

Poster

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Poster 30

[P-30-05] Factors influencing the use of telemedicine and the satisfaction of the patient on the telemedicine visit in the outpatient psychiatric department of Siriraj Hospital, a medical school in Bangkok.

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The adoption of telemedicine for healthcare service was rising significantly during COVID-19 pandemic in Thailand. Even though the pandemic is currently subsiding, telemedicine is still used for healthcare services especially in mental health. To study the factors influencing the use of telemedicine and the satisfaction of the telemedicine service, we conducted questionnaire-based, cross-sectional study on 147 persons who had used telemedicine at the outpatient psychiatric department of Siriraj Hospital from March to May 2025. We collected demographic data, satisfaction of telemedicine service using CSQ-8 questionnaire Thai version (Client satisfaction questionnaire) and factors influencing the use of telemedicine which we reviewed from relevant articles and specialists in our department. The majority of participants (85.71%) reported that telemedicine services were either better than or comparable to in-person hospital visits. Most of the participants were female, average age of 42.28 years, and were diagnosed with depression. There is statistically significant difference between the median of CSQ-8 score in the group that reported telemedicine were either better than or comparable to in-person visits (Median=31, IQR=32-29), and the median of CSQ-8 score in the group that reported telemedicine services were worse than in-person visits (Median=29, IQR=32-27.5), with p-value= 0.038. Variables such as unnecessary to go to hospital, time savings, cost, privacy, and reducing risk of contact infectious disease did not show statistically significant associations with perspective of telemedicine use. However, multivariate logistic regression analysis identified education level as a significant predictor (p = 0.023), with participants who graduated below Bachelor's degree level likely to perceive telemedicine as either better than or comparable to in-person hospital visits. The findings from this study are expected to provide insights into the factors affecting patients' choices to use telemedicine and their satisfaction levels which can inform the development of strategies to ensuring the services meet patients' needs and preferences.