

**PARTICIPANT INFORMATION SHEET**

Project title: Can AI deliver empathetic medical consultations?

Name of Principal Investigator/Supervisor (PI): Dr Elizabeth Broadbent

Name of Co-investigator(s): Professor David D Luxton, Dr Anna Perera

Name of Student Researcher(s): Ms. Ruby Verma

**Researcher introduction**

This project is being carried out by Ruby Verma, a Master of Health Psychology Student in the Department of Psychological Medicine at the University of Auckland, and Professor Elizabeth Broadbent (Department of Psychological Medicine, University of Auckland), who will be supervising the project.

**Project description and invitation**

You are invited to take part in a study that explores how a digital human compares to a human physician when delivering a brief medical consultation. The aim of this study is to explore differences in ratings of empathy, warmth, competence and trustworthiness when a digital human delivers a brief medical consultation compared to a human physician. A digital human is a virtual, human-like character that can communicate with, and respond to humans using neural networks. Digital humans are incredibly versatile and can be designed to perform a variety of functions in healthcare, and it is important to understand how they compare to humans for them to be successful at connecting with patients. Participation in the study is entirely voluntary. If needed, your whānau can support you through multiple phases of your participation, such as discussing your thoughts on the research topics, deciding whether participation is appropriate for you, and discussing how you felt about the research afterwards.

**Project Procedures**

If you choose to participate, you will first complete a questionnaire to provide demographic information. You will then watch a brief video of a medical consultation delivered by a human physician or a digital human. You will then answer a few questions on your perceptions of empathy, trustworthiness, warmth and competence of the human physician or digital human in the video. In total, you will spend 10-15 minutes on the survey and, upon submitting, will not have to provide any follow-up information. The study will take place completely online using Qualtrics. Please note that you will not be required to interact with the physician or digital human in any capacity beyond watching the video and answering questions. The videos have been pre-recorded, and the digital human or the physician cannot see, hear or respond to you and do not have access to your camera or microphone.

You will be entered into a prize draw to receive one of five Prezzy cards worth $100 each as an appreciation for your contribution. You must provide an email address and name on the survey to receive the prezzy card if you are one of the winners and wish to be contacted by the researchers. Benefits for your participation in this study also include learning about digital humans, and having the opportunity to reflect on the traits you desire in a medical interaction.

**Data storage/retention/destruction/future use**

Data is owned by the student researcher conducting this study. Data will be collected using a secure, University of Auckland Qualtrics account. Qualtrics is a secure browser-based software for creating, distributing, and analysing surveys, and is compliant with the University’s data management policies. Data will then be de-identified and stored in electronic format by the student researcher on password protected computer. Access to all data files will be restricted to the student researcher and the supervisor only. Consent forms will be stored in a password encrypted file and will be kept for a period of six years.

**Right to withdraw from participation**

If you choose to participate, you can withdraw from this research at any time by exiting the survey without any explanations or negative consequences. You can also request the researchers to withdraw your **data up to two weeks** after completing the survey. If you withdraw from the study, your data will be removed. We encourage you to discuss participation with your whānau prior to commencing the survey and welcome you to reach out to the researchers for any questions or concerns.

**Anonymity and Confidentiality**

Participation is not anonymous. All answers provided in questionnaires will remain strictly confidential and no information that could personally identify you will be used in any report on this study. After completion of the study, all confidential data, will be kept for a minimum period of six years to allow for publication and analysis, after which time it will be securely and confidentially disposed of. Research publications and presentations from the study will not contain any information that could personally identify you.

**Contact Details**

**We appreciate the time you have taken to read this invitation. If you have any further questions, please contact:**

**Ruby Verma** (Researcher)

Master of Health Psychology student

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**Alternative contacts:**

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| **Professor Elizabeth Broadbent**  (Supervisor)  Department of Psychological Medicine  The University of Auckland  Private Bag 92019  Auckland 1142  Email: [e.broadbent@aucklanduni.ac.nz](mailto:e.broadbent@aucklanduni.ac.nz)  Phone: (09) 3737599 Ext. 86756  **Cultural Support:** If you require Māori cultural support, talk to your whānau in the first instance. You may also browse appropriate Kaupapa Māori services and other wellbeing resources on <https://www.wellbeingsupport.health.nz/>. | **Professor** **Trecia Wouldes**  (Head of Department)  Department of Psychological Medicine  The University of Auckland  Email: [t.wouldes@auckland.ac.nz](mailto:t.wouldes@auckland.ac.nz)  Phone: (09) 3737599 Ext. 86221 |

**UAHPEC Chair contact details**

For any queries regarding ethical concerns you may contact the Chair, The University of Auckland Human Participants Ethics Committee, Office of Research Strategy and Integrity, The University of Auckland, Private Bag 92019, Auckland 1142. Telephone 09 373-7599 ext. 83711. Email: humanethics@auckland.ac.nz

Approved by the University of Auckland Human Participants Ethics Committee on 26/04/2024 for three years. Reference Number UAHPEC27193.