Using QR smartphone technology to improve patient communication and information distribution

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Background:

Patient access to information relevant to their diagnosis and treatment is important for informed consent and can improve patient satisfaction. Traditionally, printed copies of hospital-approved patient information leaflets have been used for this purpose but uptake can be variable.

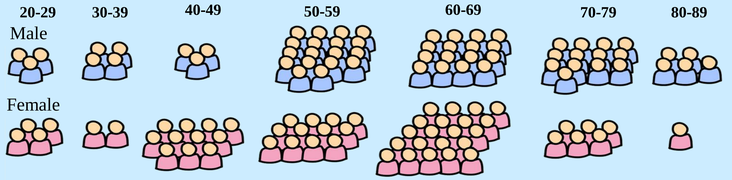


Methods: We created a poster of QR codes linking to Trust-approved patient information leaflets relevant to the Vitreoretinal Service, and piloted in patients attending the clinic, who subsequently completed a survey to assess its impact.

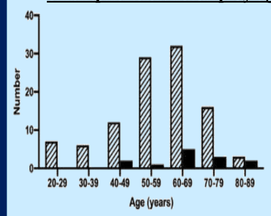


Results:

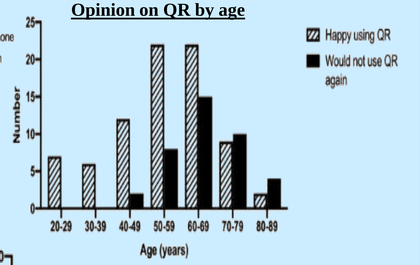
Patient population by age: We surveyed 119 patients, 62 males & 57 females. The age distribution is shown below:



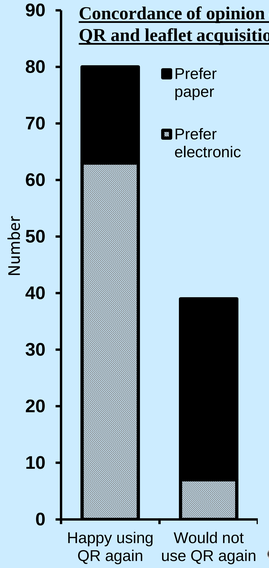
Smartphone ownership by age



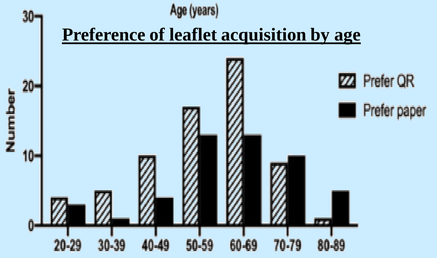
Opinion on QR by age



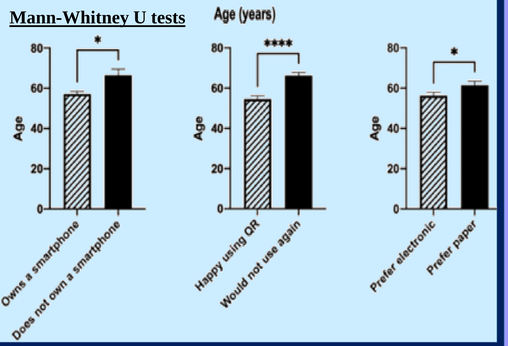
Concordance of opinion on QR and leaflet acquisition



Preference of leaflet acquisition by age



Mann-Whitney U tests



Feedback from patients:

"I didn't know how to use QR before, but after a quick demonstration I was happy to use it again."

"I'd rather have a paper copy, that's what I've had before."

"I don't have a QR app and it won't scan with the camera on my phone."

"I could adjust the font size and brightness, and even send it to my computer to make it even easier to read."

"I'm finding it hard to use my phone now, because my pupils are dilated."

"I can't read at all at the moment, so I'm indifferent."

"I liked how I could send it to my son , so he could read it too."



Conclusion: QR code posters serve as a suitable and environmentally sustainable alternative to printed leaflets for patient access to relevant clinical information.



To access this poster on your own electronic device scan our QR code

References:

[1] Kitching, J., 1990. Patient Information Leaflets - the State of the Art. *Journal of the Royal Society of Medicine*, 83(5), pp.298-300.

[2] Kenny, T., 1998. A PIL for every ill? Patient information leaflets (PILs): a review of past, present and future use. *Family Practice*, 15(5), pp.471-479.