

Intro

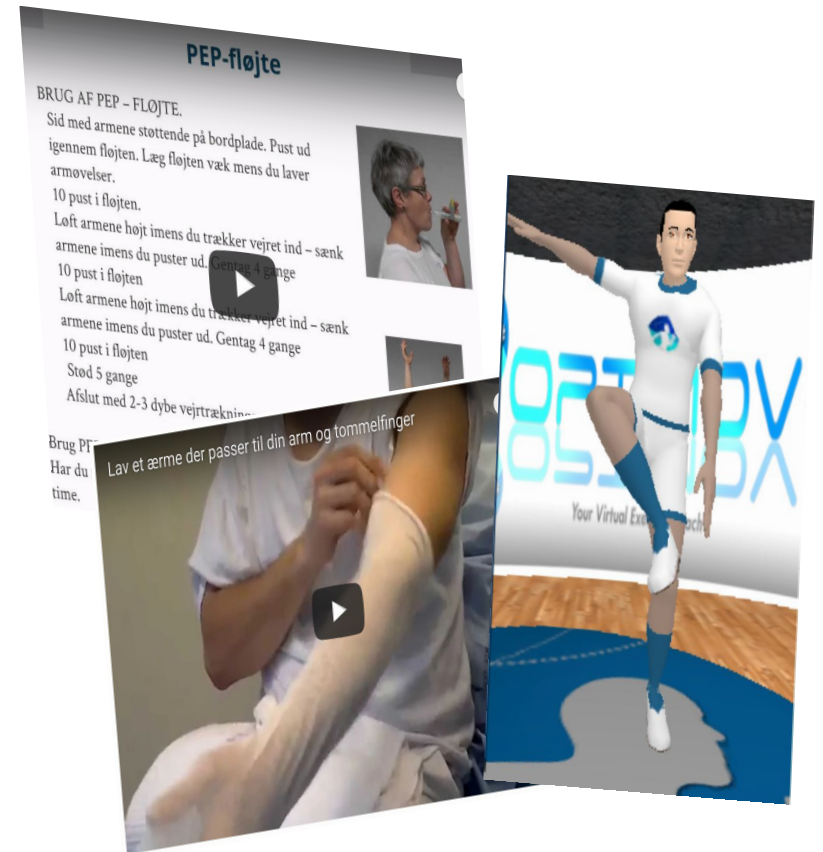
- We created patientpjeceen.dk
- To facilitate new communication channels in rehabilitation
- To empower patients
- Results will be showed in this study

Publicum

- Patients with long-term conditions
- Patients receiving musculoskeletal surgery
- Patients' relatives
- Health Care Specialists

Content

- Knowledge videos
- Training videos
- Guiding videos
- Relevant links



Access

- Anonymous
- Flyers with codes to relevant content
- Search tool



Purpose

To gain insight into the experiences of patients with long-term conditions enrolled in an online rehabilitation programme using a web portal

Methods

- Outpatients from Rehab Dept
- Granted access to a rehab web portal
- Focus groups 2 weeks after
- Discussion on participants' experiences

Results

- 14 participants (42- 72 years old)
- 3 focus groups
- Participants mainly reported negative experiences

Results

4 themes:

- patients experiences
- technical aspects
- areas for improvement
- digitalization added value

Conclusion

- Negative experiences
- Suggested combination F2F consultations + online care by user-friendly web portals

Practice implications

- Patients' experiences should be considered in the design of web portals

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