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Making follow ups in the medical sector is one of the effective methods to ensure that the nature of the services offered are effective and are perceived in a positive manner by the health receivers. They are the main consumers of the services that are offered within the medical facilities and health centers. Therefore, it is the responsibility of the health care providers through their management systems to ensure that necessary follow-up schemes are made to the people who receive health services.   
Population health management comes into play where managing the health of certain populations requires the inclusion of several factors. The amount of feedback that is received from the people who are the main health receivers is very vital in planning for their future health services. The feedbacks that are received can be vital when it comes to the process of customizing the available healthcare systems in order to suit the specific needs of the people in order to offer better services.   
Telephone follow-ups are one of the most effective ways in which the health receivers can address their views towards a given service they had from a health care center. The nature of the medium of getting feedback from the people who receive health services from health care facilities is effective because of a variety of reasons. One is that the person who is being questioned is accessed immediately so long as their phones are online. Therefore, it is easy to get people at once to offer information concerning the level of care that is offered within the health care facilities. Second, the nature of response that is obtained from the clients who are being interviewed over the phone is fast and effective. One is able to interact with the individual who is being interrogated and from that information can be obtained immediately. Therefore, there information that is required by the health care facilities can be easily accumulated on an immediate instance when phone calls are made. In addition to the two factors, phone calls made to health care receivers provide a surety that they are the intended people to be interviewed about the health services and necessary feedbacks obtained. There are high chances that when a phone call is made, the immediate person to receive is the owner. Therefore, the system of feedback retrieval can be an effective method when it comes predicting the patients satisfaction levels and readmission.

The Otitis Media with effusion is a condition that is common and mostly seen in the early childhood stages. The other term that can be widely associated with the condition is the glue ear which is attributes to the condition of having fluid in the space at the middle ear in the eardrum. The whole situation in the end may result to hearing difficulties. If no proper medical interventions are made at early stages of the condition, there might be situations of general behaviors displayed by children, who are affected, their general language where they might experience difficulties in their language expressions and their progress at school.   
The condition of Glue ear is somehow related to acute otitis media. The condition is characterized by children having glue ear being prone to frequent infections of middle ear. The situation of acute middle ear infection is accompanied by glue ear for some time mostly seen among the children.