

Experiences of Patients and Nurses Regarding the Use of Electronic Informed Consent

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Purpose of the Study

The purpose of this study was to explore the experiences of patients and nurses regarding their use of electronic informed consent.

Methods

- Participants were 30 Korean nurses and 27 patients.
- Data were collected from October to November 2013 in one university hospital. After obtaining permission from the participants, each focus group and in-depth interview was audio-taped and transcribed.
- The responses were analyzed using qualitative content analysis.

Results

- Most participants perceived the use of electronic informed consent as simple and convenient to use, saving space and time, and associated with a quality, high-tech hospital.
- However, participants stated that the system was not satisfactory in part because of the occasional unexpected machinery error or malfunction, and because they were at first unaccustomed to its use.
- Some patients wished for function improvements related to the e-signature, making it more similar to a handwritten signature; to improve the system's adjustability to allow a larger font size when needed; and for the use of multimedia to assist in better understanding the informed consent material.
- In contrast, nurses wanted a wider implementation of electronic informed consent because it was not being used for all informed consent cases, resulting in confusion and an additional workload.

Conclusions

- User satisfaction could be increased by improving the functions of the electronic informed consent system.
- This includes offering education regarding how to use it, incorporating multimedia, and expanding the use of electronic informed consent in more cases.

