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

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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)

- Online appointment: 3
- Online request prescription: 3
- Online question: 3
- Online beeldgesprek: 1
Use (medical specialist)

- Online appointment: 34 (use), 44 (would use)
- Online request prescription: 3 (use), 45 (would use)
- Online question: 3 (use), 36 (would use)
- Online beeldgesprek: 1 (use), 20 (would use)
Possibility
(people with contact with their medical specialist)

- online appointment: 11
- online request prescription: 5
- online question: 6
- online beeldgesprek: 1

Colors:
- possible
- I don't know
Possibility

(people with contact with their medical specialist)

- Online appointment: 62 (possible) / 11 (I don't know)
- Online request prescription: 5 (possible) / 71 (I don't know)
- Online question: 6 (possible) / 70 (I don't know)
- Online beeldgesprek: 1 (possible) / 70 (I don't know)
ONLINE ACCESS
Use (medical specialist)

- Use
- Would use

online access
Use (medical specialist)

- 40: Would use
- 1: Use

online access
Possibility

(people with contact with their medical specialist)

- possible
- I don't know

Online access: 4
Possibility

(people with contact with their medical specialist)
<table>
<thead>
<tr>
<th>Pro</th>
<th>Medical specialist</th>
<th>Con</th>
</tr>
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<tbody>
<tr>
<td>Patienright</td>
<td></td>
<td>Misunderstanding</td>
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<tr>
<td>Increases responsibility patient</td>
<td></td>
<td>Doctor owned file</td>
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<tr>
<td>Self management</td>
<td></td>
<td>Access by patients timeconsuming for doctors</td>
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</tbody>
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Conclusion

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