

Consumers' and doctors' expectations and use of e-Health

Judith D. de Jong¹, Anne E. M. Brabers¹, Ilse Swinkels¹ and Johan Krijgsman²

1 NIVEL- Netherlands Institute for Health Services Research
2 Nictiz- centre of expertise for standardisation and eHealth

Introduction

- Expectations of e-Health are high
- Improve quality and safety of care
- Uptake does not reach its potential

Research question

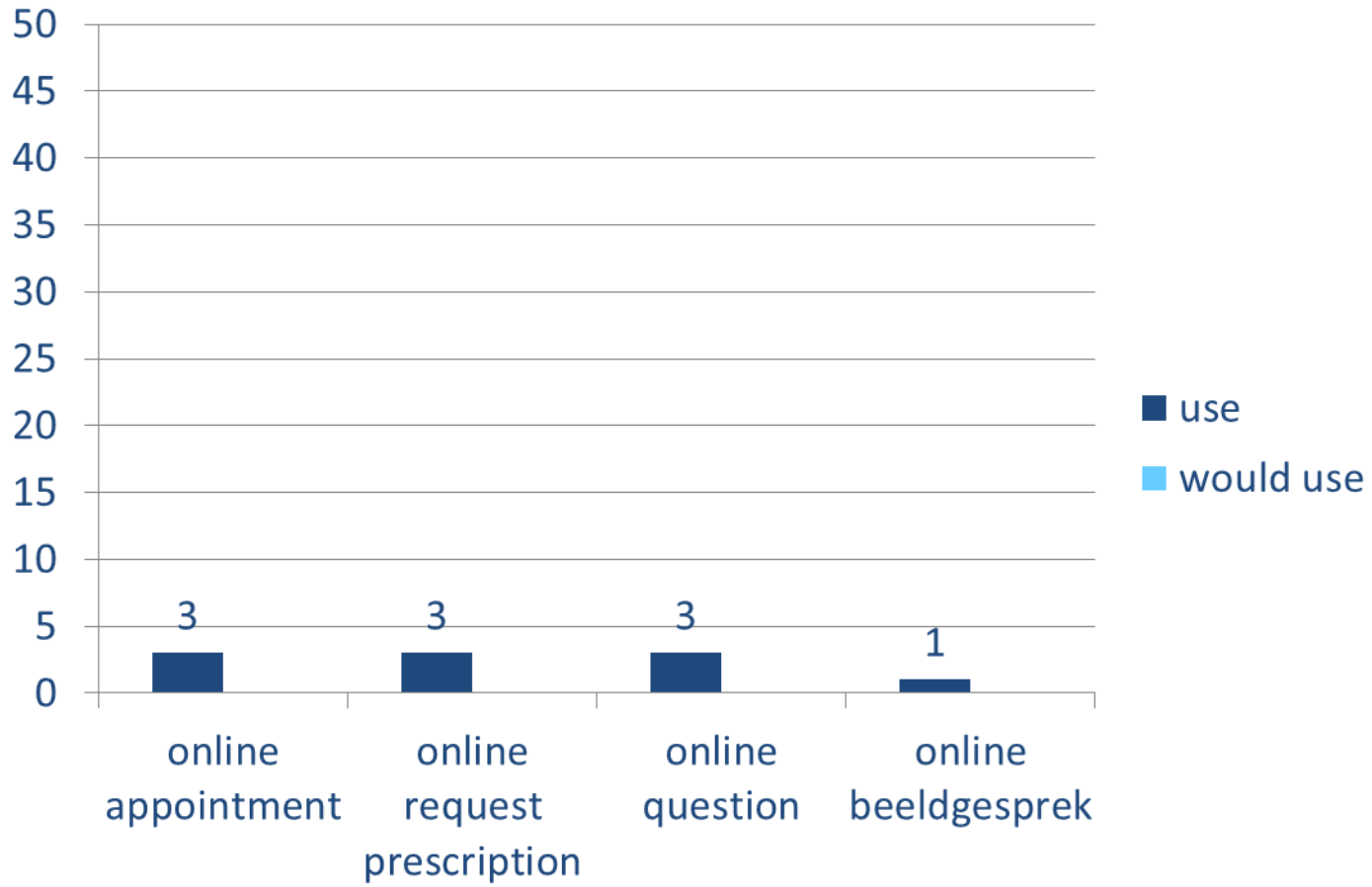
What are the expectations and what is the use of e-Health, of doctors and consumers?

Methods

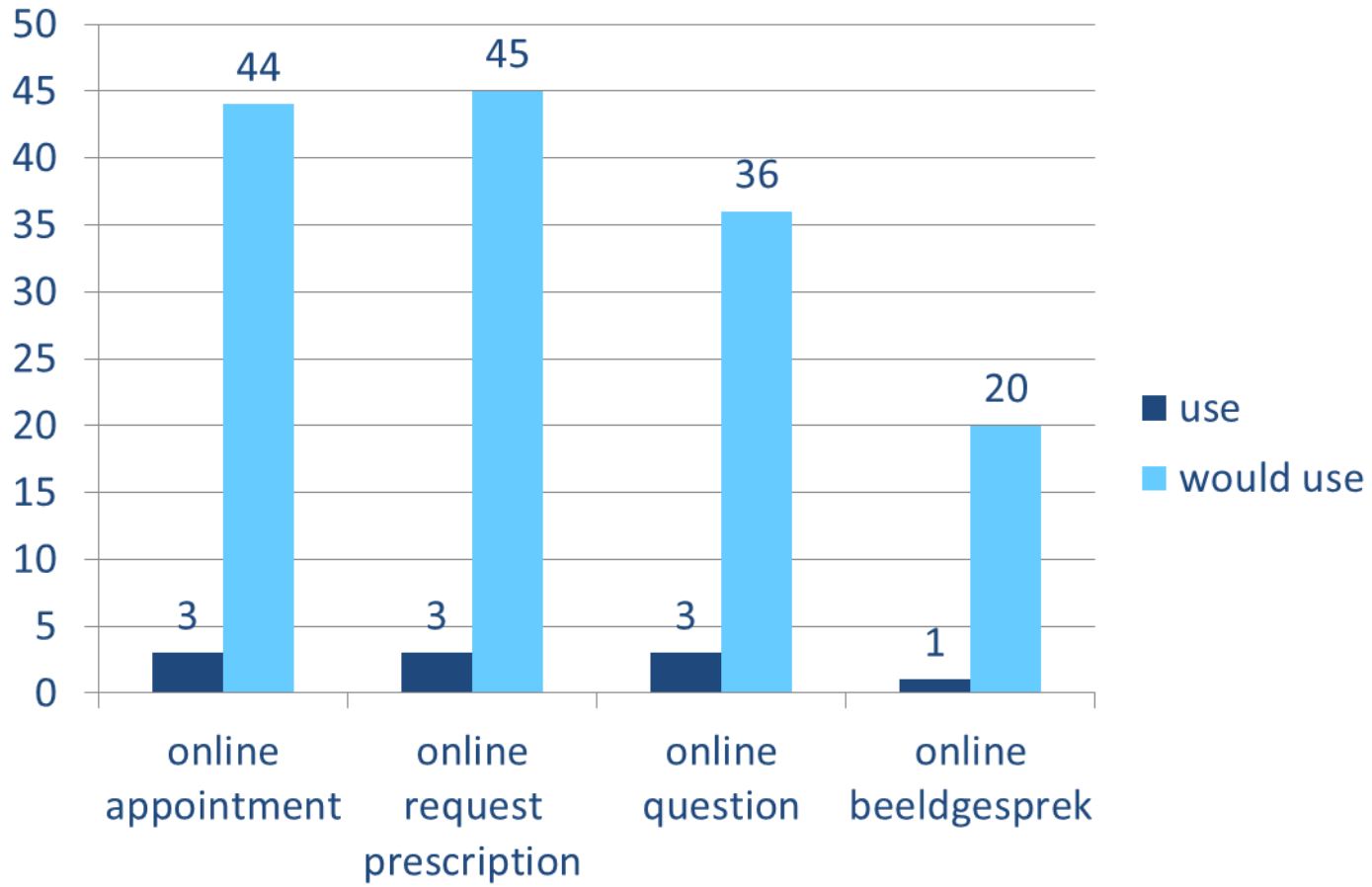
- E-health monitor in the Netherlands
- Cross sectional survey Dutch GPs, medical specialists, members of the Dutch Health Care Consumer Panel.
- Response 396 GPs, 379 medical specialists, 728 consumers

ONLINE SERVICES

Use (medical specialist)

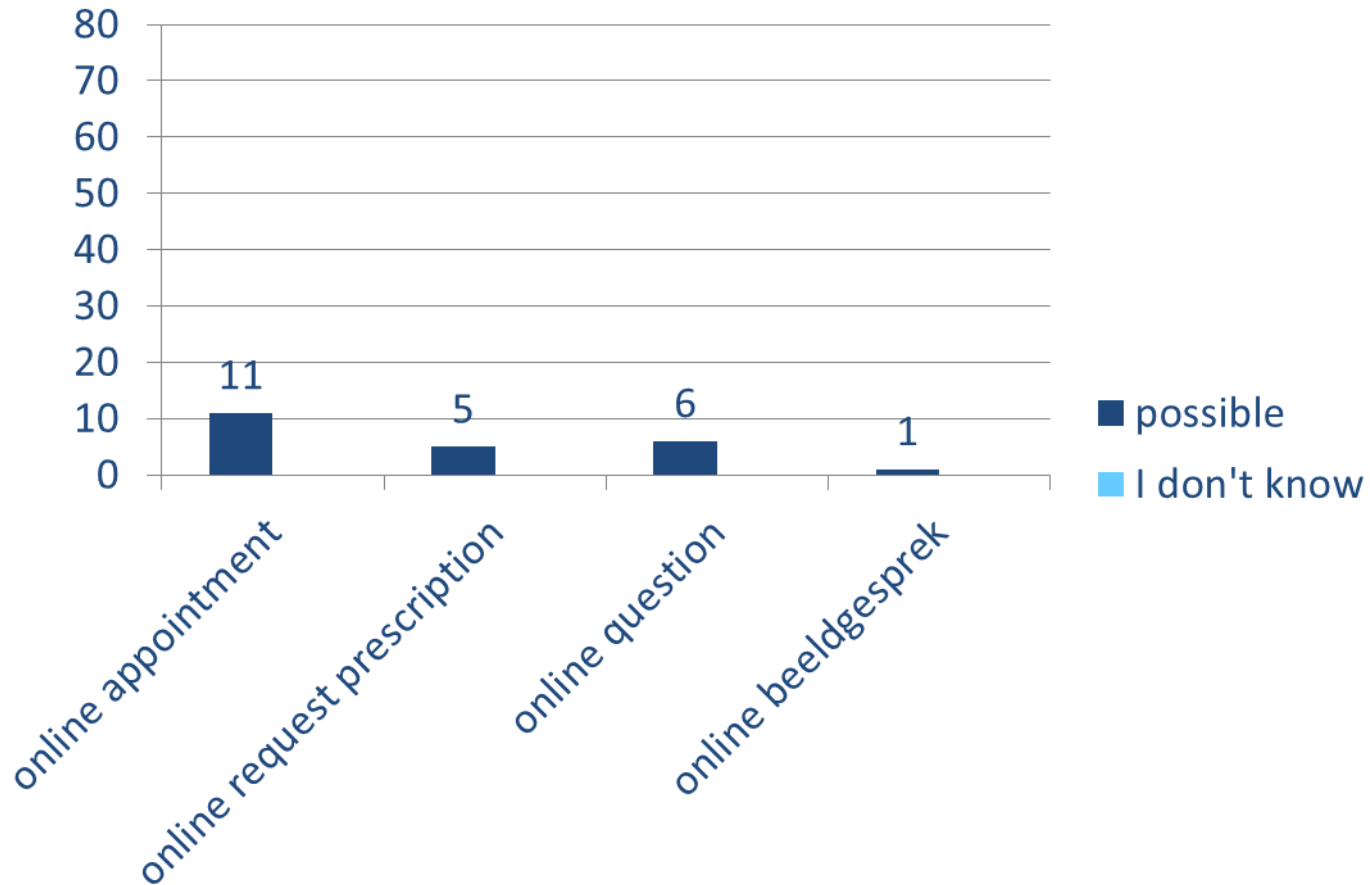


Use (medical specialist)



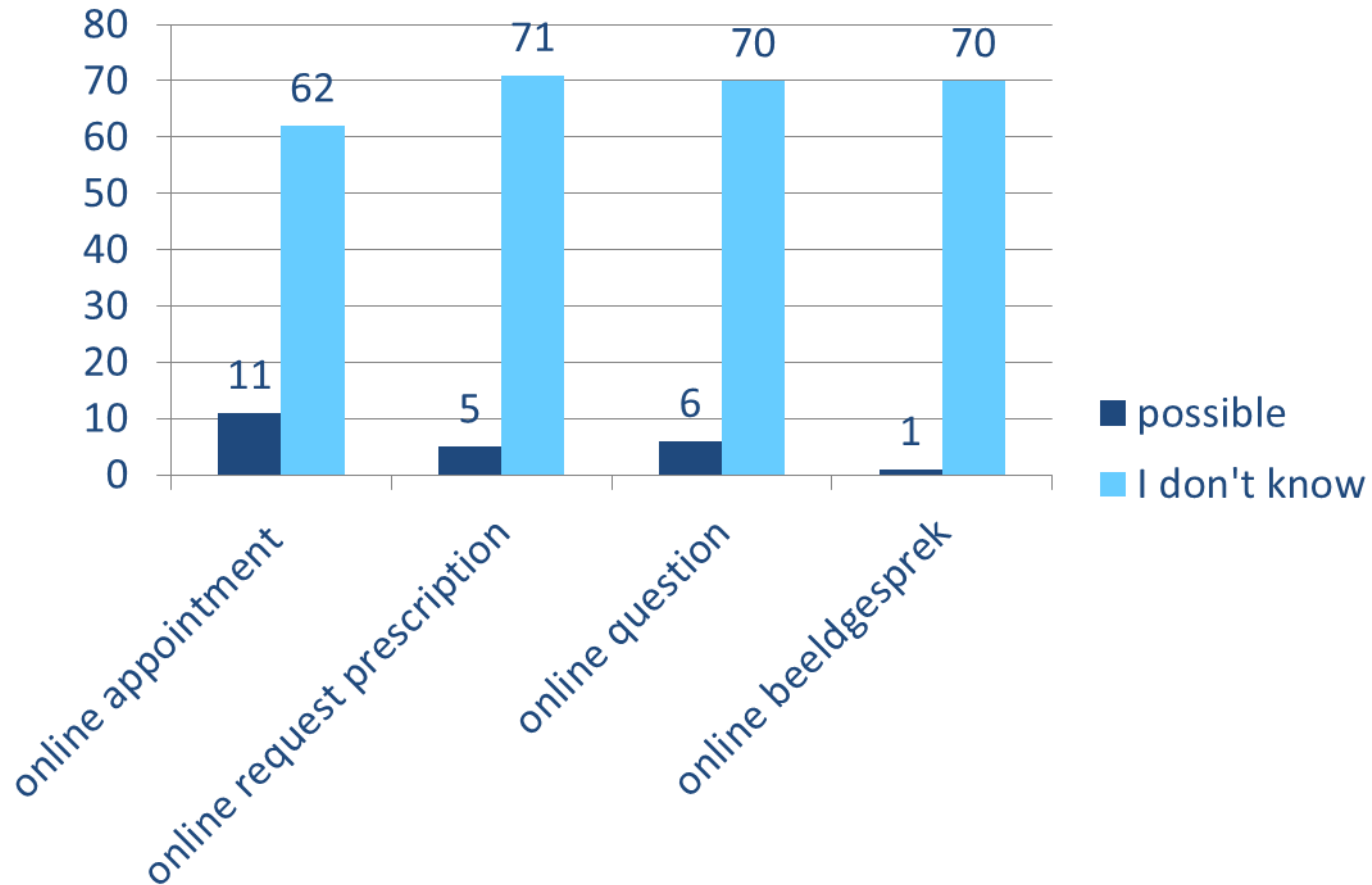
Possibility

(people with contact with their medical specialist)



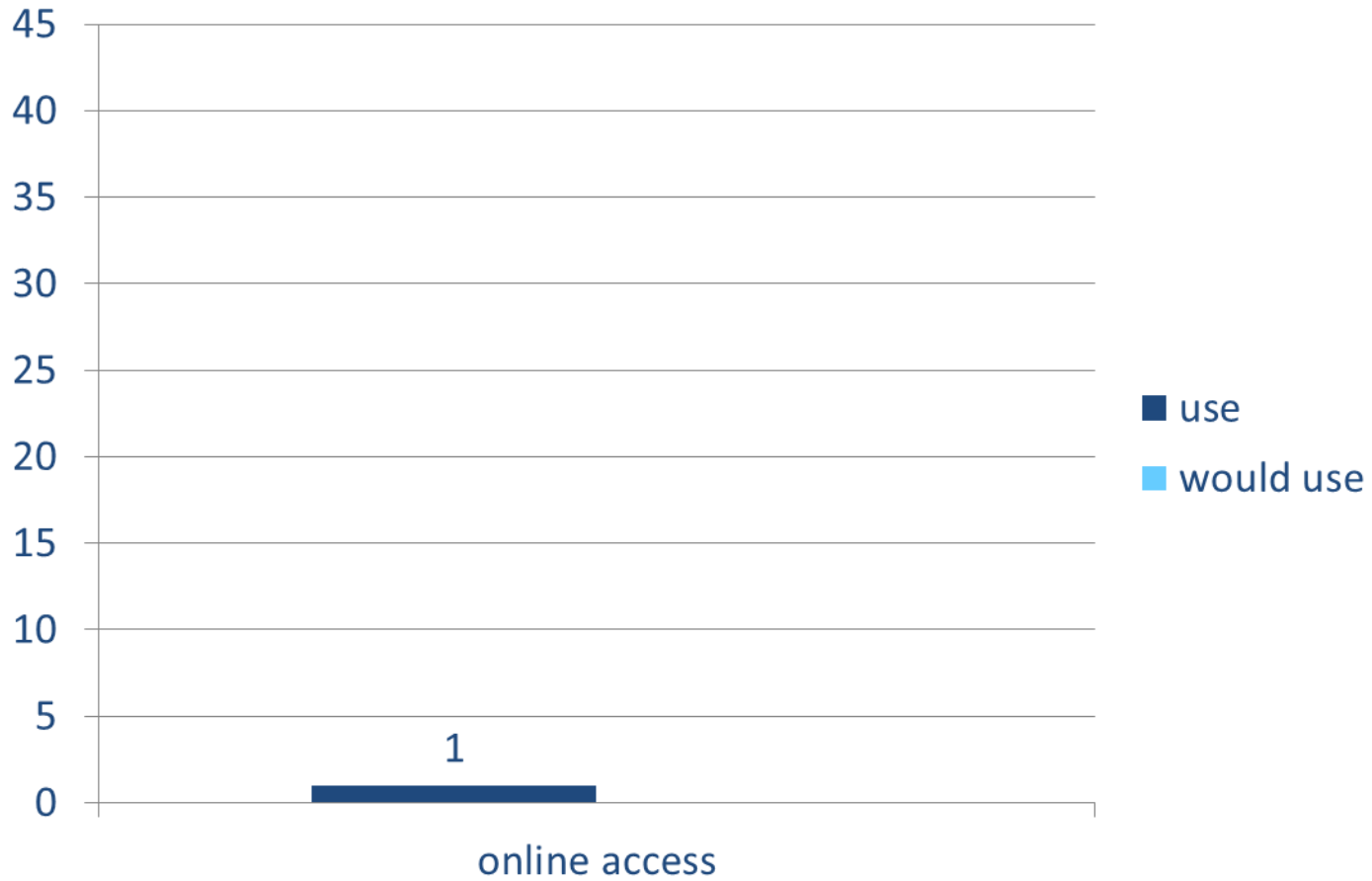
Possibility

(people with contact with their medical specialist)

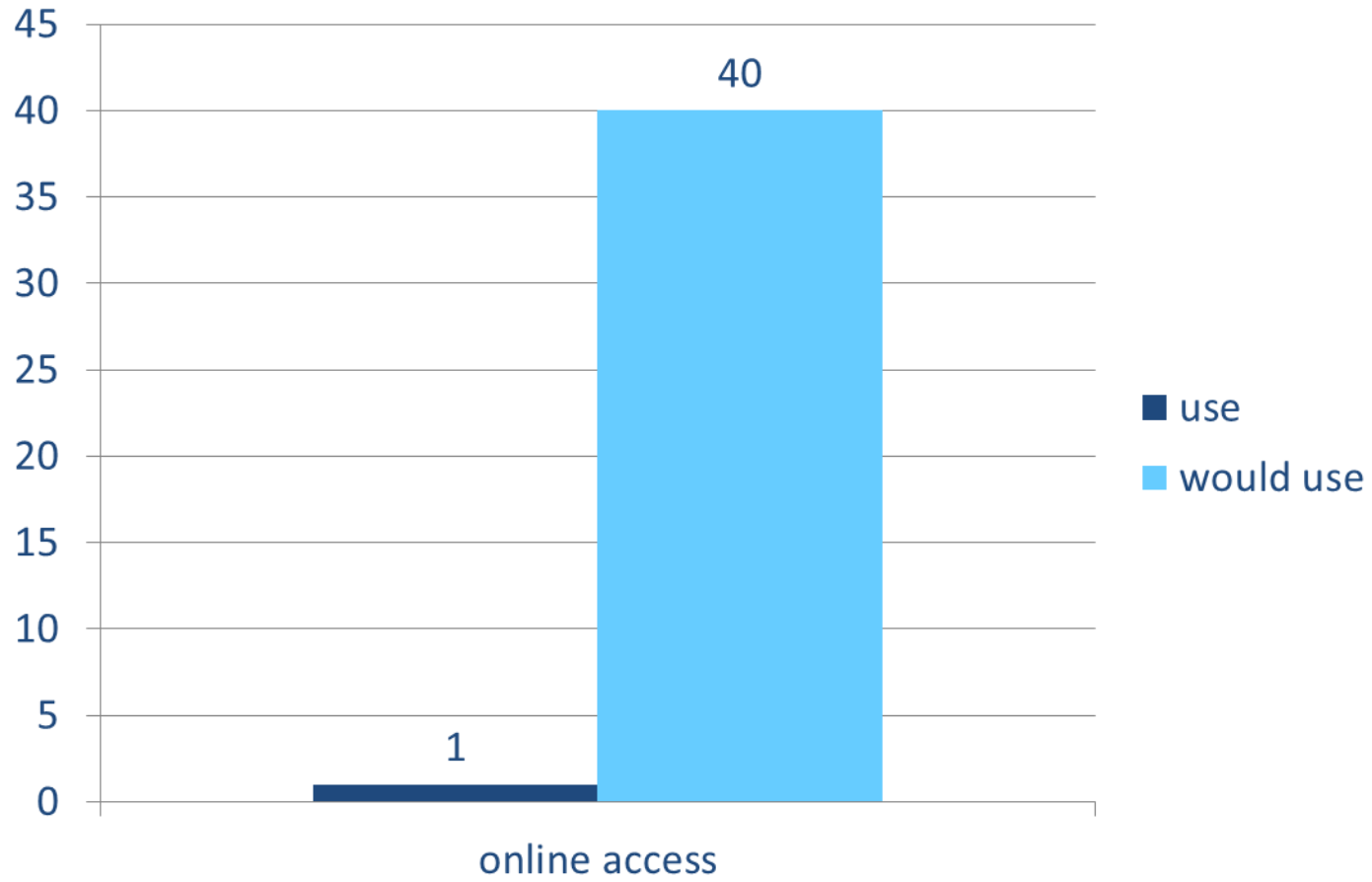


ONLINE ACCESS

Use (medical specialist)

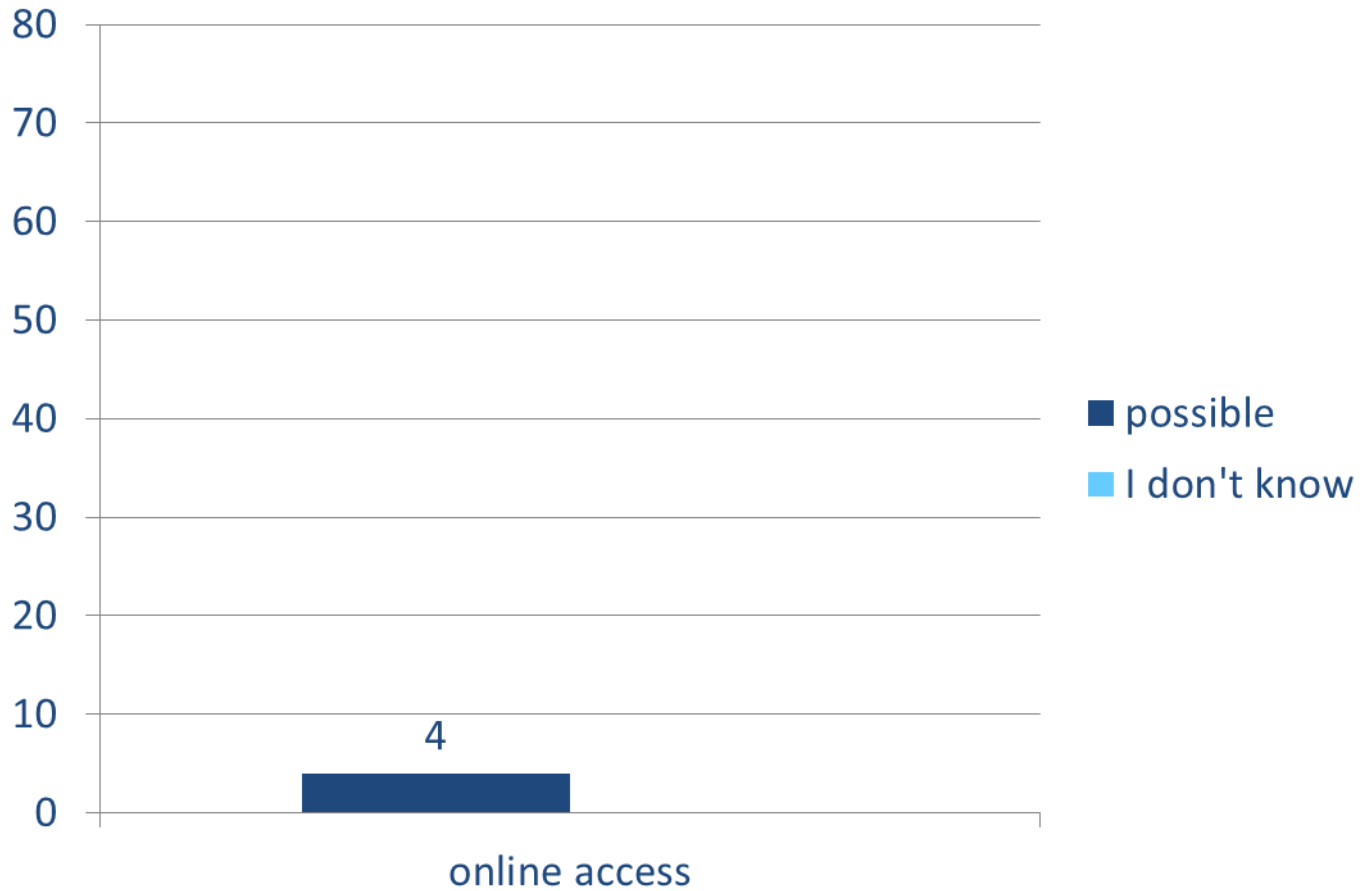


Use (medical specialist)



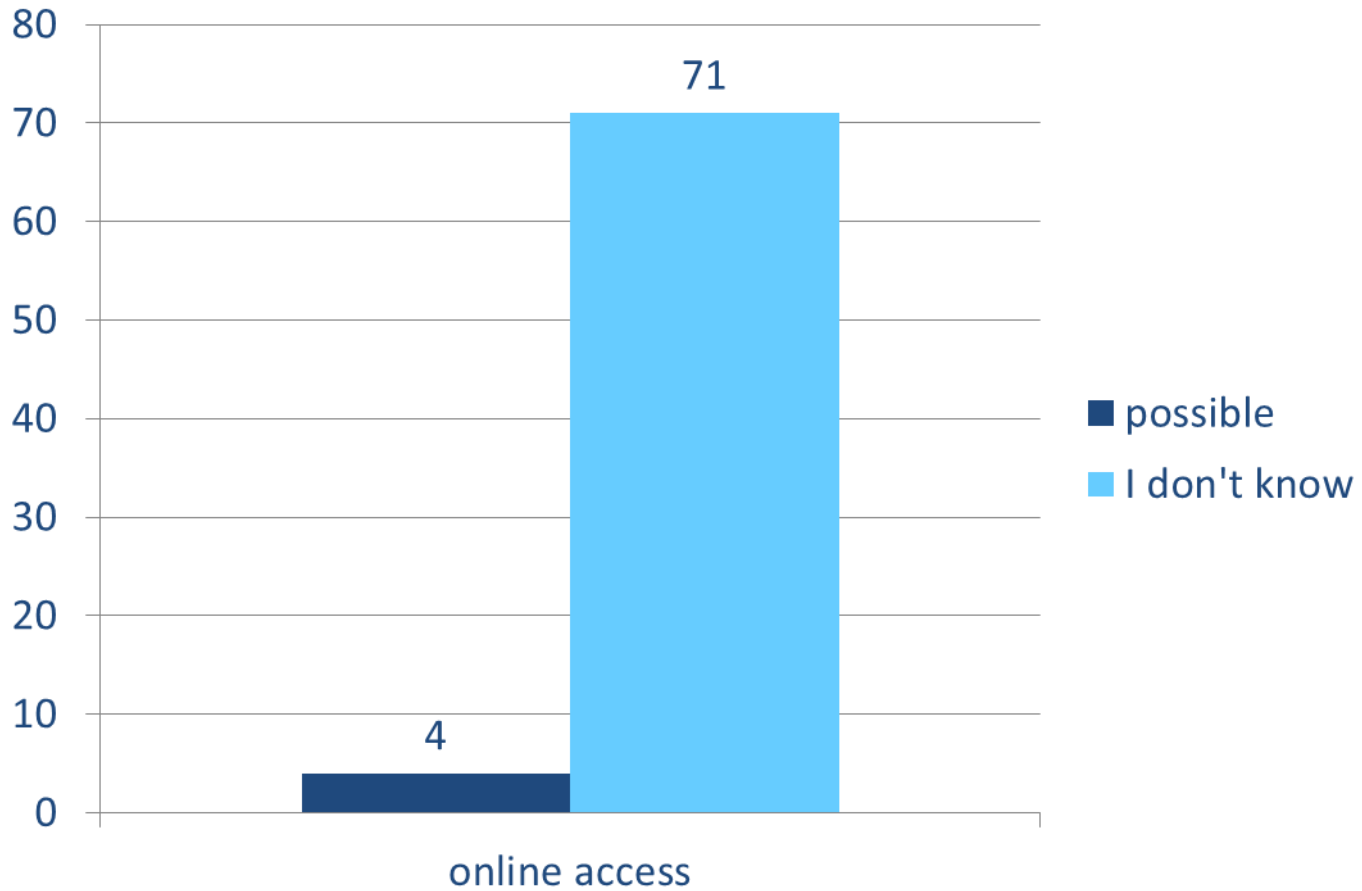
Possibility

(people with contact with their medical specialist)



Possibility

(people with contact with their medical specialist)



Pro	Medical specialist	Con
Patient right		Misunderstanding
Increases responsibility patient		Doctor owned file
Self management		Access by patients time consuming for doctors

Conclusion

- *Expectations high, use and uptake low*
- *Awareness*
- *Online access differences in opinions*

Contact

Judith de Jong
NIVEL

Email: j.dejong@nivel.nl
Internet: www.nivel.nl