Self-help health assessment kiosks in NTEC-General Out-Patient Clinics (GOPCs)

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Introduction
GOPCs are the key provider of primary health care in the community. They play an important role in patient empowerment in management of chronic diseases and health promotion. GOPCs are currently providing health assessment and monitoring for patients who have chronic conditions follow up in the clinics. The demand for health assessment for general public is not well addressed. In view of the increasing requests of basic health parameters assessment from the general public, four GOPCs in Shatin District set up self-help assessment kiosks to provide free-to-use facilities for assessment of basic health parameters such as blood pressure and BMI. Since the space is extremely limited, the self-help assessment kiosks are minimal in scale.

Objectives
To provide self-help health assessment facilities in GOPCs for general public

Methodology
Small-scale self-help health assessment kiosks, as small as 8 square meters, are established in four GOPCs in Shatin region starting from September 2014 to February 2015 in phases. Self-help health assessment facilities including blood pressure and BMI measurement are set up in an easily accessible corner in the clinics for monitoring of basic health parameters. Smart tips in interpretation of the health assessment results are available in kiosks, providing quick reference of general health condition and at the same time promoting health awareness.

Result
Since establishment of Self-help Health-assessment kiosks in NTEC-GOPCs, the daily utilization of health assessment facilities ranged from 50-150 visits in different GOPCs. One-day service evaluation survey from 69 clients showed 99% of the users
welcome the set-up of the self-help health-assessment kiosk whereas 'Blood pressure monitor' was the most useful facility perceived by 90% of the users. 100% users found that the self-help facilities easy to operate. Other suggestions from clients including body temperature and blood glucose monitoring were received. Self-help health assessment kiosks, though small in scale, do meet the basic health check needs for health conscious people. The accessibility of the monitoring devices and health resources would facilitate and promote health awareness and health seeking behaviour. Further customer survey would be conducted to explore the user-friendliness of the health assessment kiosks and to explore the provision of other self-assessment devices in GOPCs.