Roadmap towards Future Patient Teleconsultation Experience

INTRODUCTION

In healthcare, the doctor-patient interaction is most commonly held in the Consultation Room. With the rapid development of emerging technologies, new opportunities have been provided to support the evolution of the future consultation experience.

Anxiety, defined as a negative emotion experienced by individuals as a response to an ambiguous threat, is commonly seen in the medical context among patients. Studies have shown that between 10% and 20% of attenders in general hospitals have abnormal health anxiety. Although most people experience anxiety and stress in their daily life from time to time, disproportionate anxiety not only have the potential to cause anxiety disorders, but also can negatively impact physical health and recovery from illness.

Meanwhile, the rapid development of teleconsultation has attract great attention and is potential to be the future of healthcare. Therefore, this project aims to explore how to alleviate patients' anxiety during the teleconsultation journeys in 2030.

FUTURE VISION

In the future, people will obtain a highly connected, yet personalized consultation experience through community-based remote care solutions that incorporate social support as an important tool, thereby alleviating patients' anxiety emotion during the consultation journey.





high-connected

personalized



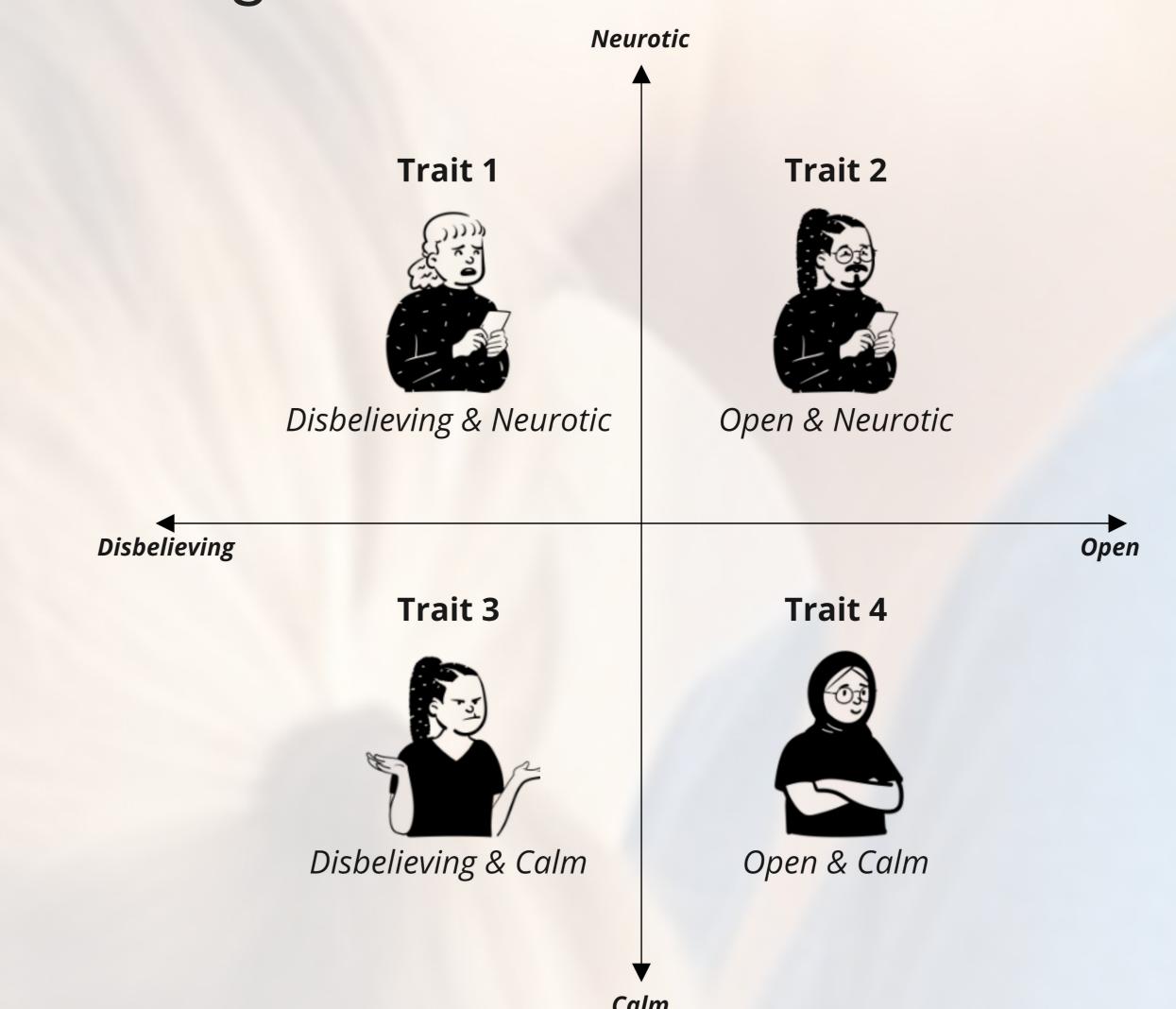


community-based

social support

OUTCOME

Fout patient traits are defined through thematic analysis and generative interviews.



Eight strategy proposals are put forward:

- 1. Step-by-step behavior guidance
- 2. Involve patient group as facilitators
- 3. Agile consultation & information query platform
- 4. Intelligent assistent facilitate communication
- 5. Personalized environment in VR context
- 6. "Sick Book" after diagnose
- 7. Consultation Room on th Go
- 8. Consultation experience evaluation & sharing

FINAL ROADMAP

User-centered Value Creation Design Value Enhancement Value Proposition Creation **Future Vision** 2024 2027 2030 Time Horizon Innovative collaboration beyond medical team Technology empowers existing teleconsultation Seamless integration create new experience Highly-connected yet personalized community-based teleconsultation model In the third horizon, cutting-edge technologies will be The second horizon is about involving new "actors" in the This horizon focuses on using available technology to used to create new interaction models. Technological context of remote care, therefore, relieving the medical improve the current teleconsultation service model. The feasibility and efficiency of the service will be enhanced team's burden and enhancing social support for and collaborative innovations will coexist and benefit (D) Themes by providing comprehensive information and guidance. It patients. Patient group and community workers will be each other. Stakeholders will be more organically united included after the accomplishment of communityaround the value of the patient, and the intelligent will result in a smooth consultation journey with fewer High Connected Personalized based hubs. Perceptual-trait patients will benefit more assistant will emerge as a communication facilitator to pain points related to existing technical problems. from it, which forms miniature personalized healthcare. foster mutual understanding and empathy. Technology-oriented Flexible "In the future, people can obtain a highly connected yet personalized consultation experience through community-based Scenario remote care solutions that incorporate social support as an important tool, thereby alleviating the anxiety state during the consultation journey." Step-by-step Behavior Guidance Agile Consultation & Information Query Platform 3 "Sick book" after diagnosed 4 Consultation Experience Evaluation & Sharing 5 Mobile Consultation & Diagnose Room Strategy Involve Patient Group as Facilitators Patient Group Medical Team M Community-based Healthcare Center Intelligent Assisstant Facilitate Shared-decision Making 8 Personalized Environment and Sound in VR Infrastructure building in the hubs Linkage with personal schedule system Natural language processsing Collaborative filtering Communication facilitation through Al Information screening and integration Technology Collaboration: Capability Autonomous Driving **Emotion recognition** Medical Teams Customizable Virtual Reality Healthcare Agencies Cyber Engineers Patients Medical Teams Patients Medical Teams Patient Groups Community Workers Patients Medical Teams Healthcare Agencies Cyber Engineers Healthcare Agencies Software Developers Healthcare Agencies Technology Companies Software Developers Patient Groups Community Workers Patient Groups Community Workers Academic Researchers Designers Collaboration Technology Companies •••

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