

A blue stethoscope is positioned diagonally across the frame, with its chest piece resting on the right side. To the left, a portion of a laptop keyboard is visible, showing keys like 'P', 'O', 'I', 'L', 'K', 'J', 'M', 'N', and 'cmd'. The background is a light, neutral color.

Digital patientanamnes i primärvården

Personalens upplevelse

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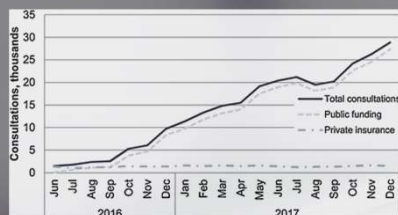


Primärvården

61% av alla vårdbesök
70% av all upptäckt cancer
18% av vårdens kostnader

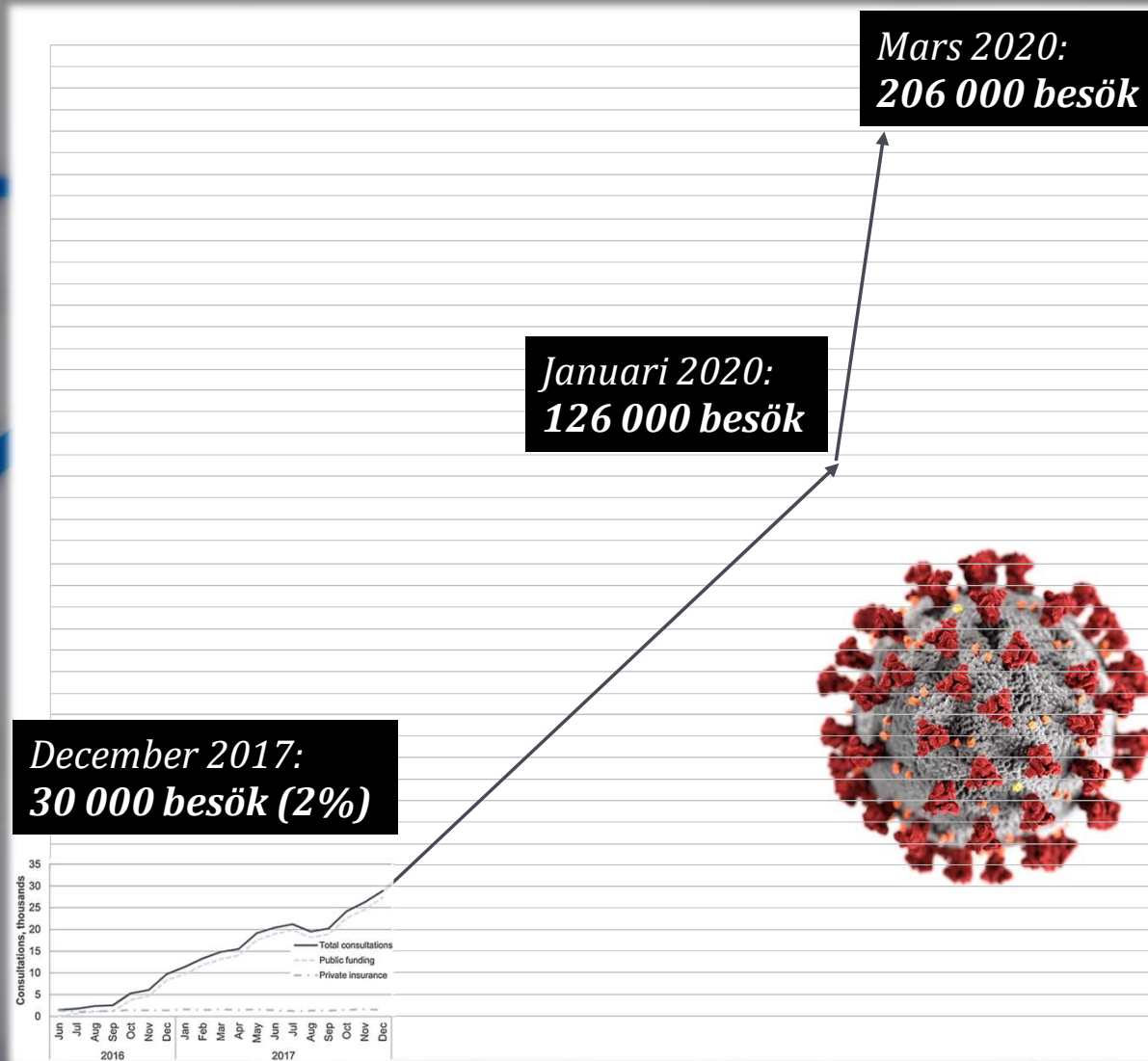
Digitala läkarbesök blir allt vanligare

*December 2017:
30 000 besök (2%)*



Ekman, B. Cost Analysis of a Digital Health Care Model in Sweden. Pharmacocon Open, 2018. 2(3): p. 347-354.

Sundström P. Digitala vårdtjänster - En ögonblicksbild över utvecklingen i Sverige under mars och april 2020. SKR 8 maj 2020.



Ekman, B. Cost Analysis of a Digital Health Care Model in Sweden. *Pharmacocon Open*, 2018. 2(3): p. 347-354.

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Olika digitala system



Textbaserad
(ofta asynkron)



Videobaserad
(ofta synkron)



Hur upplever vårdpersonal arbetet i en plattform med digital anamnes och chatt?

Entezarjou et al. *BMJ Open*. 2020 Jul 23;10(7):e036585. doi: 10.1136/bmjopen-2019-036585

Open access

Original research

BMJ Open Experiences of digital communication
with automated patient interviews and
asynchronous chat in Swedish primary
care: a qualitative study

Artin Entezarjou  Beata Borgetröm Bolmsjö  Susanna Calling 

Plattformen

1. Patienten
tar kontakt

2. Digital
anamnes

3. Anamnes-
rapport till
vårdpersonal

4. Asynkron
chatt mellan
personal
och patient

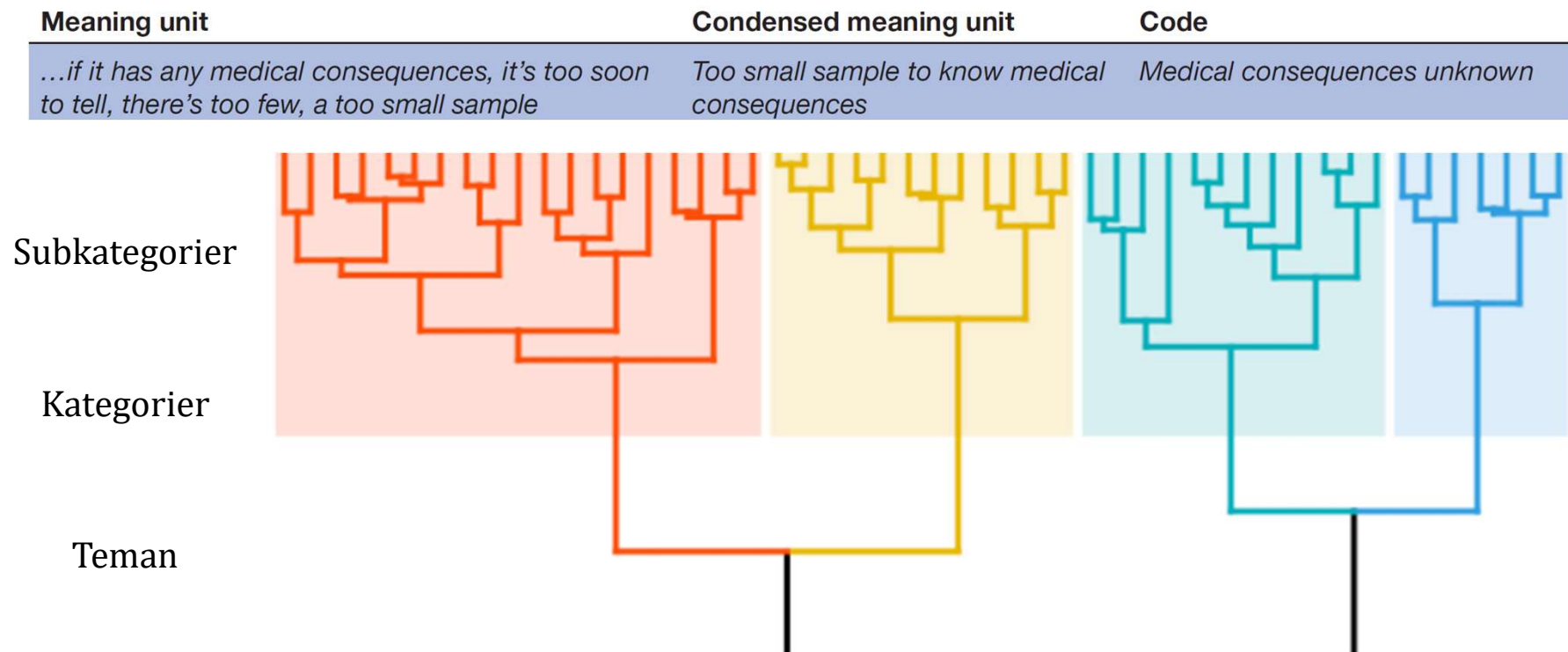
5. Utredning,
behandling,
teamarbete



Fokusgrupper från tre vårdcentraler med plattformen



Kvalitativ innehållsanalys enligt Graneheim och Lundman



A high-angle, top-down photograph of a group of diverse young adults. They are all looking down at their smartphones, which they are holding in their hands. The group is composed of people of various ethnicities and ages, all appearing to be in their late 20s or early 30s. They are dressed in casual to semi-formal attire. The background is slightly out of focus, showing what appears to be an indoor setting with a large window and some greenery. The overall tone of the image is somewhat somber or contemplative, with a muted color palette.

Accepting the digital society

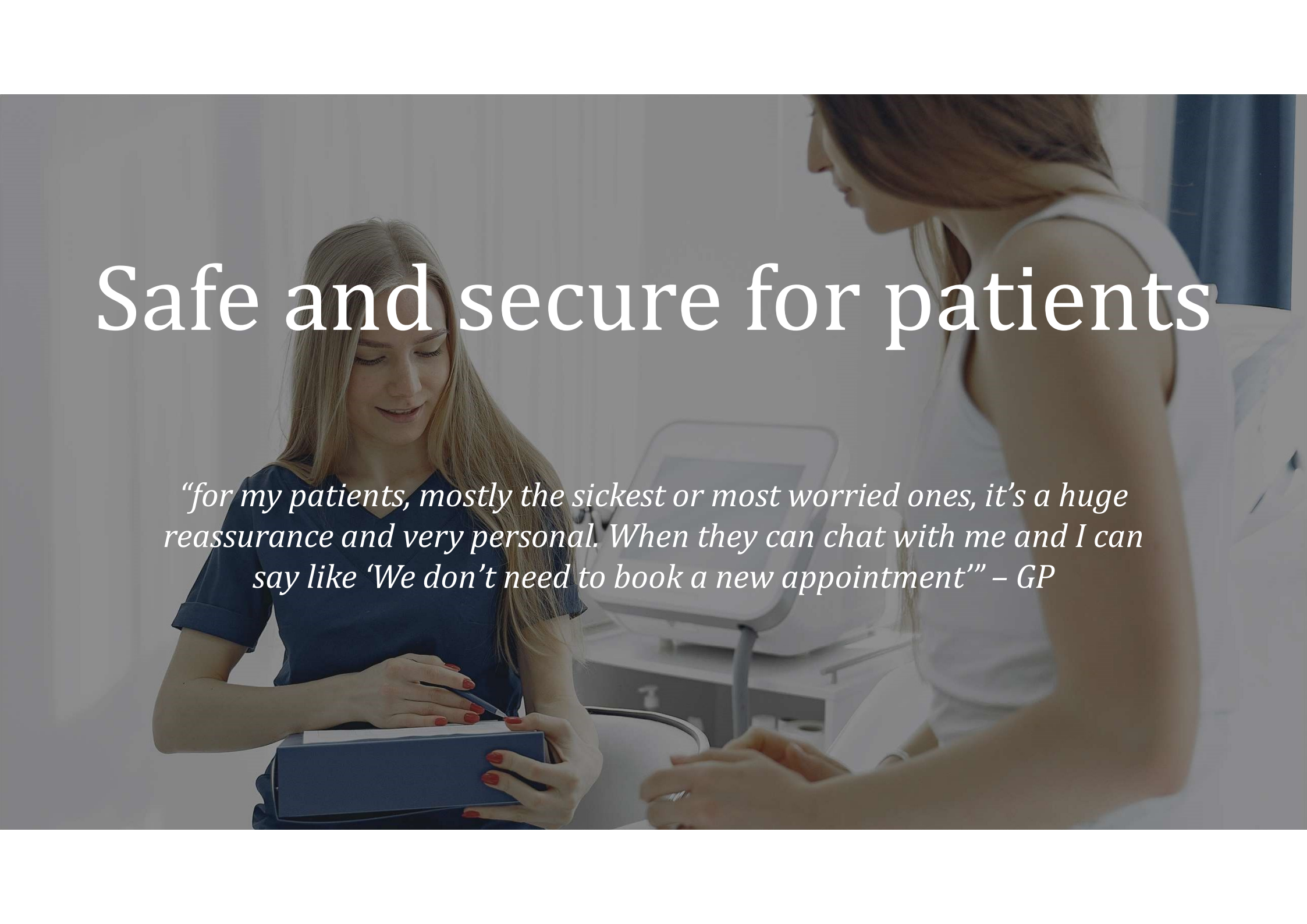
“When it came we were a bit scared that it would be a lot... that we wouldn’t be able to handle it, but today I feel that we are all pretty positive and that we more easily can communicate with patients” – Nurse

A person wearing a white lab coat is seated at a dark wooden desk. They are using a silver laptop with their right hand on the trackpad and holding a white stylus in their left hand over a tablet. A yellow cup is visible on the left side of the desk. The background is softly blurred, showing a striped cushion.

Altered practice workflow

“First it was a bit easy to make mistakes...if one had maybe five ongoing queries... until one develops a routine.” – Nurse

“someone seeking care for mental illness, who has already filled in rating scales etc, one enters the conversation at a different point. It’s not like, ‘Good day, what are you here for?’” – GP

A doctor in a white coat is standing and talking to a patient. The patient is sitting and holding a blue folder. The doctor is looking at the patient and has her hand on the folder. The patient is looking down at the folder. The background is a clinical setting with a computer monitor and some medical equipment.

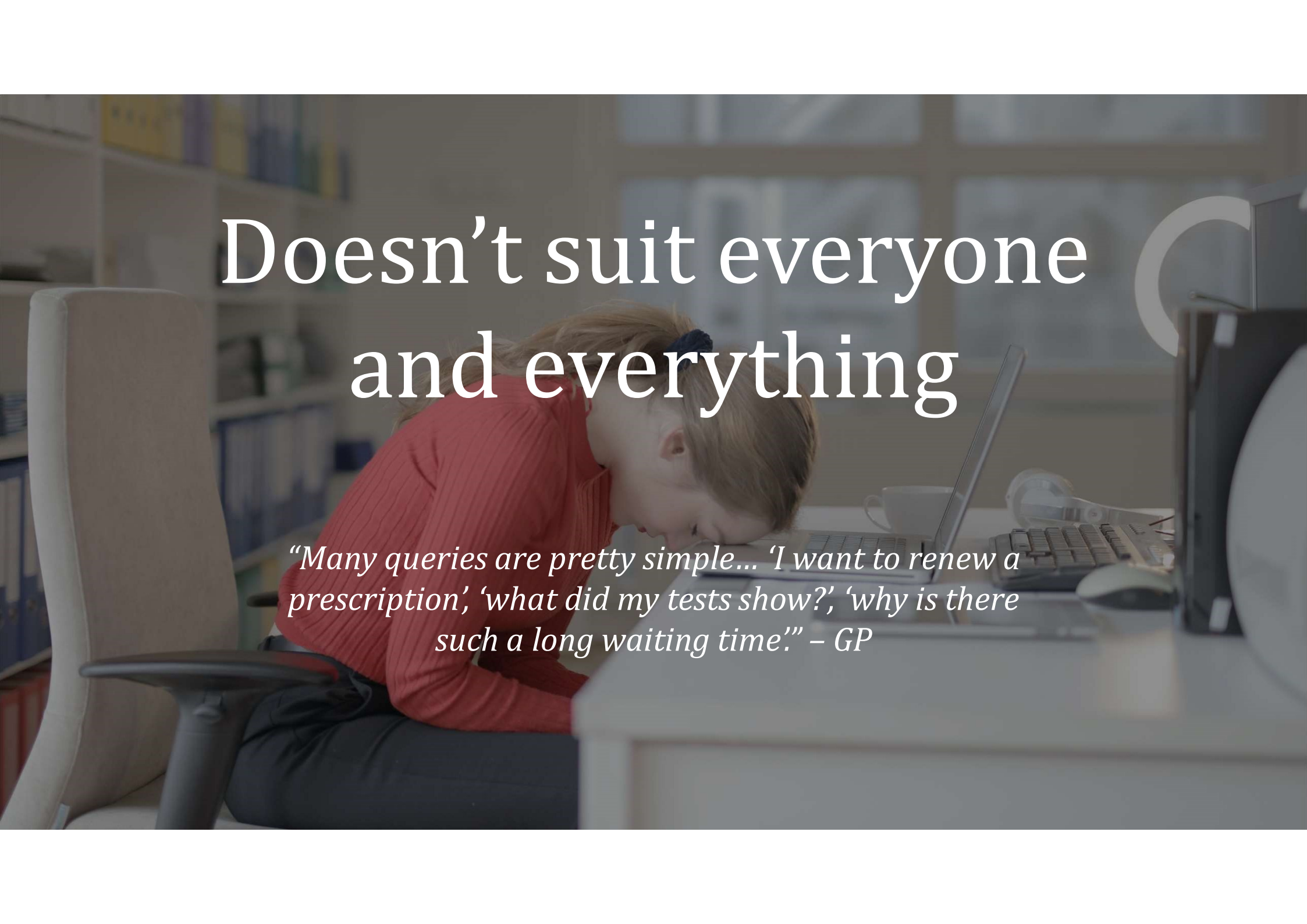
Safe and secure for patients

“for my patients, mostly the sickest or most worried ones, it’s a huge reassurance and very personal. When they can chat with me and I can say like ‘We don’t need to book a new appointment’” – GP

Fears and benefits of digital communication

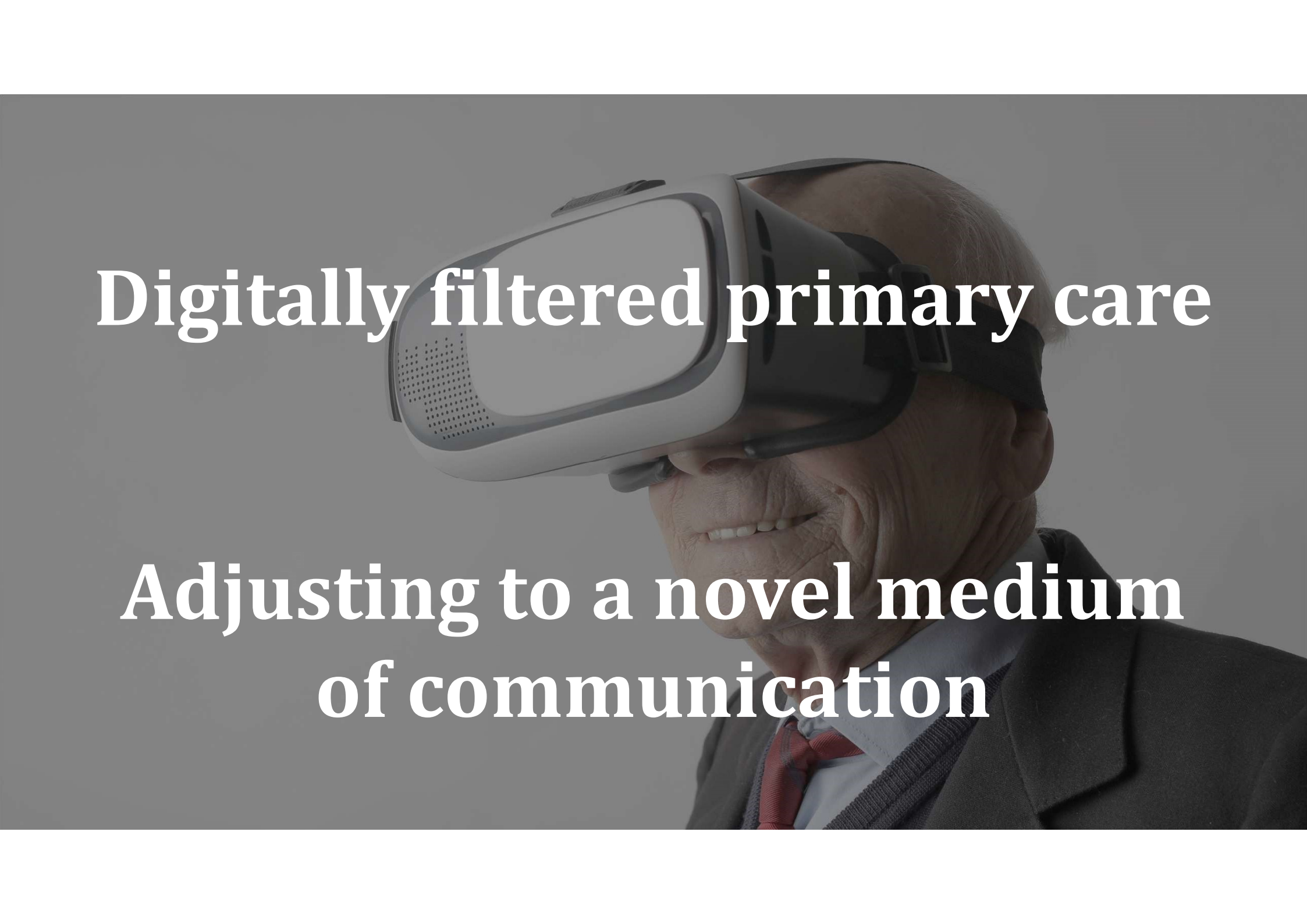
“it’s really their words. It’s not our interpretation of their words.” – Nurse

“an obvious tension headache, but... visual impairment, asymmetrical pupil size... like ‘Aha, maybe we should order an ambulance instead?!’” – GP

A woman with blonde hair tied back, wearing a red ribbed sweater, is sitting in a grey office chair at a desk. She has her head resting on the desk, looking down at a laptop. The desk also has a white mug, a computer mouse, and some papers. In the background, there are bookshelves filled with books. The overall scene suggests a tired or stressed professional in a library or office environment.

Doesn't suit everyone and everything

"Many queries are pretty simple... 'I want to renew a prescription', 'what did my tests show?', 'why is there such a long waiting time.'" – GP

A photograph of an elderly man with thinning hair, wearing a dark suit, a light blue shirt, and a red tie. He is wearing a white and black VR headset and is smiling. The background is a solid grey color.

Digitally filtered primary care

**Adjusting to a novel medium
of communication**



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