# Design for enhancing the trust of chronic patients in teleconsultation

Building a trustworthy relationship between doctors and patients is the key point for long-term care. However, in the context of teleconsultation, the interaction between patient and doctor has changed dramatically. The expansion of physical distance and the involvement of new technologies have affected the building of trust. Therefore, studying patient trust building in a digital context is crucial to implementing teleconsultation for the long-term management of chronic diseases in the future.

TRUST FACILITATORS

Five categories of factors that promote patient trust were identified in the context of teleconsultation: Patient attributes, Physician attributes, Technology attributes, Social effects, and Physical environment. Factors with high design value in each category were elucidated.

Patient attributes

Physician attributes

Technology attributes

Social effects

Physical Environment
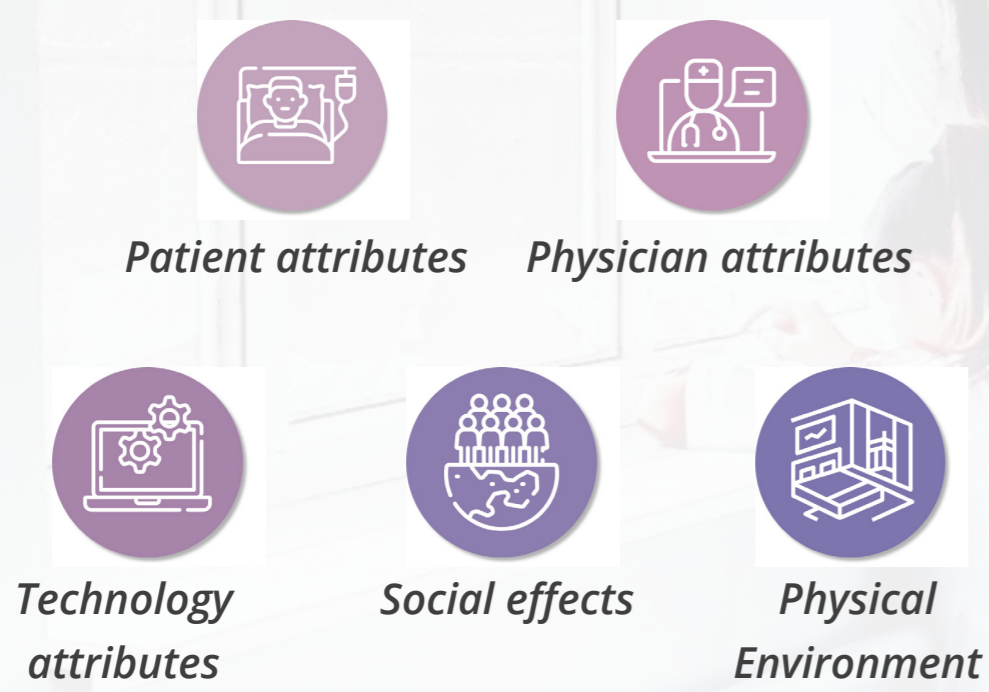
PATIENT ARCHETYPES

Four patient archetypes as well as their behavioral characteristics and trust-related needs were defined.

Type 4

Type 1

Adherent

Critical

Credulous

Type 2

Type 3

Arbitrary
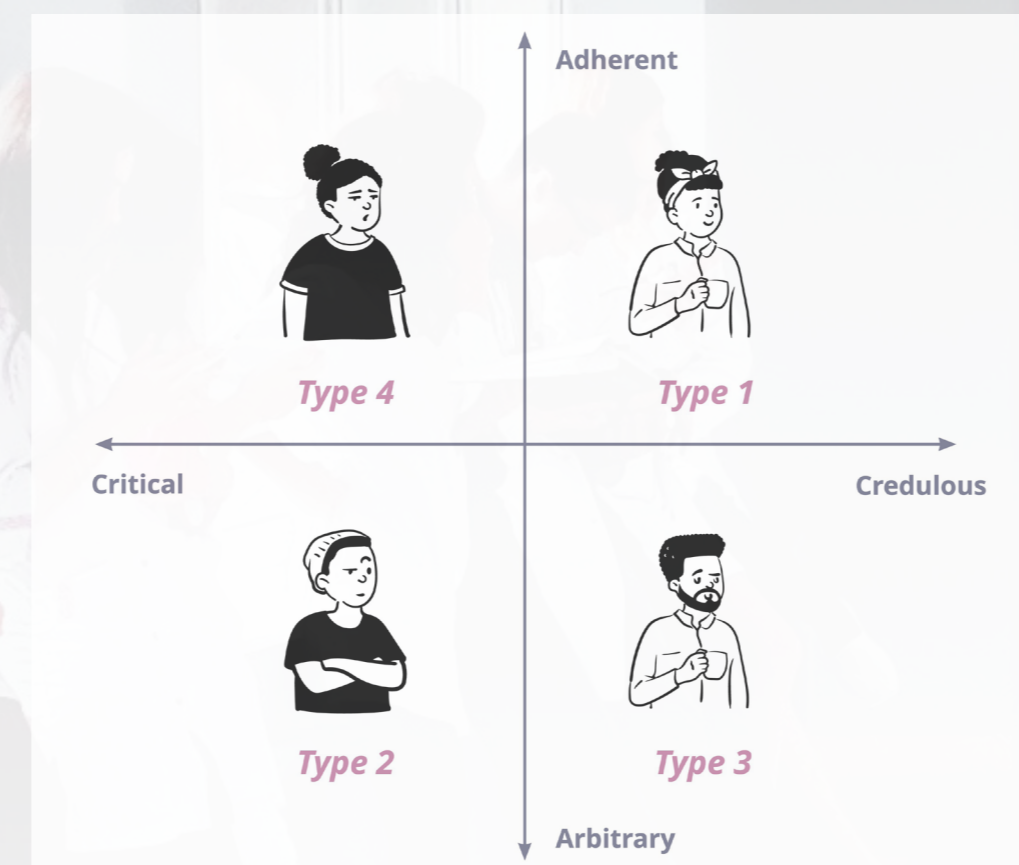
- The horizontal axis: The level of trust attitudes
- The vertical axis: The level of trust behaviors

DESIGN STRATEGIES

Six design strategies were generated. See the example.

Title of strategy

Explanation

Visualization

Covered factors

Inspiration

ONLINE DESIGN GUIDELINE

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Design for enhancing the trust of
chronic patients in teleconsultation
28 September 2022
Strategic Product Design

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