

INTERVIEWS

USE OF ICT IN COMMUNICATION BETWEEN NURSING HEALTHCARE PROFESSIONALS AND PATIENTS Informed, clarified, and voluntary consent form for participation in a scientific study

This study is conducted within the scope of the doctoral project "The Potential of ICT in the Development of Communication Skills and in the Training of Professionals in the Health Area", part of the Doctoral Program in Multimedia in Education at the University of Aveiro. It is being developed by Marlene de Oliveira Peres, under the scientific supervision of Professor António Augusto e Freitas Gonçalves Moreira from the University of Aveiro and co-supervision of Professor Raquel Simões de Almeida from the School of Health of the Polytechnic Institute of Porto.

The main objectives of this data collection are to identify the most commonly used technological equipment and multimedia solutions by nursing healthcare professionals in remote communication processes with their patients. The recruitment of participants will be supported by professionals who act as liaison links, from the various institutions that have agreed to participate in the study. Only nurses with professional experience in patient care and direct contact with patients may participate in this study.

The information collected is anonymous and confidential. The project will not report personal data nor any intimate and/or sensitive responses from participants. The processing of special categories of data will comply with the guarantees stated in Article 89th of the GDPR, regarding data processing for research purposes (GDPR, Article 9th, n2, j). The principles of the GDPR outlined in Article 5—security, integrity, confidentiality, data minimization, lawfulness, transparency, and purpose limitation—will also be ensured. The data and information collected will be used exclusively for research purposes and will be retained for up to 30 days after the conclusion of the study.

Participation in this study is voluntary, and there is no compensation or penalty for choosing not to participate.

By giving your consent, you authorize the responsible researcher to process data related to the use of technological and digital solutions in remote communication processes between healthcare professionals and patients, their importance in monitoring and promoting health, the difficulties experienced in this interaction, and to evaluate their impact, benefits, potential, needs, and limitations. Consent may be withdrawn at any time without affecting the lawfulness of the data processing carried out based on the previously given consent.

Your cooperation is of utmost importance to achieving the objectives of this study. If you have any questions about the study or its procedures, you may contact the principal investigator, Marlene de Oliveira Peres, via email to marlene.peres@ua.pt. For more information about GDPR, you may contact the Data Protection Officer of the University of Aveiro at epd@ua.pt or the Portuguese Data Protection Authority (CNPD) at www.cnpd.pt.

Thank you very much for your cooperation!

Principal Investigator, signature: _____

Participant Identification: _____

- I declare that I have read and understood this document and all the information provided to me.
- I have requested all the information I needed, knowing that clarification is essential for making an informed decision.
- I was informed of the possibility to freely refuse or withdraw from the study at any time, without this affecting the care I receive.
- I agree to participate in this study in accordance with the explanations provided to me, as stated in this document, of which I have received a copy.

Date: ____ / ____ / 2024

A) PROFESSIONAL CONTEXT

01) Briefly describe your professional experience in nursing, indicating the place where you carry out your main professional activity, your area of intervention, and the profile of the patients you usually work with.

B) PRACTICES IN THE USE OF ICT IN COMMUNICATION WITH PATIENTS

02) Do you use any technology or computer system to communicate with your patients remotely? If so, which technology(ies) and digital channels/platforms do you use, and how frequently do you engage in this remote communication?

03) Do you experience any difficulty or fear in using ICT for remote contact with patients? Please describe the main reasons.

04) Do you believe that the use of ICT can interfere with communication processes with patients? Please justify your answer.

05) Regardless of whether or not you use ICT in remote contact and follow-up with your patients, please describe aspects you consider relevant regarding its use, how it can positively and/or negatively influence the practice of your profession, and the impact it has or may have on the provision of care.

06) What is your perception of your patients' experience/receptiveness regarding the use of technologies and digital solutions for communication and health monitoring, including their technological preferences and any difficulties they may experience?

07) In the remote interactions you establish (or could establish) with patients, how is/would the privacy and security of information be ensured? Please share your concerns regarding data security and privacy in remote communication with patients.

08) In the event of you having encountered or in the future encountering cultural or linguistic barriers when using ICT with your patients, how do you/did you address them, or how would/will you try to overcome these barriers?

09) Is there technical support or an IT team available at your workplace to assist with the use of ICT? How would you evaluate the quality of this support?

C) TRAINING NEEDS

10) In your university and academic training, did you receive education and training in the area of communication with patients? In addition, regarding the use of ICT and emerging technologies in remote communication (e.g., telehealth and ehealth)?

11) Are you aware of the existence of and/or have you attended professional training courses in the area of remote communication with patients using ICT and/or in the area of telehealth? If possible, please identify the courses/trainings and their duration.

12) If you are interested in this topic, please name possible areas of training and/or courses in the area of communication with patients, specifically related to the use of ICT and emerging technologies (e.g., telehealth and ehealth) that you consider relevant and that could contribute to the continuous improvement of your professional practice.

D) OTHER USEFUL INFORMATION

13) From a reflective perspective on the future of healthcare (ehealth, telehealth, digital health, artificial intelligence, among others), please share your opinions/ideas/suggestions/expectations regarding the growing use of emerging technologies and digital solutions and their impact (positive and negative) on remote communication processes in healthcare with patients.