Figure 1. The proposed model

Table 2. The absolute and relative frequency of respondents' demographic information (n = 357)

Demographic information	No.	%
Gender		
Male	264	73.9
Female	93	26.1
Age group (year)		
20-30	79	22.1
31-40	140	39.2
41-50	97	27.2
Over 50	41	11.5
Education		
Diploma	99	27.7
Bachelor	190	53.2
Masters	14	3.9
PhD	54	15.1

Demographic information	No.	%
Gender		
Male	264	73.9

Table 3. Convergent validity index of the measurement model

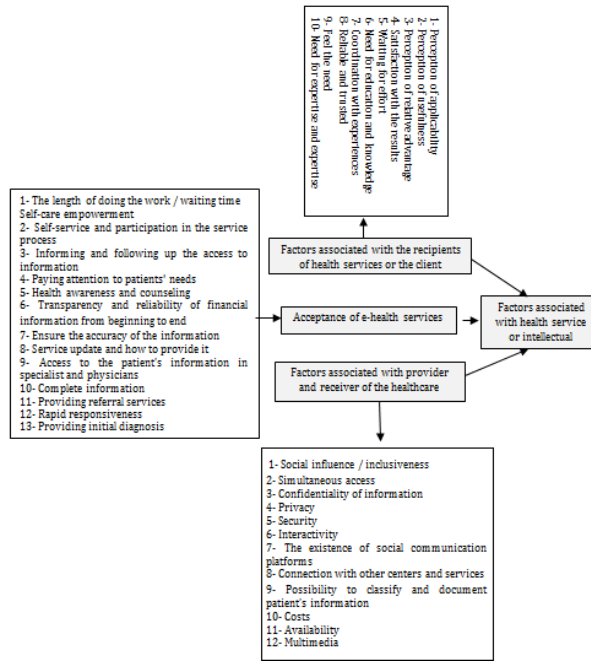| Variables	Cronbach's alpha coefficients	AVE	Composite reliability
Factors related to the recipient of health services or the recipient	0.90	0.63	0.92
Factors associated with health service or intellectual processing	0.88	0.76	0.89
Factors associated with provider and receiver of the healthcare service	0.87	0.79	0.63
Acceptance of e-health services	0.92	0.90	0.91

Table 4. The mean scores and matrix of correlation coefficients of variables

Variables	Mean scores	1	2	3
1- Factors associated with the recipients of health services or the client	٩٩/٩٩±٩/٩٩	1		
2- Factors associated with health service or intellectual processing	٩٩/٩٩±٩/٩٩	0.874	1	
3- Factors associated with provider and receiver of the healthcare service	٩٩/٩٩±٩/٩٩	0.845	0.871	1
4- Acceptance of e-health services	٩٩/٩٩±٩/٩٩	0.869	0.890	0.950

Table 5. Divergent validity index of the measurement model

Connections	Path coefficient	t	Result
Factors associated with the recipients of health services or the client ← Acceptance of e-health services	0.609	9.955	Approved
Factors associated with health service or intellectual processing ← Acceptance of e-health services	0.460	5.206	Approved
Factors associated with provider and receiver of the healthcare service ← Acceptance of e-health services	0.362	3.350	Approved

1- Perception of applicability
2- Perception of usefulness
3- Perception of relative advantage
4- Satisfaction with the results
5- Waiting for effort
6- Need for education and knowledge
7- Coordination with experiences
8- Reliable and trusted
9- Feel the need
10- Need for expertise and expertise

1- The length of doing the work / waiting time Self-care empowerment
2- Self-service and participation in the service process
3- Informing and following up the access to information
4- Paying attention to patients' needs
5- Health awareness and counseling
6- Transparency and reliability of financial information from beginning to end
7- Ensure the accuracy of the information
8- Service update and how to provide it
9- Access to the patient's information in specialist and physicians
10- Complete information
11- Providing referral services
12- Rapid responsiveness
13- Providing initial diagnosis

Factors associated with the recipients of health services or the client

Acceptance of e-health services

Factors associated with health service or intellectual

Factors associated with provider and receiver of the healthcare

1- Social influence / inclusiveness
2- Simultaneous access
3- Confidentiality of information
4- Privacy
5- Security
6- Interactivity
7- The existence of social communication platforms
8- Connection with other centers and services
9- Possibility to classify and document patient's information
10- Costs
11- Availability
12- Multimedia

Figure 2. The final model of the research