

Research Study

The potential for videotelephony to play a role in paediatric oncology outpatients: acceptability and savings

Coordinator:

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THE UNIVERSITY
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Research Survey: Can we use the Internet and web cams to improve outpatient care and support?

- Improve communication, continuity of care and family involvement
- Reduce family travel, time and cost
- Reduce family disruption

What is the survey about?

Can the family home computer and Internet connection be used to supplement in-person outpatient visits?

- o Replacing some visits with video over Internet links between the hospital and the family home
 - Savings for families (time, time-off work and out-of-pocket expenses)
 - Saving the health service (travel support)
- o Allowing family members unable to attend outpatients in-person to link in from the family home using video over Internet links

Part of ongoing research

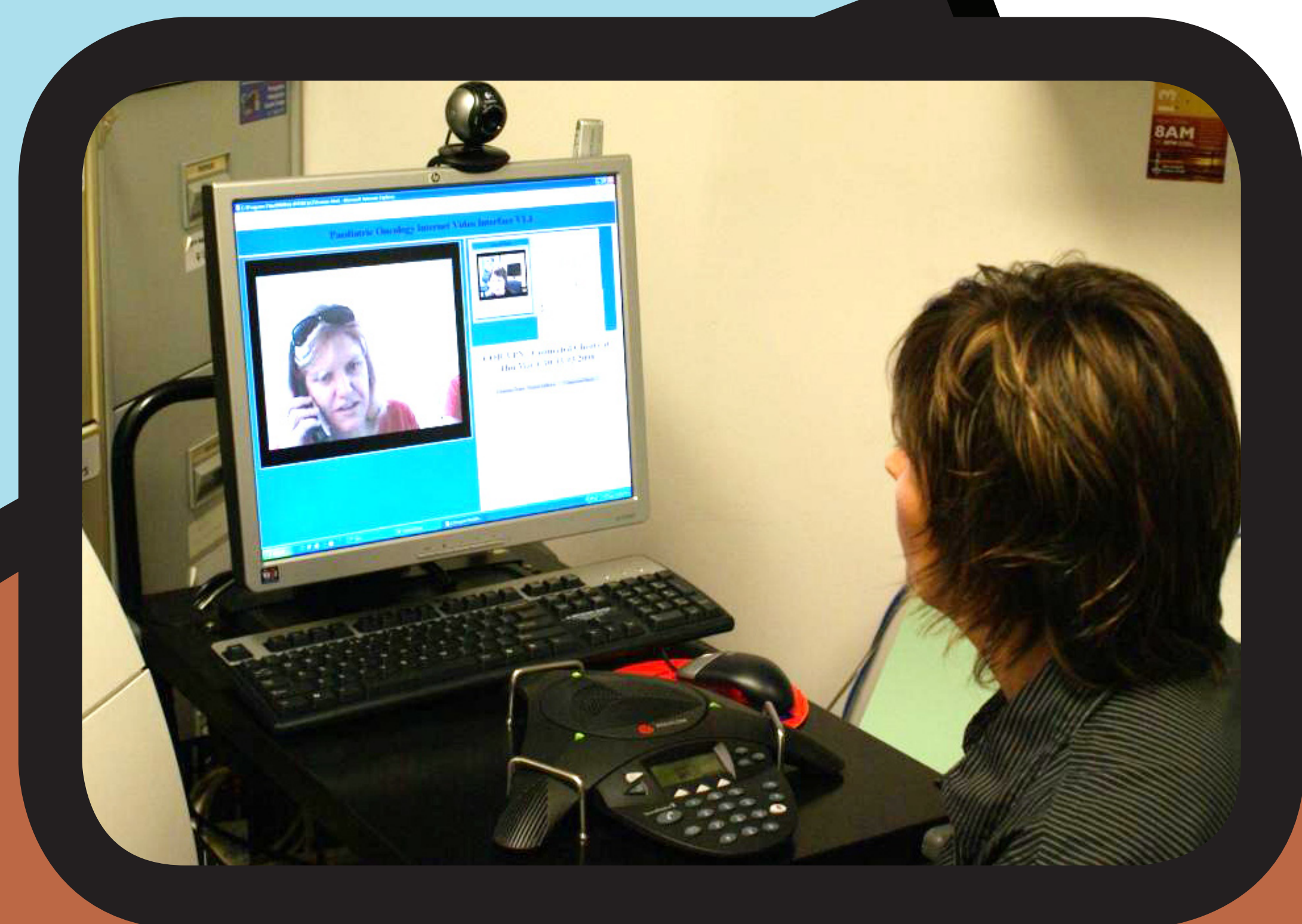
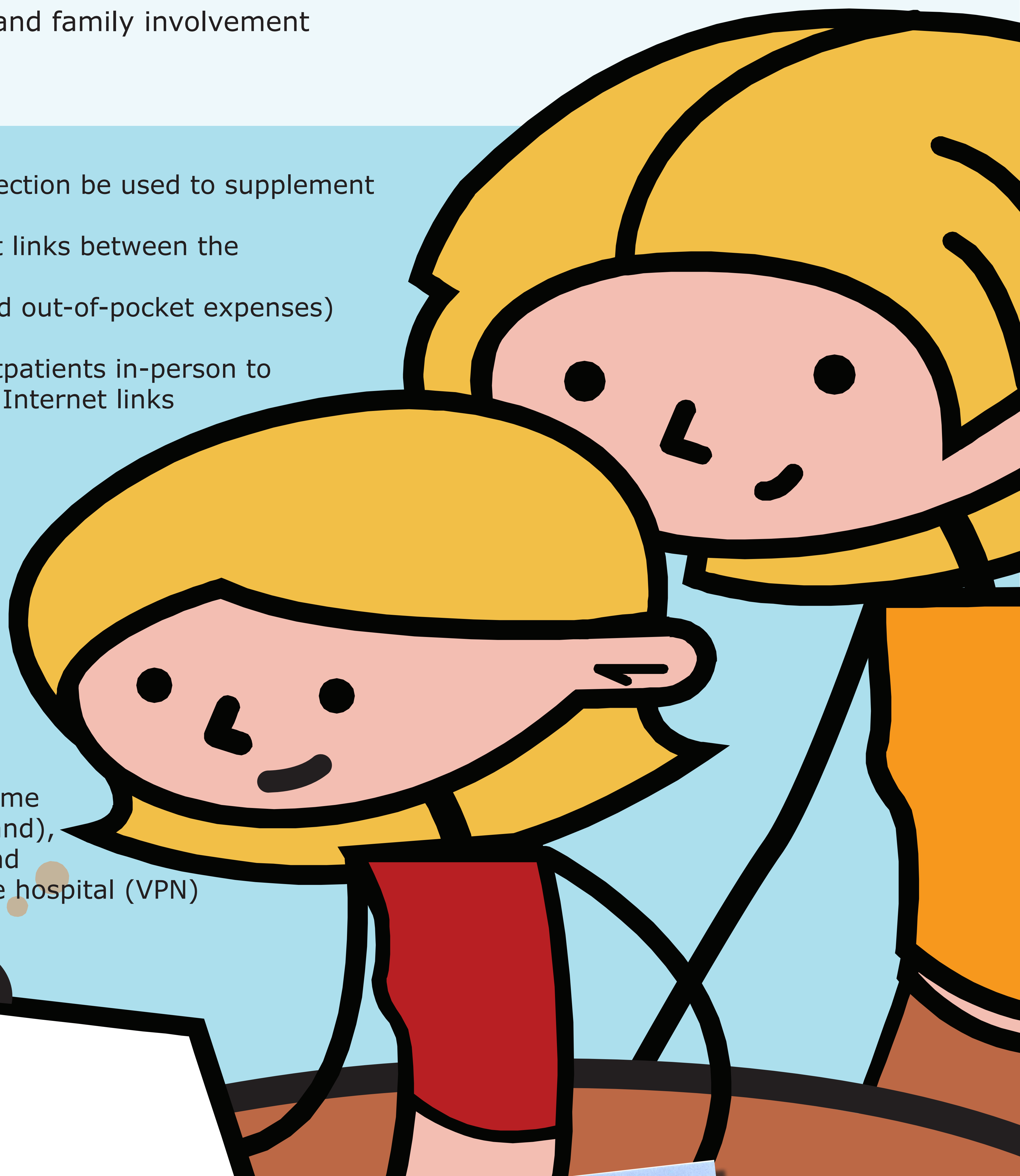
Banksia in collaboration with the University of Queensland Centre for Online Health has been investigating the use of the Internet to support patients and their family. This can provide, amongst other functions, **VIDEOTELEPHONY - direct audio and video communication between staff in the hospital and family members at home.**

How does it work?

Video over Internet technology uses the family home computer, Internet connection (dial-up or broadband), a web cam (supplied to families free of charge) and software used to make a secure/private link to the hospital (VPN)

Who should complete the survey?

Any family receiving care from the Royal Children's Hospital, Banksia Outpatient Department



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Information Section

Background
The Paediatric Haematology, Oncology and Stem Cell Transplant Unit at the Royal Children's Hospital in collaboration with the University of Queensland Centre for Online Health have been investigating the use of the Internet to support patients and their family. This can provide, amongst other functions, **direct audio and video communication between staff in the hospital and family members at home.**

What is the study about?
We are currently asking all families attending outpatients to participate in a study looking at the potential for video over Internet to supplement or enhance in-person outpatient visits.

What are the questions?
All of the information to be gathered is contained on the back of this form. It includes information on the cost of attending clinic today and if you feel this visit could have been done using an audio and video link in your home. There is also a section for your doctor to complete.

Consent Section

I, the undersigned, hereby give my formal consent to participate in this study.

I understand the details of the project and have had the opportunity to ask any questions I may have to my satisfaction. I appreciate that the project being conducted may be of no benefit to time (my child) personally, but may aid in the provision of services in the future.

I understand that (my child's) personal details or data collected will be kept strictly confidential. I appreciate the material has educational value and consent to the de-identified material being shown to appropriate professional staff and used in educational publications, journals, textbooks or used in any other form or medium including all forms of electronic publication.

I realise that I am under no obligation to participate and that my decision will not affect (my child) in any way. In addition, I understand that (I/my child) may withdraw at any time without consequence.

Print Name/s _____
Parent/s _____
On behalf of my child _____

Signature/s _____
Date _____

POST CODE _____

by the caregiver before seeing the Doctor

What is your post code so we can see what area you have travelled from?
Post code _____

Do you currently have broadband Internet connected at home?
 Yes No

Are you planning to get broadband Internet at home in the next 6 months?
 Yes No

Where are you attending clinic today?
 Siblings Other family member Family friend

What time of work or school do you attend today?
 Siblings Other family member Family friend

How long does it take you to get here in out of pocket travel expenses today?
\$ _____

How much money have you spent on other expenses today?
\$ _____

Do you use a video link, do you think this visit could have been done using it?
 Yes No Please specify _____

Do you supplement the face-to-face care you receive using video over Internet?
 Yes No Please specify _____

Thankyou for participating in this study
Please give this form to your Doctor

Print Name _____
Print Name _____
Print Name _____

1. Is a physical examination for this visit important? Yes No

2. Would a video link with other family members have been useful? Yes No

3. Would a video link with other family members have been useful? Yes No

4. Would a video link with other family members have been useful? Yes No

Thankyou for participating in this study
Please return forms to the desk at the end of clinic

Please complete your survey today!