

THE TELEHEALTH ENCOURAGING KNOWLEDGE EXCHANGE: A SOCIAL WORK EXPERIENCE IN NETWORK FOR PEOPLE WITH CLEFT LIP/PALATE

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PURPOSE: This research aimed to design a system of social Tele Social Service between Hospital social workers and the professionals from services linked to Profis Network - that besides allowing the exchange between professionals and institutions may contribute to the ongoing training and/or second opinion. **METHODS:** The universe was eight social workers from the Associations of Parents and people with cleft lip and palate of the most populous state of the country and two Hospital units totalizing 8 services. The sample was 5 social workers. For data collection was used questionnaire asking about the technological resources to accomplish the project and interest in participating in this network. **RESULTS:** Regarding to knowledge about Telehealth, 60% have had, however, among these, 100% had never participated in any related activity but feel the need to do it; 60% of services are ready to perform teleactivities; the expected contribution of "tele-social work" were: to make easier the access to the specialized service (100%), speed up the solution of regional problems (40%), make feasible the formation of a network (40%), rationalize time and expenses (80%) and carry out the approach among professionals and services (100%). **CONCLUSIONS:** The proposal is feasible and pioneer in Social Work in our country. With the "tele-social work". The sensation of isolation of Social Workers will reduce – if we take into account the precedence distances of patients coming from 3,917 cities. It make possible the continuing habilitation and/or second formative opinion besides the exchanging, expansion and dissemination of knowledge in social working in health and craniofacial anomalies area, providing the optimization of care to the people with cleft lip-palate, as a right.