



Digital health dialogues

– opportunities and challenges for patients and health care professionals

Theme session: Digital innovation for access and service delivery in healthcare

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The need for digitalisation and video meetings

- The COVID-19 pandemic
- Long travel distances to health care centers
- Time efficient (?)



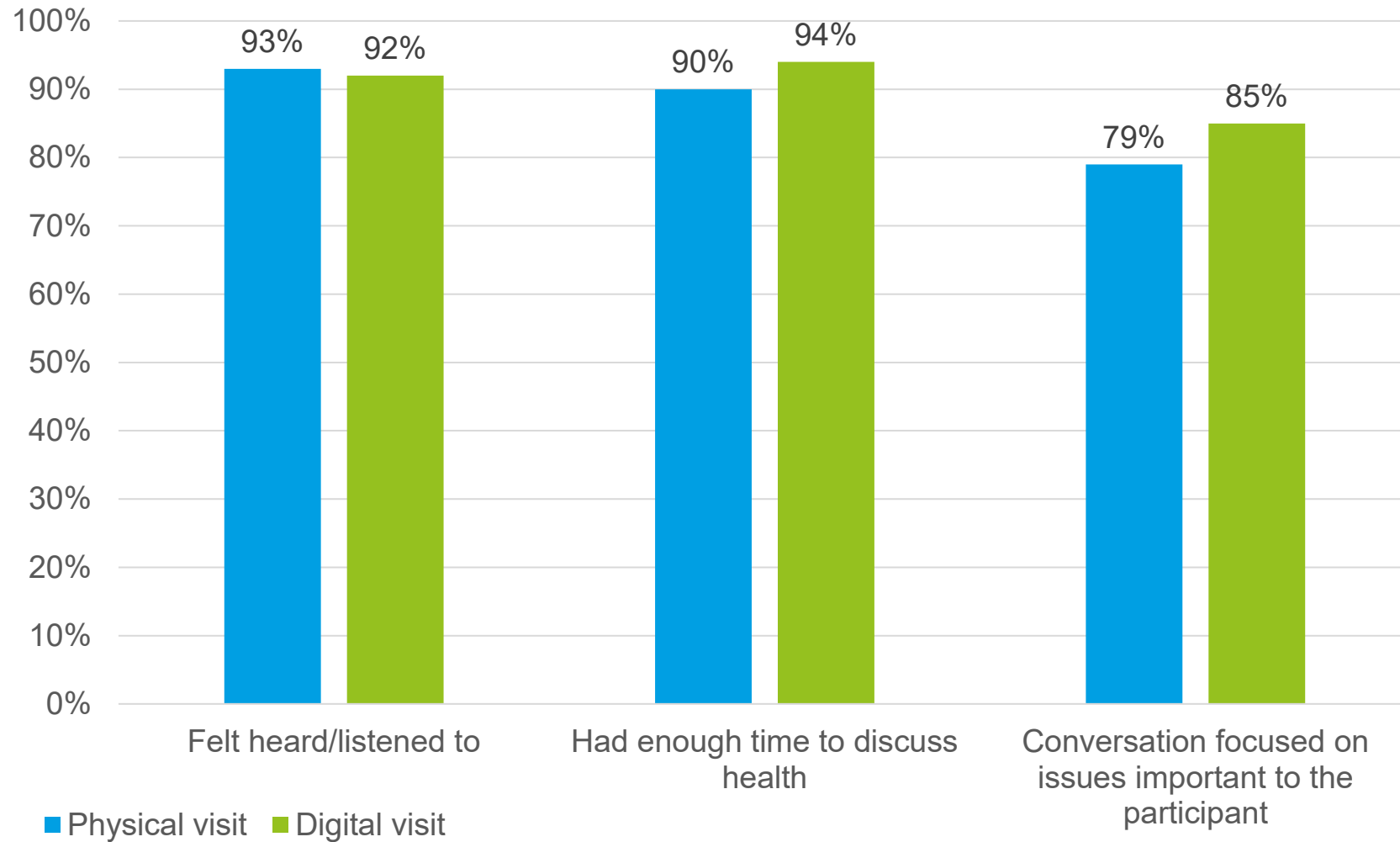


Aim of the study

Investigate participants' and health care professionals' experiences of digital health dialogues compared to health dialogues conducted through standard practice (physical visits).

Total n = 116 (completed the follow-up questionnaire)	Digital visit (41 %) (n=48)		Physical visit (59 %) (n=68)		P-value	Health care staff
Female (%)	56 %		53 %		0,725	
Duration of health dialogue, mean (min)	37,07		39,95		0,095	
Satisfied with video quality, n (%)	40 (83 %)					75%
Satisfied with audio quality, n (%)	40 (83 %)					73%
Reasons for choosing digital or physical visit	Possibility to attend from home/work	60%	Prefer in-person contact with health care staff	84%		
	Positive towards digital solutions	43%	Negative towards digital solutions	15%		
	Saved travel time	36%	No prior experience of video meetings	9%		
	No need to take time of from work	32 %	Other reasons	9%		

Patient experiences of the health dialogue proportion (%) answering favorably in each group



(Not significant)