

Nurses Communication Practices When Using Technologies

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The project examines the communication practices of nurses in a rheumatology department of a large hospital when they are using technologies (Electronic Patient Record, medication information etc) while talking to patients on the phone. The project addresses three main questions: 1) what characterizes the nurses' communication practices?; 2) in which ways are they using the technology?; 3) how do they perceive their own health communication and use of technology? The methodology includes field studies, video recordings of callback consultations and interviews with the nurses. 6 nurses accepted to participate in the study, and 21 video recordings were included. The project will result in a master thesis, and is part of the umbrella project "Smart Digital Health Communication" at the Health Informatics Research Group at the Faculty of Medicine and Health Sciences, NTNU.