

## CALLERS' PERCEPTIONS OF RECEIVING ADVICE VIA A MEDICAL CARE HELP LINE

**Mayvor Strom<sup>a</sup>, Bertil Marklund<sup>a,b</sup> and Cathrine Hildingh<sup>a,c</sup>**

<sup>a</sup>Primary Health Care, Sweden

<sup>b</sup>University of Gothenburg, Sweden

<sup>c</sup>Halmstad University, Sweden

**Background:** Telephone consultations with specially trained nurses are becoming an increasingly common form of care.

**Aim:** To describe patients' perceptions of receiving advice via a medical care help line.

**Results:** The patients perceived the help line as a professional, reliable and easily accessible asset in everyday life, that self-care is promoted through personal advice and that the help line is a partner with whom one can discuss reflections and feelings. It is also a kind of "back up". The advice service is perceived as satisfactory when the nurse is calm, friendly, confirming and shows respect. Compliance and acceptance are enhanced when patients feel involved in the decision-making process. The fact that the service is easily accessible is perceived as simple and time-saving.

**Conclusions:** Seen from the patient's perspective, the telephone contact with the help line is a simple, easily

accessible and secure alternative that is appreciated and used. Caring encounters gave rise to feelings, influenced by the agreement between one's own needs and expectations, the encounter between human beings and the care provided. More in-depth studies is needed focusing on the patient's perspective and characterises of the caring encounter over the telephone.

**Relevance to Clinical Nursing:** Improved understanding of the patient's perspective on the care provided leads to increased staff satisfaction and motivation. Care encounters by phone are common today for nurses and their well-being at work is beneficial for both them and the care they provide and thereby for the patients.

Triage help line nurse advice patients' perspective telephone care phenomenography callers perspective tele-nursing

### Biography

Mayvor Strom has completed her PhD from the Sahlgrenska Academy, Sweden in 2009. She is a Trained Nurse/Midwife in service with a Master's degree in Environmental Medicine. She has lot of experience in advising patients regarding medical care over telephone (helpline). She thinks that the daily care meeting is crucial and a very important part of overall care.

mayvor.strom@regionhalland.se

 Notes: