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User satisfaction in education information with QR code link on appointment card for patients undergoing bronchoscopy

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In 2007, appointment postponement and cancellation rate in patients undergoing bronchoscopy was high as 6.32%. Therefore, we had a conference among the bronchoscopy team to explore the related factors of this problem. Then, the work instructions were developed to and used to improve the appointment systems, including full explanation of the procedure, patients' preparation, and complications to the patients. Although the number of bronchoscopic procedure in this institute increased year by year, the appointment postponement and cancellation decreased after starting work instruction for bronchoscopy appointment. The event frequency went down to 1.12% in 2012. We developed information for bronchoscopy in compact disc and then we have QR code link with YouTube in appointment card. This research was conducted by a quasi-experimental. The purpose was to determine the bronchoscope educational information with QR CODE by YouTube link on satisfaction patients undergoing bronchoscopy. The sample consisted of 105 patients, who first underwent bronchoscopy were randomly assigned to the control or experimental group at Outpatient Bronchoscopy Unit, Faculty of Medicine, Ramathibodi Hospital, Mahidol University. While the experimental group of 105 patients received invitation to educational information with QR code link in bronchoscope appointment card. The results of this study showed that users indicated highly satisfaction with the mean score of 3.90 (SD = .20). Therefore, the educational information with QR Code link could satisfaction of patients undergoing bronchoscopy.

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