

Abstract

The issue addressed in this dissertation concerns the acceptance of teleconsultation by medical doctors working in primary health care (PHC) facilities, known in Poland as POZ facilities. A key condition for improving access to health services in primary health care in Poland is the acceptance of teleconsultation by doctors. The primary goal of the dissertation was to identify the factors determining the intention to use teleconsultation among medical doctors in POZ facilities in Poland and to conduct a comprehensive in-depth analysis of these factors using a developed model of teleconsultation acceptance.

The teleconsultation acceptance model presented in the dissertation was formulated based on the theoretical foundations of the Technology Acceptance Model (TAM) and adapted to the specific context of teleconsultation provision by doctors in POZ facilities. The model includes the following factors: perceived usefulness of teleconsultation (PU), perceived ease of use of the teleconsultation system (PEOUa), perceived ease of access to information in the teleconsultation system (PEOUb), decision-making autonomy (AUT), social influence (WS), image (W), perceived interaction with the patient (PI), self-efficacy (SE), and intention to use (IB).

The first phase of the study, conducted between 2021 and 2022, involved the collection and analysis of quantitative data through structural equation modeling (PLS-SEM) to empirically confirm the proposed research model. Subsequently, in 2024, a qualitative study was conducted to evaluate the teleconsultation acceptance model. The use of a mixed-methods approach enabled the author to gain an in-depth understanding of the factors influencing doctors' intention to use teleconsultation.

A comparison of the results of both phases—quantitative and qualitative—enabled the formulation of key findings and recommendations for improving the organization of teleconsultation services in POZ facilities. The research indicated that the most significant factors influencing doctors' intention to use teleconsultation are the perceived usefulness of teleconsultation and doctors' decision-making autonomy.

The teleconsultation acceptance model, carefully developed and psychometrically confirmed, serves as a robust research tool that can be used in future studies to identify and explain the acceptance of teleconsultation among doctors from various medical specialties in both technological and social contexts.

Keywords: teleconsultation acceptance model, intention to use teleconsultation, teleconsultation acceptance, determinants of teleconsultation acceptance, technology in POZ, Technology Acceptance Model