

Use of direct-to-consumer digital health technologies: A survey of the thoughts, perspectives, and experiences of Australian adults

Participant information and consent form

You are invited to participate in a research study looking at Australians' use of healthcare technologies. Before you decide whether or not you wish to participate in this study, it is important for you to understand why the research is being conducted and what it will involve. Please take the time to read the following information.

Who is carrying out this study?

This study is being conducted by Dr Louise Ellis, Dr Kate Churruca and Dr Samantha Spanos, from the Australian Institute of Health Innovation, Macquarie University. If you have any questions about this study, please feel free to contact Dr Louise Ellis on louise.ellis@mq.edu.au.

What is this study about?

This study looks at people's perceptions and experiences of direct-to-consumer healthcare technologies to manage any health condition/s or symptom/s they experience, whether chronic or acute. These healthcare technologies range from health information websites, interactive digital tools, health phonelines, and digital health services.

Who can take part?

Australian adults. We are interested in the perspectives of both those who are and are not using these healthcare technologies, for what reasons, and whether use of these technologies has any impact on health and experiences in primary care.

What does the study involve?

If you decide to participate, you will be asked to complete a 15 min online survey. The survey asks questions about whether or not you access digital healthcare technologies and why, and how these services may have impacted your behaviours, experiences, and outcomes in primary care. The survey is anonymous. Any information you provide that might be used to identify you will remain confidential.

Participants filling in the survey will also be given the opportunity to take part in a 30 min online interview. If you are interested in being contacted about participating in an interview you can register at the end of this survey.

What are the possible benefits and disadvantages of taking part?

All participants have the option to go into a draw to win one of fifteen \$30 gift cards. Findings of this research may be used to inform healthcare staff, health service users, and policymakers on the implications of digital healthcare technology for the Australian health system.

Although the survey is not intended or anticipated to cause you distress, you will be asked questions about your health and experiences of healthcare that you may find sensitive. All questions are voluntary, meaning you can choose not to answer, and any answers you do provide will be completely anonymous.

How will my data be used?

Findings from this study may be disseminated in the form of student final research project manuscripts and presentations for the Macquarie University Doctor of Medicine (MD) program, peer-reviewed articles, and conference presentations. No individual will be identified in any publication of the results. On request, a summary of the results of the data will be shared with all participants at the conclusion of this study. Please note, as the survey is anonymous, it will not be possible to review or edit your responses.

Confidentiality and privacy

The data collected during this survey is anonymous and survey responses will be stored securely and only accessible by the research team. For those taking part in the gift card draw, your contacts details will be collected separately from your survey responses. All data collected will be stored for a period of 5 years following publication of the research.

Do I have to take part?

Participation in this study is entirely voluntary. You are not obliged to participate and if you decide to participate, you are free to withdraw at any time without having to give a reason and without consequence, simply close the survey webpage. If you decide to withdraw, your survey responses may be retained; because the survey is anonymous, it is not possible to identify and remove your individual responses.

Who should I contact if I have concerns about the conduct of this study?

The ethical aspects of this study have been approved by the Macquarie University Human Research Ethics Committee. If you have any complaints or reservations about any ethical aspect of your participation in this research, you may contact the Committee through the Director, Research Ethics & Integrity (telephone (02) 9850 7854; email ethics@mq.edu.au). Any complaint you make will be treated in confidence and investigated, and you will be informed of the outcome.