



TAKING  
**COOPERATION**  
FORWARD

📍 Closing Open HoCare2.0 Conference, Czech Republic/Virtual

💬 **Video consultation with assistance**

👤 HoCare2.0 | Ulrike Sobczak - University Hospital Carl Gustav Carus, Dresden

# „Video consultation with assistance”

## About the service:

- Care recipients can attend their doctor's appointment in the form of a virtual consultation with the help of an assistant.
- The software “Carus Videosprechstunde” is the appropriate technical platform for providing contactless care and advice to care recipients.
- Target group: care recipients who already receive care services from a care provider



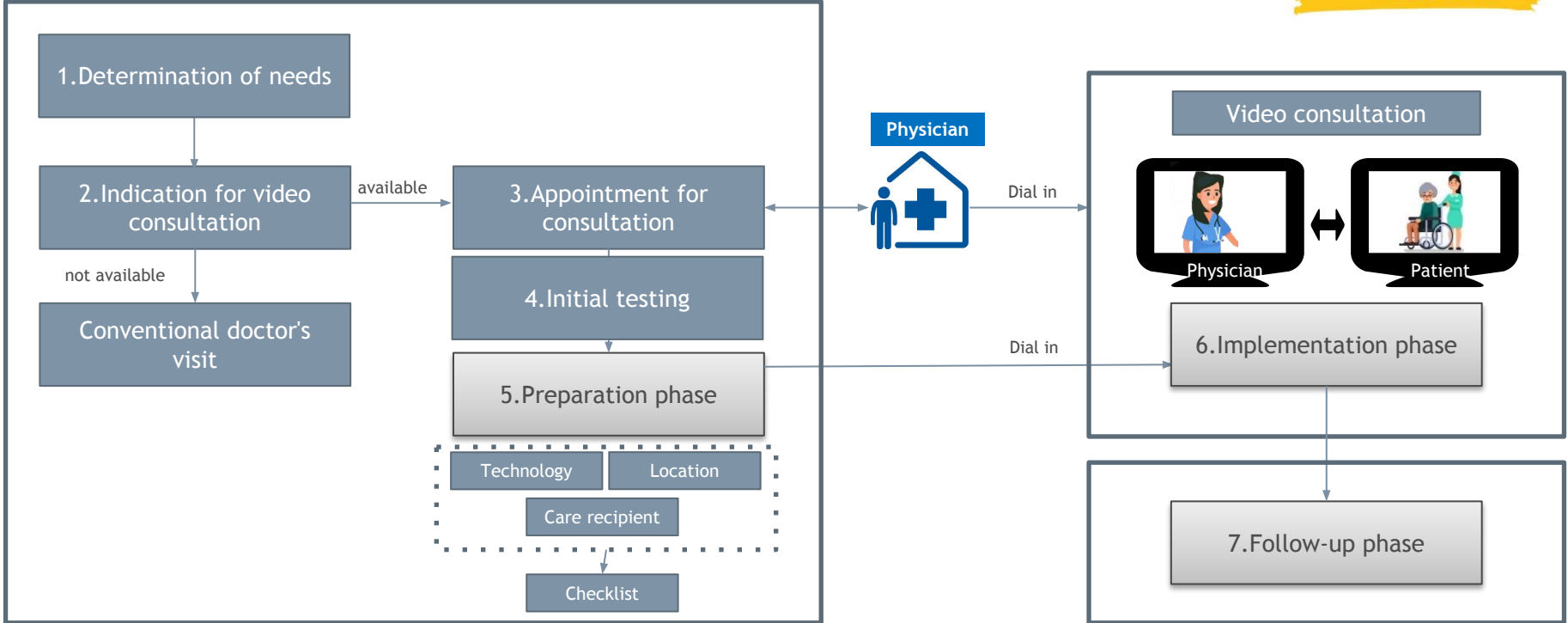
# „Video consultation with assistance”

## Development process:

- Recruitment
- Collection of user requirements
- Team set-up
- Implementation plan
- Low-fidelity prototypes
- Workshop, test phase & data collection
- Final design
- Review of initial user requirements
- Statement



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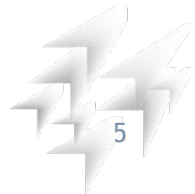
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## Pilot activity effects:

- Transferability of the service to other public service providers
- Positive feedback from different participants helps other stakeholders to make decisions about the use of video consultations
- The new Co-Creation lab can be used for the implementation of further project ideas

## Key findings:

- Involvement of end users leads to greater acceptance
- Public service providers need to be motivated to use the Co-Creation-method
- Communication with care recipients requires physical meetings, the involvement of an external expert and strong caregiver participation
- Precise selection of end users, especially if they are in need of care



## Thank you for your attention



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