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Direct access for patients to diagnostic testing and results: A systematic review on eHealth and diagnostics**Anke Versluis^{1,2,3}; Kyma Schnoor^{1,2,3}; Niels H. Chavannes^{1,2}; Esther P.W.A. Talboom-Kamp^{1,2,3}**¹Department of Public Health and Primary Care, Leiden University Medical Center, Leiden, Netherlands²National eHealth Living Lab, Leiden, Netherlands³Salto, diagnostics centre for health care, 3565 CE Utrecht, The Netherlands

Statement of the Problem: The number of people with chronic diseases and the subsequent pressure on healthcare is increasing. eHealth technology for diagnostic testing can contribute to more efficient healthcare and a lower workload. This systematic review examines the available methods for direct online access for patients to diagnostic testing and results.

Methods: PubMed, Embase, Web of Sciences, Cochrane Library, Emcare, and Academic Search Premier were searched in August 2019 and updated in July 2021. Included studies focused on direct patient access to (a) online triage leading to diagnostic testing, (b) self-sampling or -testing, or (c) digitally communicating results. Thirty-nine studies were included. Quality was assessed using the Mixed Methods Appraisal Tool.

Findings: Majority of studies had a quantitative descriptive design and discussed a combination of services. The diagnostic test services focused mainly sexual transmitted infections. Overall, the usage was high for online triage (50% who used the triage booked an appointment), for self-sampling or -testing kits (83%), and for the result service (85%). The acceptability of the services was high, with 81% preferring home-based over clinic-based testing. There was a high rate of follow-up testing or treatment after a positive test (93%).

Biography

Kyma Schnoor is a PhD researcher at the National eHealth Living Lab in the Netherlands. Here she performs research into the field of direct access to diagnostic testing and result services. In addition she is a junior project manager at the Digital Innovation Team of Unilabs and working on a project for primary healthcare eHealth innovations. Those two aspects are leading to embedded science with practical and theoretical insights which can be complementary.