

## Use and effect of digital audio recordings in four different outpatient clinics

Wolderslund, Maiken; Kofoed, Poul-Erik; Holst, René; Ammentorp, Jette

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## **Use and effect of digital audio recordings in four different outpatient clinics**

### **Introduction:**

In previous research tape recording of health consultations has been proven beneficial for cancer patients. Our aim was to investigate a new technology of digital audio recording in routine practice to provide knowledge about patients' use, evaluation and effect of this recording method.

### **Methods:**

A total of 4,350 patients were included in a three-armed randomised-controlled trial. One group of patients served as a standard care control group, while the other two groups received either digital audio recording in combination with a Question Prompt List or merely the recording. Audio recordings were conducted by 49 health professionals from the following four specialties: Paediatrics, Orthopaedics, Internal Medicine and Urology. Evaluations were based on data from the recording platform and a patient-administered questionnaire. The main outcomes were: Usage of the audio recording, evaluation of the technology and patient experienced effect. Data analysis was conducted using mixed-effects models.

### **Results:**

One in every three consultations was replayed; however, the rates were significantly lower in the paediatric clinic where only one in five consultations was replayed. Usage of the audio recordings was positively associated with increasing patient age and first time visits to the clinic. Patients receiving audio recording were less likely to lack information in the subsequent period after the consultation.

### **Discussion/implications:**

Digital audio recording technology of health consultations is feasible in routine practice, appreciated by the patients and shown beneficial in terms of information retains. Implementation of the technology in routine practice should be considered.