Introduction and evaluation of digital consent in ophthalmology

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Concentric

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Introduction: Consent is a key element of delivering care. Paper consent is associated with significant errors, inconsistency and poor patient understanding[1]. Furthermore, it is incompatible with remote and multisite working. Concentric is a digital, web-based consent platform enabling electronic consent with downloadable patient information. Consent can be obtained in the clinical setting or remotely from a patient's home, utilising a computer, mobile phone or tablet.

Aim: To evaluate the use of Concentric at a large, three-site ophthalmology unit.

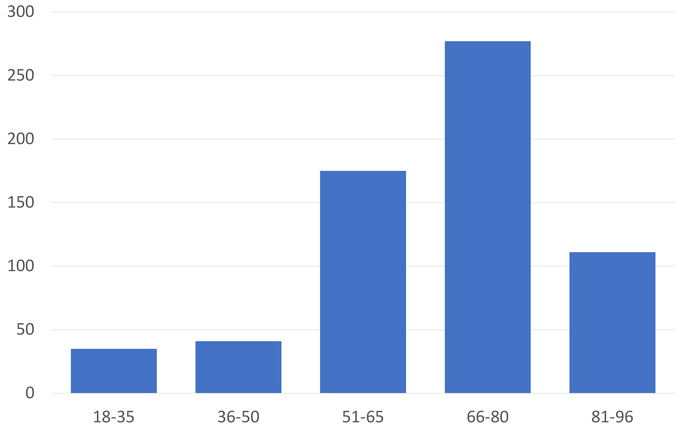
Methods: Between July 2020 and January 2021, Concentric was introduced as an option for clinicians to obtain consent. Consent data was obtained from Concentric analytics and patient feedback via an optional satisfaction survey requested 2 weeks after consent.

Results: 639 Concentric consent forms for 28 different procedures were completed by 28 clinicians over 7 months. Patients were aged between 18 and 96 years. 279 (44%) were consented at assessment in clinic, 57 (9%) consented remotely after assessment, 303 (47%) consented on day of surgery. The completed consent form was sent to patients by email 82% of the time. 90% of patients agreed that the Concentric platform provided all the information they needed and average patient experience was 4.2 out of 5 (n=110).

Conclusion: Digital consent has been successfully introduced into a high-output, multisite ophthalmic unit. Patients report high satisfaction scores and the option to review information in their own homes has proved important in the COVID-19 period. Digital consent provides a road to improve the quality, consistency and validity of informed consent in a paperless way, which is increasingly important as remote working rises.

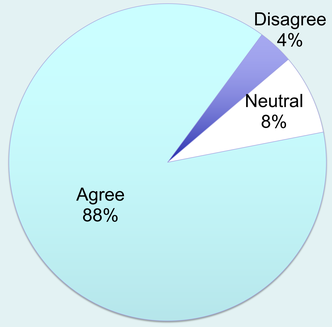
[1]t John, E. R. *et al.* (2017) 'Completion of hand-written surgical consent forms is frequently suboptimal and could be improved by using electronically generated, procedure-specific forms', *Surgeon.* Elsevier Ltd, 15(4), pp. 190–195. doi: 10.1016/j.surge.2015.11.004.

Consent by Age Group



Patient feedback

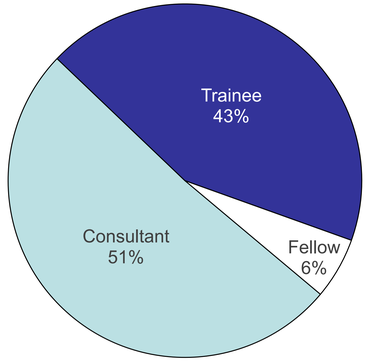
"I found the online process simple"



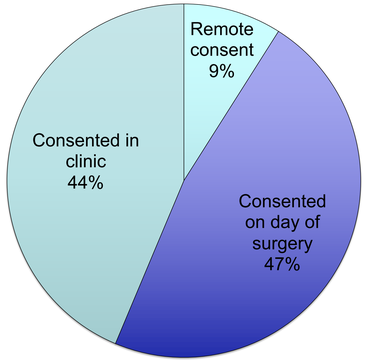
Patient satisfaction

4.2 / 5

Grade of consent taker



Location of consent



Top 10 procedures

