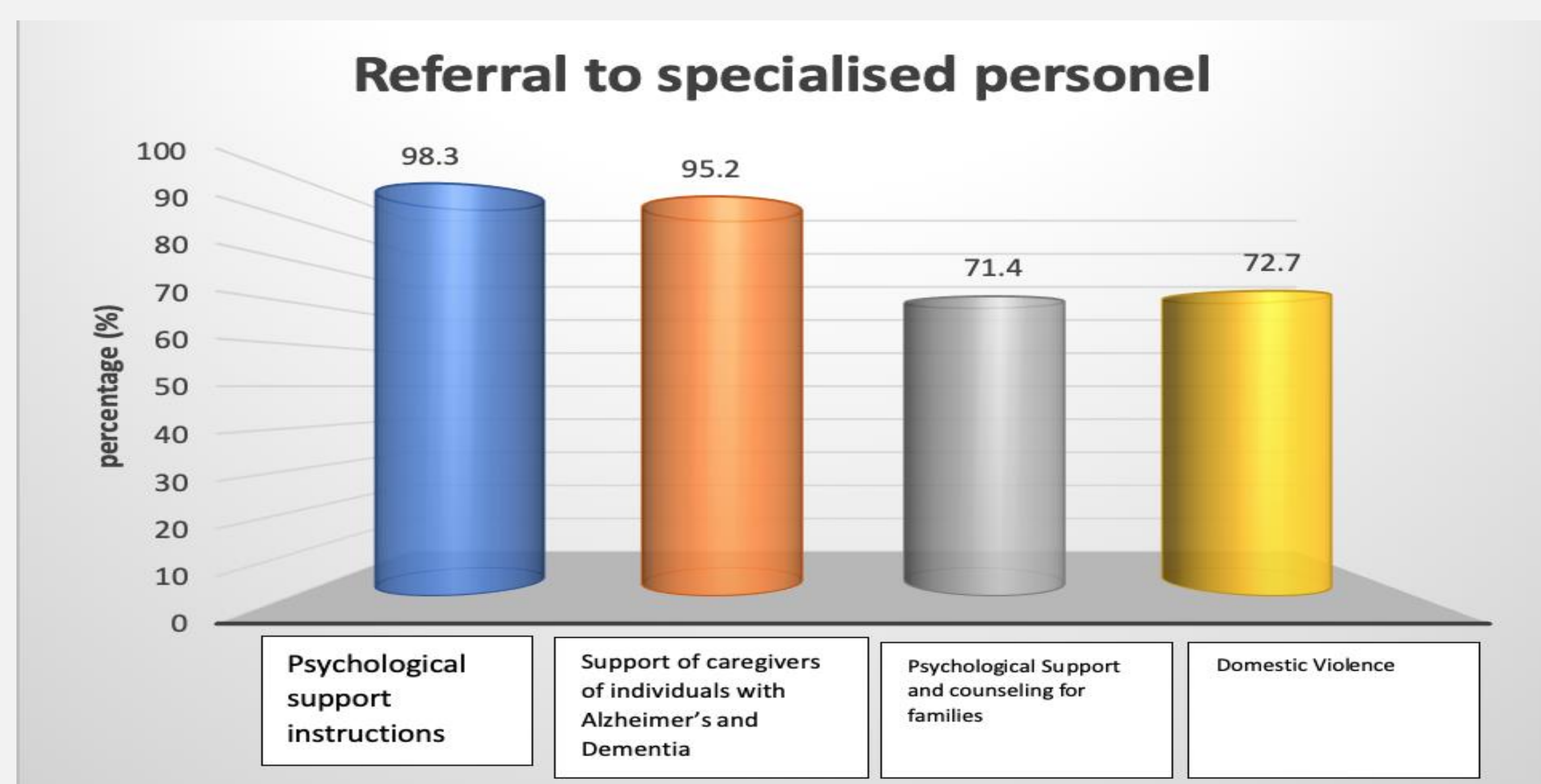
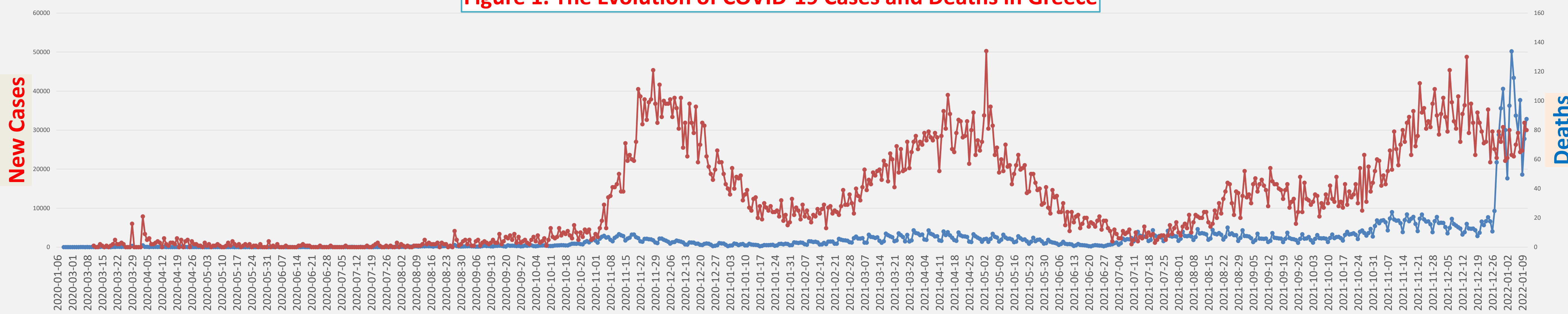


Figure 2: In the above graph the percentages of referral to specialized personnel per phone call category are presented. The majority of phone calls that were referred (98.3%) were with regards to psychological support instructions, followed by phone calls made regarding support of caregivers of individuals with Alzheimer's and Dementia (95.2%). Referral of phone calls made for psychological support and counselling for families as well as for Domestic Violence, at percentages of 71.4 % and 72.7% respectively, was also observed.

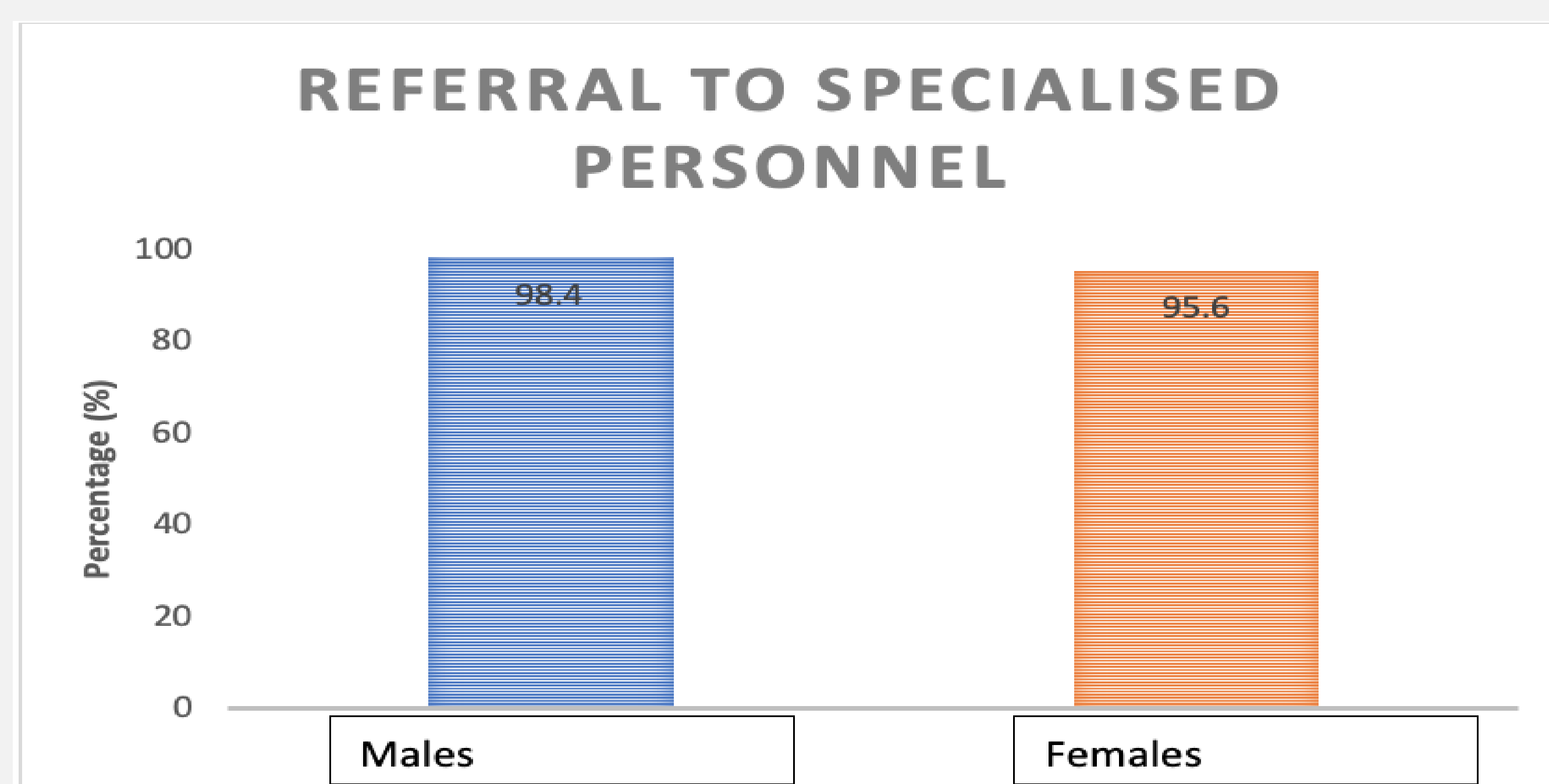


Figure 3: The above graph presents the percentages of referral to personalized personnel per gender category. 98.4% of the phone calls that were made by male individuals was forwarded to specialized personnel followed by phone calls made by female individuals, at a percentage of 95.6%.

### CONCLUSIONS

The emergence of the coronavirus along the measures adopted to deal with it, had a pronounced impact in the general population. The study cites statistics and offers an extensive conceptual analysis of how individual mental health within the social context of lifestyle were affected, in the era of the COVID-19 pandemic.

The valuable experience we gained as a State, Regional Health Authority and Athens Medical Association constitutes an important element for investigation the psychosocial aspects of the Pandemic as well as adopting effective public health policies and management of the pandemics

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