

Chapter 10

Trust Dynamics in Remote Patient–Expert Communication: Unraveling the Role of ICT in Indonesia’s Private Healthcare Sector

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ABSTRACT

Trust dynamics in remote patient-expert communication in Indonesia’s private healthcare sector are a critical element of trust facilitated by information and communication technologies (ICT). This study investigates how trust shapes patient interactions and sixteen private practitioners using ICT for consultations. Integrating established theories from computer-mediated communication (CMC), the research illuminates the nuanced dynamics of trust in healthcare. The study reveals distinct patterns, such as healthcare experts’ trust significantly influencing their willingness to conduct remote medical acts. Mental health experts leverage ICT’s accessibility to nurture and sustain patient trust, unveiling innovative approaches in remote healthcare interactions.

1. INTRODUCTION

One industry that has been profoundly affected by the explosion of ICT is healthcare, where a virtual meeting place for patients and medical professionals has emerged (Mondal & Mitra, 2022). The three main concerns of patients are accessibility, cost, and ease of use, all of which may be adequately met by telehealth services (Khoshrounejad et al., 2021). The use of telehealth in the United States increased by 154% from 2016 to 2020, contributing to a predicted worldwide market value of \$297.7 billion by 2027 (Harju & Neufeld, 2022). The number of telemedicine consultations in Indonesia increased by 500% during the COVID-19 epidemic, indicating a boom in telehealth use (Lu et al., 2023). This chapter fills a major knowledge vacuum by investigating the vital role of Trust in Indonesian patients’ and

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private healthcare providers' use of ICT for distant communication. Investigating the role of trust in healthcare remote communication facilitated by ICT is the main objective of this study. Examining the role of trust—or lack thereof—in healthcare professionals' decision-making during patient consultations facilitated by ICT is the primary goal of the research. Trust in remote healthcare communication is complex and depends on many factors, as this discovery shows (Alshamrani, 2022). This chapter is very valuable since it takes a fresh perspective, elucidates the unexplored realm of healthcare communication using commonplace technology, and places special emphasis on the paramount component of trust. It also breaks new ground by using seminal theories from computer-mediated communication (CMC) to the problem of understanding how healthcare professionals feel about ICTs. This study has the potential to provide new insights and information that may greatly affect different parties involved, leading to improvements and changes in the current state of affairs. Healthcare providers, such as doctors, nurses, and mental health experts, may benefit from the results by using them better to comprehend the dynamics of trust in online patient interactions. Using the findings to inform policies and practices, healthcare institutions such as hospitals and clinics may help define the future of remote healthcare and help establish standards for reliable and efficient communication between patients and their healthcare providers. Policymakers and government health organizations may use the findings to establish rules and guidelines for healthcare IT, which will improve distant treatment while protecting patients. Sharing this research's findings with these groups would help improve the reliability, security, and efficiency of healthcare exchanges conducted remotely, especially in Indonesia's private healthcare system. A revolutionary new digital environment for interactions between healthcare experts and patients has emerged as a result of the fast development of ICT.

2. BACKGROUND

Trust in remote patient-expert contact via ordinary ICTs is an important but seldom studied topic (Clavier & Paganelli, 2022). In order for doctors to feel comfortable offering remote treatment, patients must demonstrate trustworthiness. Trust might be badly affected in distant consultations due to a lack of data and limited communication abilities. This research addresses a knowledge vacuum by investigating the specific dynamics of trust in healthcare communication conducted remotely; its findings may lead to better treatment and better results for patients (Terkamo et al., 2022). By learning more about the importance of trust in distant patient contact, medical professionals will be better equipped to decide whether or not to perform medical procedures remotely. In order to help healthcare professionals choose and use ICT tools more effectively, this study elucidates the perceived constraints of certain technologies for computer-mediated communication. Better healthcare communication tools may be possible as a result of the study's recommendations. In order to establish personalized guidelines and benchmarks for remote treatment, medical institutions might use the study's results on trust dynamics. Because they show how easily accessible ICT fosters the maintenance and development of trust in mental health contexts, the study's findings have significant consequences for mental health practitioners. When formulating policies and laws pertaining to healthcare ICT, lawmakers and regulatory bodies may refer to this report. Doing so will provide the framework for regulations that will guarantee safe and ethical remote healthcare.

The results of this research should be included in medical and nursing school curricula so that future healthcare practitioners may better engage remotely. New ways of thinking about the complicated dynamics of distant patient-expert contact can emerge from a gathering of specialists from many domains.

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