

Volume 11, 27 June 2011

Publisher: Igitur publishing

URL: <http://www.ijic.org>

URN:NBN:NL:UI:10-1-101490 / ijic2011-53

Copyright: 

---

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](mailto: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**

---