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Video consultations in relation to vulnerable patients told through vignettes and personas

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Background

All through the Covid-19 pandemic, the use of video in Denmark has risen substantially. Therefore, it is prudent to look at how video consultations best can be used as a tool for general practitioner and patients moving forward.

By introducing a new technology, a boundary is also created, and it is therefore of utmost importance that this does not create a new subgroup of patients, whose treatment is significantly reduced/impaired as a result of this new technology. Here treatment is not only understood as medical care, but also as an experience of service.

The aim is to understand how the usage of video consultations affect access or treatment for some group of patients in general practice?

Methods

The project is currently under preparation and data collection will be initiated shortly. The plan is to interview six general practitioners and four medical secretaries about experiences of vulnerability among their patients in relation to video-consultation use. The interviewees will be chosen based on experiences with video consultations. Those data will be transformed into personas and situation-based vignettes, as a practical way of informing about the pitfalls of video-consultations, with the aim of avoid these pitfalls henceforth.

Results

The results are expected to give further information on the ethical quandaries of video consultations and define characteristics of vulnerability in a context of medicine and video-use. With useful action cards, it becomes easier to identify understandings of vulnerable patients.

Conclusions.

It is vital to improve our understanding of how video consultations may work as a viable consultation form for vulnerable patients in general practices.