



## Service Priorities and Programmes Electronic Presentations

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### **Access of evidence-based information available on the Internet – QR code poster**

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#### **Introduction**

The Internet is an established source of health information widely used by patients to learn about their condition and its possible management options. However, the quality of the information accessible to a typical patient via the Internet was questioned by a previous preliminary study, which identified the discrepancy from the evidence-based information. Therefore, to fill the information gap, QR code posters were placed at waiting area of Outpatient department for patient to get access to evidence-based information through Internet. Patients could be guided to the access to evidence-based information despite inability to scrutinize the quality of the information available.

#### **Objectives**

To explore the usefulness of QR code posters for patients' access to evidence-based information on the Internet

#### **Methodology**

QR code posters, comprised of evidence based information about public health, self-care management and community resources, were posted at waiting areas of physiotherapy outpatient department, with supplementary QR code information sheet provided for free. Patients sitting at the waiting area, were surveyed with 4 questions about their knowledge and experience towards QR code technology. Meanwhile, the number of QR code sheets taken were counted monthly to explore patients' interest in QR code posters.

#### **Result**

From September to November, 2017, 40 patients were surveyed. Most of them (70%) know about QR code. Half (50%) of them have installed QR code reader in their smartphone, within which, majority (75%) have used it before. Majority (84%) agreed with the usefulness of QR code in facilitating access to healthcare information. Besides, about 77 QR code sheets were taken home by patients monthly. Interestingly, results showed that patients with QR code reader installed, usually have used QR code before. Some patients who have not used QR code before, may be due to

technical problem of downloading application in smartphone. Therefore, offering technical assistance may be a remedy.

This study narrowed the disparity between the information accessible by our typical patients and evidence-based information, and also highlighted the usefulness of QR code in providing access to healthcare information. QR posters include not only disease information, but also self care management and community resources, which can facilitate independency and thus discharge process of patients eventually.

To conclude, it is useful for healthcare professionals to provide good-quality evidence-based knowledge using Internet and modern technology, enhancing self care management and empowerment for patient's perspective.