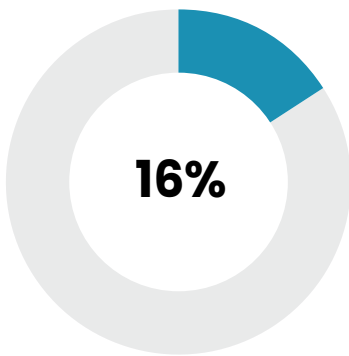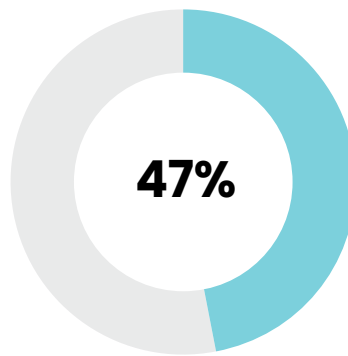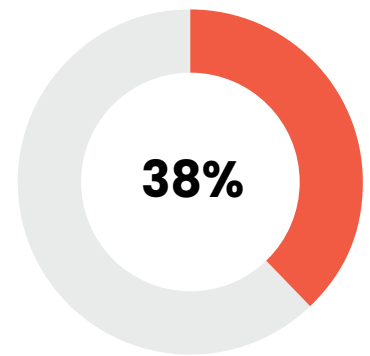# DIGITAL HEALTHCARE LITERACY

THE NEED

Healthcare services and health information are increasingly moving online. More and more, accessing healthcare requires digital literacy skills, which presents a significant barrier for some.

16%

of American adults—32 million people— have gaps in their digital literacy skills that limit their computer use.[1]

47%

of adults aged 50-80 have concerns around using technology for telehealth.[2]

38%

of older Americans can't access telehealth visits, mostly due to inexperience with technology.[3]

THE SOLUTION –
INVEST IN DIGITAL HEALTHCARE LITERACY

Literacy Minnesota, a national leader in adult basic education and digital literacy, is working to develop digital health literacy assessments and curriculum to add to our Northstar Digital Literacy platform.

Northstar helps individuals around the world master the digital skills needed to work, learn, and participate fully in daily life. We have nearly 2,000 subscriber locations in 48 states and 5 countries with more sites joining weekly.

Healthcare patient advocates and Adult Basic Education professionals have approached Literacy Minnesota about adding digital healthcare literacy to Northstar. **We are working swiftly to address this stated need.**

1. PIAAC report, FedGovernment - US Dept of Education
2. University of Michigan, October 2019
3. JAMA Internal Medicine

MORE ON BACK ➔

NEXT STEPS

Along with our partners, Literacy Minnesota has identified the following five areas of digital healthcare literacy for assessment and curriculum development:

- **Telehealth -** How to schedule an appointment, how to access a virtual visit, what to have ready for the virtual visit.

- **Patient portals –** How to access health records within a patient portal, how to read and send messages to the care team in the patient portal, how to review test and lab results in the patient portal.

- **Wireless medical devices –** How to connect home-use personal medical technology and monitoring devices.

- **Credible medical information -** How to research symptoms, how to assess the validity/ credibility of the source, when to seek additional information or help from a care provider/ nurse line.

- **Health insurance -** How to research and compare health insurance offerings and health insurance terminology, how to understand explanation of benefits.

GET INVOLVED

You can get involved with our digital healthcare literacy work by...

- Joining a working group.
- Making a financial contribution.
- Joining our national digital healthcare literacy advisory committee.

If you work at a healthcare system, community health clinic, insurer, or are part of the broader healthcare landscape, let us know how you might be interested in using these tools to support digital healthcare literacy for your patients, members, and community.

Contact Theresa Sladek at **tsladek@literacymn.org** to get started.