

Background: In order to facilitate more effective patient assessment and diagnostic support by improving the flow of information between ambulance nurses (AN) and physicians in the role of Regional Medical support (RMS), an application for transmitting real-time video/images was developed. Objective: The purpose of this paper was to elucidate physician's views of using a video application for support of the assessment and triage procedure in ambulance care when patients are deemed not to have an urgent need for emergency care. Design: A qualitative interview study. Ten physicians, working as RMS in ambulance care, were purposively selected to participate. The supportive concept studied, consists of a real-time video/image application, in addition to the currently used mobile phone. When a patient was deemed eligible for inclusion in the study, the ambulance nurse (AN) contacted the RMS via telephone to initiate a video consultation. To elucidate the RMS views of using the application, a conventional content analysis was performed. The study was part of the VINNOVA supported project "Innovativ teknik för framtidens akutsjukvård". Results: The main theme "A feeling of being satisfied through a sense of increased patient safety" emerged from 2 categories: Adds value in diagnosing situations (3 subcategories; Support in diagnosing, Usability and Technical weakness) & Increase communication opportunities (4 subcategories; Assessing the level of care, Patient dialogue, Professional communication and Team learning). Conclusion: Physicians, in the role of RMS, experienced a positive impact of using video/image transmission in addition to the currently used mobile phone. This evaluation was derived from a sense of increased patient safety in the assessment situation when patients were considered to be triaged to self-care.