

00342 User Acceptance of a Novel Telehealth Service: Interim Analysis of a Randomised- Controlled Trial (RCT) Evaluating the Novel Doctorbell Digital Platform for Triage of Patients With Acute Abdominal Pain.

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Aims: Telehealth interventions are increasing in popularity due to reports of cost savings and enhanced healthcare accessibility. However, telehealth trials historically lack sufficient examination of the perspectives of patient end-users. This issue persists today and possibly contributes to the discordance in outcomes for similar interventions reported in independent investigations. We aim to describe key patient-reported outcomes and healthcare worker (HCW) acceptance of telehealth in a trial of digital triage.

Methodology: This report examines the detailed responses of patients and staff participating in a randomised-controlled trial evaluating a digital triage intervention against existing manual phone-call-based processes. Follow-up triage is conducted to promote self-efficacy and early detection of deteriorating patients for right siting of them. Study surveys were filled voluntarily at the end of follow-up appointments in this trial with variable participation because funding was not available to provide financial incentives.

Result: 45 patients were recruited. Patients had an average travel time of 24.3 + 13.8 minutes and travel cost of 11.7 + 7.0 dollars to get to hospital. Response rate from patients was 46.7% (21/45) and staff was 42.2% (19/45). 22/45 patients were randomised to the intervention arm (48.9%). Patients in the intervention arm reported better overall satisfaction (4.7 + 0.5 versus 4.1 + 0.8) and reduction in anxiety (1.3 + 1.4 versus 1.1 + 0.9) on a scale of 1-5, although these differences were not statistically significant ($p > 0.05$). Among the staff that responded, 9/13 agreed (69.2%) that triage via the Doctorbell platform was superior to phone-call, and 4/13 were neutral (30.8%).

Conclusion: Digital triage appears to improve patient-reported outcomes of satisfaction and reduction in anxiety. Recruitment of more patients will help determine whether these findings are statistically significant.