

The online appointment system:

offering scope for increasing the accessibility of general practice

• Vragen via een [E-mail consult](#) is soms ook een mogelijkheid.

1 2 3

Afspraak
Huisartsconsult

Medewerker
Paul Roodenburg

November 2016 →

Zo	Ma	Di	Wo	Do	Vr	Za
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Vandaag

11:10 11:20 17:50 18:00 18:10 18:20 18:30 18:50 19:10
19:20 19:30 19:50 20:00 20:10 20:20

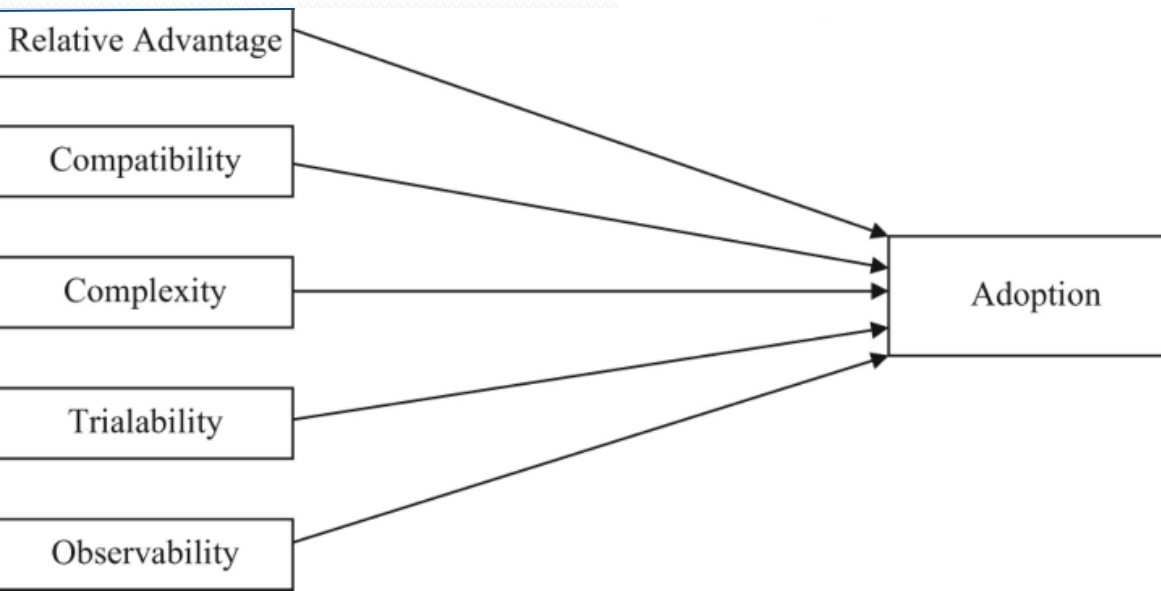
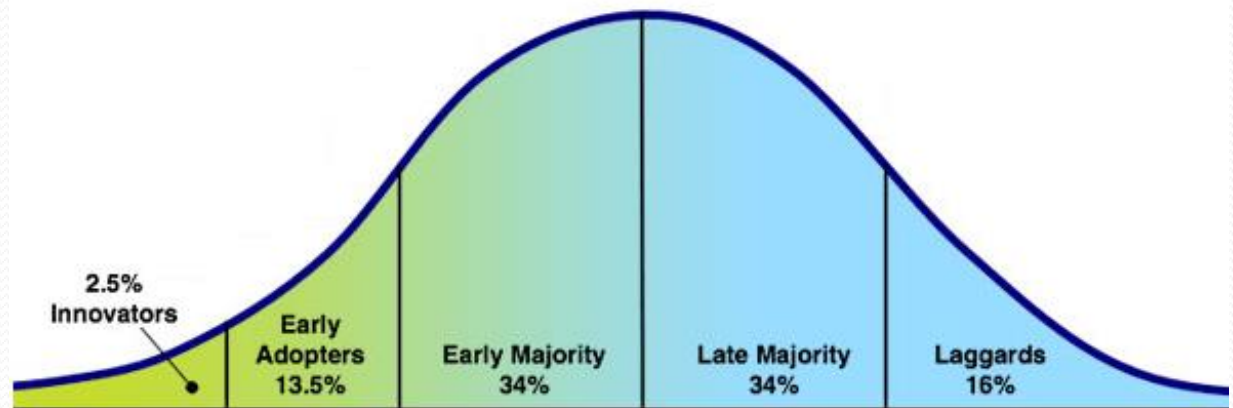
Vorige stap Volgende stap

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Technology Adoption Life Cycle



Innovation
Diffusion Theory
(Rogers, 2003)

Method

- 1) Questionnaire satisfaction, user friendliness, (dis)advantages OAS, 1657 unique users , N=240
- 2) 2526 online appointments between august 2014 and may 2015
 - a. ICPC codes (comparison OAS – telephone- desk)
 - b. Characteristics patients

Results

1

N=240

-Possibility of OAS : 9 (sd =1.4)

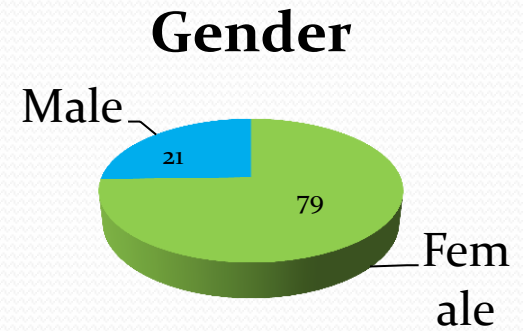
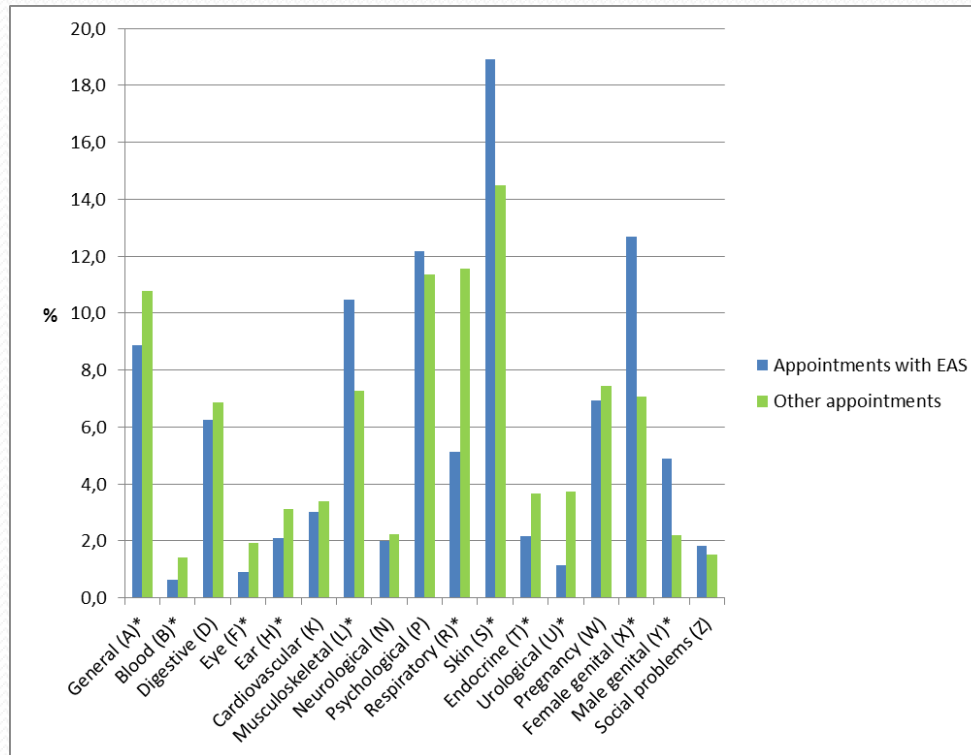
-Satisfaction: 7.7 (sd= 1.8)

-Happy with userfriendliness: 75% (7% not)

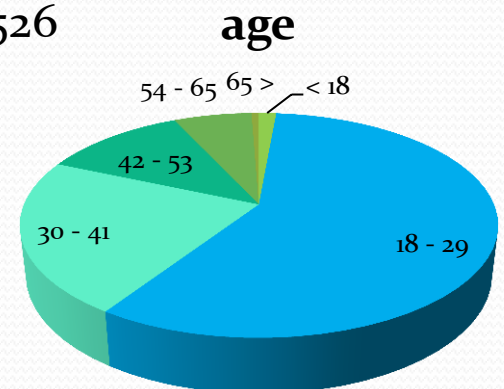
2b

94% highly educated

2a



N= 2526



Conclusions

Message 1

Early adopters of an Online Appointment System in a general practice in the Netherlands were rather satisfied with the service

Message 2

The OAS offers possibilities for increasing the accessibility of a General Practice