

The role of COVID anxiety in case of intention to use e-health services

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The role of COVID anxiety in case of intention to use e-health services

Abstract

E-health became a relevant sector in the past decade because it can improve the quality of patient care, reduce cost, and increase revenues. The COVID-19 pandemic increased its prevalence, because the contactless care helped to slow the spread of the virus. The aim of our study to create an extended technology acceptance model, which includes the construct of COVID-19 anxiety as a new exogenous variable. In our research we used PLS-SEM method. Our results show that the COVID-19 anxiety has a positive, direct effect on perceived ease of use and on perceived usefulness, and via perceived usefulness it has also a significant indirect effect on usage intention. The effect sizes of COVID-19 anxiety on the analyzed constructs is also appropriate. The results support our assumption, that the extension of TAM with some aspects of the pandemic is a valuable idea, but further studies are necessary to understand deeper this effect.

Keywords: *e-health; technology acceptance model; technology acceptance model*

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