Conference abstract

Shorter waiting lists, higher patient satisfaction and qualitatively better information exchange with webconsultation

Ben Teeuwen, Lectorate Public Sector Innovation, HAN University of Applied Sciences, The Netherlands

Filip van Dijk, PFO Systems BV, The Netherlands

Correspondence to: Ben Teeuwen, E-mail: ben@lectoraatinnovatie.nl

Abstract

In 2007, the outpatient Department of Neurology dealt with waiting lists up to ten weeks. Research showed that after face-to-face contact with their physicians, patients may recall 20–40% of the information shared, of which half proved to be wrong. In order to improve the situation, the Neurology Department developed ‘webconsultation’ for follow-up sessions that consisted primarily of monitoring treatment effects, results of ancillary investigations, appropriate disease information, questionnaires, MRI-images and so on.

Since May 2008, physicians and patients are able to communicate 24/7 at their own convenience through a secured website. Patients do not need to visit the hospital anymore. Doctors deliver consultations more efficient due to the absence of social interactions. After doctors put information online, patients receive a reminder message. If necessary, patients can respond and ask questions; otherwise the session is closed and logged into the patient’s electronic file. On average, 40% of all patients choose webconsultation.

By November 2010, over 2500 patients have chosen for webconsultation of which 86% are (very) satisfied. Patients are better informed and empowered, doctors get better feedback, and of course, there is never a waiting list on the Internet.

Keywords

web consultation, efficiency, internet, telehealth, satisfaction