The online appointment system: offering scope for increasing the accessibility of general practice

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Innovation Diffusion Theory (Rodgers, 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)

2a

2b

94% highly educated

Gender

Male 21
Female 79

Age

N= 2526

18 - 29
30 - 41
42 - 53
54 - 65
65+ < 18

Pie chart showing gender distribution: 79% female, 21% male.
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

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