

# e-Health usability and acceptance: A case study of the Portuguese citizens' health portal

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## Introduction

Nowadays, ICT can play a significant role as an administrative interface between citizens and the health services. However, the interaction between services and the users will only be effective if the platforms provided are known, accepted, and user-friendly. These dimensions are highlighted as a key to success for the application of ICT in health services by different technology-acceptance models (TAM, UTAUT, CAT).

## Objectives

In this study, we aim to evaluate the level of information, acceptance, usability and usage intention of the Portuguese public health system portal (<https://servicos.min-saude.pt/utente/>).

## Methods

This research was performed with one hundred participants ( $M = 30.5$ ;  $SD = 1.23$ ) from the north of Portugal. Initially, we collected information about the participants' health system, and their level of information, frequency of use and influence within the portal. Later, participants interacted with the portal and rated it to determine the acceptability, ease of use and intention.

## Results

The results reveal that 56% of individuals use only the National Health System for medical care; 62% of the participants did not know about the portal and 68% said that health professionals never informed them about the online service. 81% of the participants rated the portal as useful, 92% found it easy to use, and 90% intend to use it in the future.

## Conclusions

Based on the results, we suggest the need for studies concerning the acceptance and use of technologies in the health domain and about the impact that these systems have on everyday life, especially for the elderly.