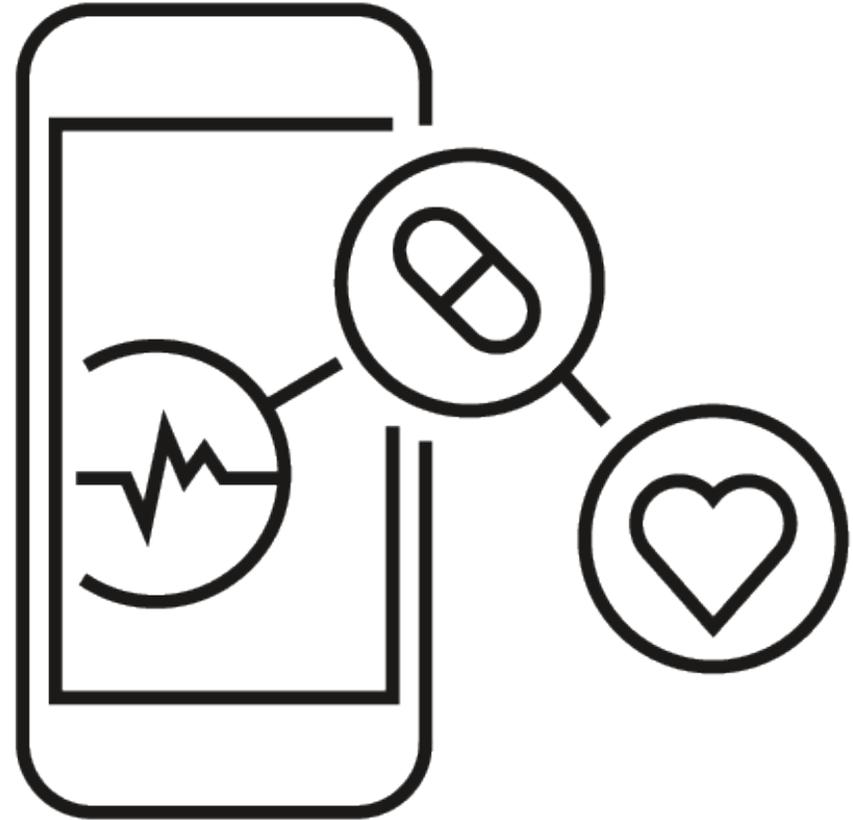


Anette Grønning: Struggling with and mastering e-mail consultations

Well, you could say that I avoid going to the doctor as much as I possibly can [laughs]. It's not exactly a place I really want to be, you know? So it's not like I go to get weighed regularly, or this, that, or the other. But, well, I'm on an anticoagulant, um, Marevan, because of a heart operation I had... (female, 72 years old)

E-mail: the most frequent communicative purpose of internet activity in DK

E-mail to the general practitioner from the perspective of the patient



Theoretical framework:

The concept of participation to describe engagement in different social practices (Stage et al. 2015)

Access, interaction and participation (Carpentier, 2011)

Data collection:

20 interviews with patients, 66-83 years old

1) Mastering and struggling with access

>> system and people

2) Mastering and struggling with interaction

>> content and people

3) Mastering and struggling with participation

>> power and decision-making

More than a digital access point

Also a mediating tool for power struggle or technology in itself

A digital service encounter –
pseudo-security?



Struggling – mastering – overcoming

Socio-communicative relationships played out through interaction

The concept of screen care (inspired by Kristensen et al., 2021; Schwennesen, 2019)

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