

## Googling in the Waiting Room - EGPRN Leipzig October 2016

**Robert D. Hoffman<sup>1</sup>, Iris Reyhav<sup>2</sup>, Liliana Laranjo<sup>3</sup>, Ana Luisa Neves<sup>4</sup>, Davorina Petek<sup>5</sup>, Bernardino Oliva-Fanlo<sup>6</sup>, Heidrun Lingner<sup>7</sup>, Parissa Asdaghi, Claire Collins<sup>8</sup>, Esperanza Diaz<sup>9</sup>, Sylvester Ebaye, Caroline Huas<sup>10,11</sup>, Hans Thulesius<sup>12</sup>, and Joseph Azuri<sup>1</sup> for the EGPRN Working Group on Googling in the Waiting Room.**

**1** Department of Family Medicine, Tel Aviv University, Israel; **2** Department of Industrial Engineering and Management, Ariel University, Israel ; **3** Australian Institute of Health Innovation Centre for Health Informatics, Macquarie University, Sydney, Australia; **4** Unit for Family Medicine, Department of Social Sciences and Health, Faculty of Medicine, University of Porto, Portugal; **5** Department of Family medicine, Medical Faculty Ljubljana, Slovenia; **6** Trencadors Primary Health Centre, Majorca Primary Care Department, Spain; **7** Centre for Public Health and Healthcare, Hannover Medical School, Hannover, Germany; **8** Irish College of General Practitioners, Dublin, Ireland; **9** Department for Global Public Health and Primary Care, University of Bergen, Norway; **10** CESP, Univ. Paris-Sud, UVSQ, INSERM, Université Paris-Saclay, Villejuif, France; **11** Département Universitaire de Médecine Générale UFR SMBH Université Paris; **12** Department of Clinical Sciences, Lund University, Sweden

**Background:** The vast availability of knowledge through the internet has changed the interactions of physicians with patients in various ways. The ability of patients to educate themselves is a source of frustration for many physicians, but can also be harnessed to improve the clinical encounter.

**Research questions:** In this multinational collaborative study, comprising ten countries, we aim to investigate how improving information accessibility impacts the dynamics of the medical encounter.

The study will focus on multiple factors, including how availability of information impacts anxiety and satisfaction of patients on the one hand, and aspects of the physician attitude towards use of information resources by the patients on the other hand. We also will examine the usefulness of tablets to help overcome the language barrier while treating foreigners.

### **Methods:**

Our study will continue the research of Reyhav et al. 2016, and utilize an internet connected tablet with pre-set recommended sites on the desktop, to evaluate the effects of tablet use on the patient and physician. Following ethical approval in the participating countries, an on-site research assistant with 3 tablets per site will enlist 100 patients over 4 weeks. After consent and demonstration, the patient will do a **pretest** on the tablet, use the tablet to "Google", go into the doctor's office with the tablet, and after the physician consultation, do a **post-test**.

The Israeli study used a US developed questionnaire to examine Patient Satisfaction, Patient learning, Physician Information giving, and assessed tablet use in the waiting room and during the medical encounter. We will expand this questionnaire according to the areas of interest in our working group.

The results will shed light over a topic that all physicians face on a daily basis, and hopefully will enable incorporating this new reality to benefit and improve our patient care.

### **Bibliography**

Iris Reyhav, Richard Kumi, Rajiv Sabherwal, Joseph Azuri  
*Using tablets in medical consultations: Single loop and double loop learning processes;*  
Computers in Human Behavior; 2016 61:415-426  
<http://dx.doi.org/10.1016/j.chb.2016.03.020>