

Primary answers	Analysis	Themes
<p>It has a great impact, and has given a security in a time, that is stressed, and influenced by feelings of uncertainty, and a lot of thoughts and questions... On all levels it has been real good and has a great impact, that you have an ongoing opportunity to get in contact with the healthcare professionals... It has been pleasant that you could turn to information and dialogue where ever it suits you and it had meant a lot to me that I quick and easy could get an answer through the healthcare professionals and the information material the (web)site host... You can search for the information and dialogue when it suits you... I receive the answer quickly and always within 24 hours (pt. 35).</p>	<p>How is the online contact used?</p>	<ul style="list-style-type: none"> <li>- A flexible environment for dialogues</li> <li>- A calm environment, which generates dialogues</li> <li>- Potential problems are taken care of</li> </ul>
	<p>What are the qualitative effects?</p>	<ul style="list-style-type: none"> <li>- Security</li> <li>- The patients stay free</li> <li>- The patients stay in control: Empowerment</li> </ul>
	<p>How the online contact works?</p>	<ul style="list-style-type: none"> <li>- It feels as quick answers</li> </ul>
	<p>What the online contact contributes to?</p>	<ul style="list-style-type: none"> <li>- Accessibility, or availability; it must be easy for the patients to get in contact with the healthcare professionals</li> <li>- Exchange-ability; the ability to exchange information</li> </ul>