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Not Talking to Robo-Doc: A QCA Study Examining Patients' Resistance to Chatbots for Anamnesis

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Completed Research Paper

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Abstract

The usage of chatbots in healthcare is rising, due to significant cost and time savings. A promising use case is the automation of the time-intensive anamnesis, however many patients are unwilling to share their personal health records with a chatbot. This paper examins patients' resistance to using a chatbot for anamnesis. We base on status quo bias perspective and its provided influencing factors and use a fuzzy-set qualitative comparative analysis (QCA) to identify configurations, thus conjunctions of the factors that when working together lead to patients' resistance of using a chatbot for anamnesis. The identified three configurations contribute to chatbot research, examining causes for resistance instead of acceptance and resistance research, identifying typologies of patients, who resist using a chatbot for anmanesis. We also provide useful insights for healthcare facilities thinking about the implementation of a chatbot for anamnesis.

Keywords: Conversational agent, healthcare, resistance, status quo bias perspective, qualitative comparative analysis (QCA)