

Primary answers	Themes
How is the online contact used?	
<p>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 (pt. 35). The answer is written in black on white, and if you have doubts you can reopen the dialogue (pt. 55). There is no doubt that the psychological impact is high, in having the opportunity to get in contact with healthcare professionals, who is familiar with the situation you as patient are in – it gives peace in mind (pt. 55).</p>	The patients become partner in a dialogue
<p>(Flexibility on) time had a great impact, as I think I used the system at all hours (pt. 40). To feel secure and safe... a good flexibility in a difficult time... It helped me a lot, that I could write at any time, also at my job (pt.32). 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 (pt. 35). I used it a lot, and it has a very great meaning to me, that I could get in contact with the healthcare professionals in this way. Maybe I am a little cautious about calling by telephone and disturb the healthcare professionals at the ward with a “stupid” question and in for them an inappropriate time. Therefore it suits me to write my question by the help of the Online Patient Book (pt. 27). It has been great, if there was some question, I could just go in and write, without thinking of telephone-time, time to encounter and so on... (pt. 46).</p>	A flexible environment for dialogues
<p>I always knew, that I just could write and ask, and then get an answer (pt. 58). Another time, if I am offered the Online Patient Book, I will accept it... I am sure the Online Patient Book has given me security (pt. 60). I have only used it a little, but it is a big advantage... big importance (pt. 63).</p>	Valuing the application is not the same as using it
<p>Some times it is easier to ask a question, when you get the time to formulate it, and the written answer reduces the risk for misunderstandings and misguided communication (pt. 29). You feel secure and certain that you just can look up or sent a question, when it suits you and in your own tempo, without disturbing someone (pt. 14). The function is perfect, when the question is not acute; I think you get a more qualified answer, as the respondents (the healthcare professional) has a better opportunity to investigate before answering (pt. 40). It is OK with 24 hours – you are certain you receive a qualified answer (pt. 55)</p>	A calm environment, which generates dialogues
<p>The answers were easy to get. This avoided unnecessary worry (pt. 10). To have the opportunity to ask about eventual problems to the nurses and get a certified answer was a relief (psychological) (pt. 62). Potential problems are taken care of (pt. 6).</p>	Potential problems are taken care of
<p>Just being through a surgery, it indeed contributes to the feelings of security in an unaccustomed situation, both for the patient and certainly also the relatives, who should handled the necessary care in relation to for example manage the catheter, judge whether there is a need for more help etc (pt. 14). When some unexpected came up we stayed calm by reading that this was normal... We experienced the Online Patient Book as absolutely necessary (pt. 10).</p>	Involving relatives
What are the qualitative effects?	
<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 (pt. 35). The Online Patient Book has been the complete deciding factor for me to feel secure and safe as patient. That can not be valued enough, I had really felt that if there was any question or information I was insecure about, well then at least I had my patient book, I hope that many will use it in the future (pt. 39). I can not underline enough, how positive and secure; the peace of mind it gives you, that you have the opportunity for quick contact 24 hour a days (pt. 14). A good feeling of security (pt. 9) Reassuring (pt. 46) I feel it has contributed to a good feeling of security and certainty in the course of treatment... The online contact has been good to me, as I experienced a poor communication between the in- and outwards (pt. 29). I am sure the Online Patient Book has given me security (pt. 60). I think the Online Patient Book contribute to an overall security along my course of treatment. It has been a vital piece in making the course easier and more “user friendly” for me, as patient. I was very nervous and insecure... the Online Patient Book has been of really big support for me and made the experience easier and more pleasant (pt. 27).</p>	Security
<p>It has great impact on the feelings of security in the course of treatment. To have the opportunity to ask question, in relation to some doubts, and when it come to your mind, and then have them answered with patience and professional insight, contributes to the feelings of safety, and along the road you become more competent to handle the things that comes (pt. 14). When I was in doubt in relation to what we were told (use of catheter, pain, and so on) it was easy and quick to find the answer...If I am in doubt, what was said and the further course of treatment, it is easy just to check... It has been a pleasant tool, as it is safe to know that you do not need to wait until the next consultation to get an answer. I certainly experience that my needs are fulfil (pt. 44). It keeps you calm... It gives you the best possible understanding of the information (pt. 29)</p>	The patients stay in control: Empowerment
<p>Greater freedom (pt. 37) You can search for the information and dialogue when it suits you (pt. 35)</p>	The patients stay free

<p>Very practical and a relief (pt. 62) At any time and place, when ever you need it and that is ok (pt. 5) You can look up when you are ready (pt. 39) I feel that this has been really good (the opportunity to use it at any time), the opposite would be a shortcoming (pt.47).</p>	
<p>At the same time I think there is a good and rationale element in it, as the departments are given the opportunity to answer, when there is a time for that, instead of being disturbed by a telephone (pt. 14). Both I and the healthcare professionals economize our time (pt. 15).</p>	Possible quantitative effects
<h3>How the online contact works?</h3>	
<p>I have always experienced a quick answer (pt. 22) Security... Quick contact 24 hours a day (pt. 14) Response was always very quick and was a huge help for me (pt. 27) I receive the answer quickly and always within 24 hours (pt. 35). Fantastic that you can ask a question and within 24 hours you have an answer... well done! (pt. 39) A relief that you know the answer will come within an adequate time (pt. 62)</p>	It feels as quick answers
<h3>What the online contact contributes to?</h3>	
<p>The time I used the Online Patient Book vary a lot, so it was convenient that I should not be at the telephone at dictated consultation hours (pt. 22). It has been a good thing and has cut down the distance to the hospital (pt. 47). The Online Patient Book is definitely a VERY useful way of communicating, you feel safe and well-informed. Literally speaking, it seems as the hospital is right next to you and there is no waiting time. I will thoroughly recommend that the system will hold on, will develop further, and transfer to all treatment areas... It obliges your needs (pt. 18). I feel that the use of the Online Patient Book has been very good to me, as I gain answers to my questions and the things, I doubt about. Beside that I do not have to drive to the hospital (pt. 15). I can ask when I will and not through several telephone channels... Very great impact. Waiting time is the worst (pt. 63) It had a big impact that I always could get in contact with the ward (pt. 11). It had meant a lot that you do not have to wait from Friday to Monday (over weekend) before you have the answer (pt. 42)</p>	Accessibility, or availability; it must be easy for the patients to get in contact with the healthcare professionals.
<p>It seems natural in present-day society... I absolutely mean that this way of communicating is right, and it should be promoted by all means. It feels natural to communicate in this way, and the nurses were very good giving short and précis answers. Really good idea, get it promoted (pt. 14). It meant a lot. I used the book to ask question, which first came to my mind AFTER the consultations with the doctor, as those questions typically does (pt. 15). Very good experience... It will be of great importance in the future information- and communications needs between the patient and the healthcare professionals (pt. 56). My questions has been related to (and answered by) the healthcare professionals to my satisfaction (pt. 48).</p>	Exchange-ability; the ability to exchange information, as an essential basis for individualizing information.
<p>Yes, it has absolutely made me more secure and safe, nearly as having a lifeline along the whole course of treatment (pt. 30). It is good to have the name on the healthcare professionals, who answer your request, then you can get more information if needed (pt. 14). You (the departments) had open 24 hours a day (pt. 9) It has been pleasant to get in contact with a regular nurse, who knew my course of treatment (pt. 22). Psychologically it has a great impact that you can get in contact with the healthcare professionals there (at the Department) (pt. 55).</p>	A lifeline – an always open electronic door