

## OBJECTIVES

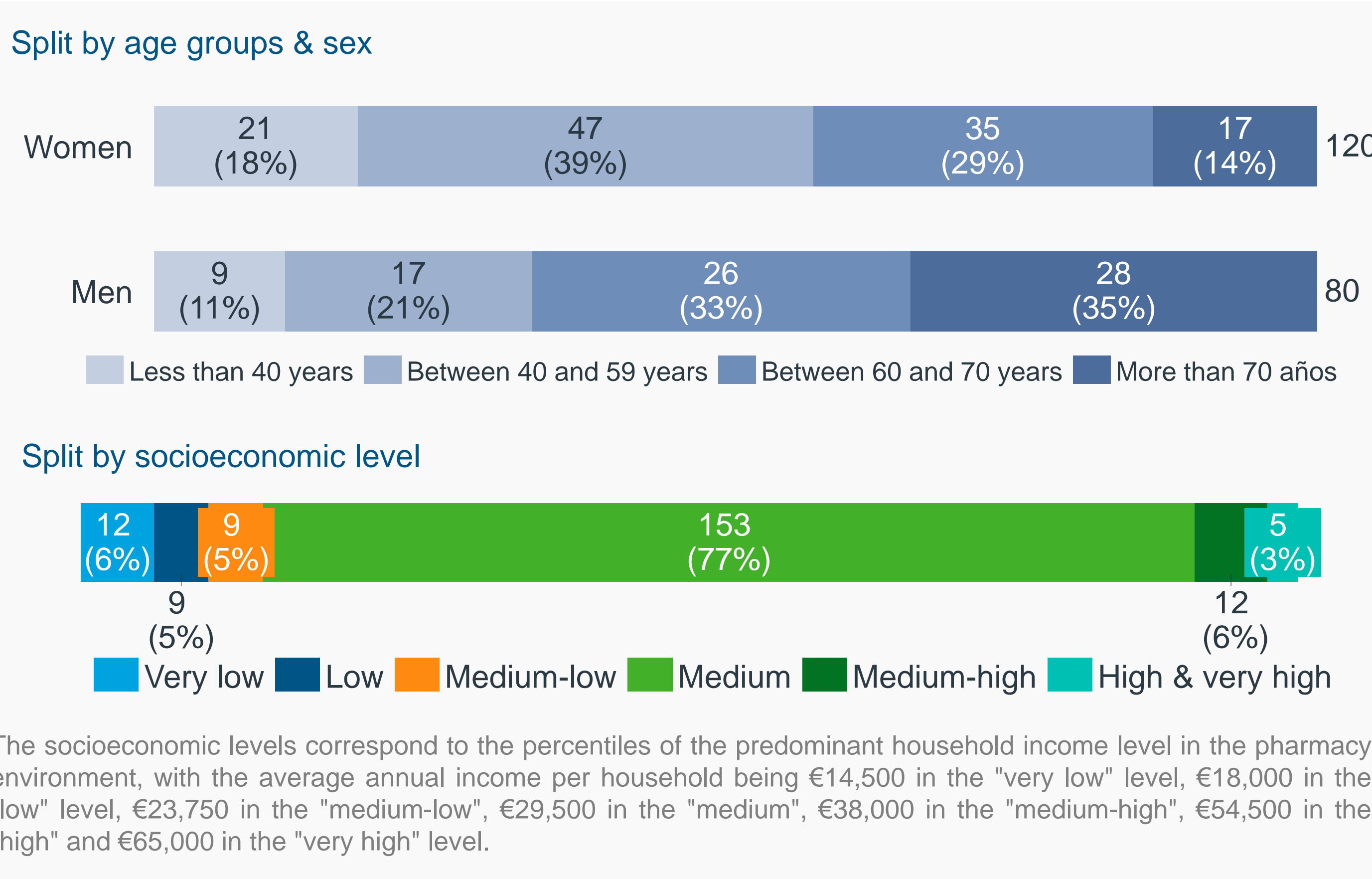
- To investigate how well patients that had undergone an organ transplant can engage with the healthcare system using the existing digital tools, and to understand their preferences.

## METHODS

- A survey was conducted on 800 chronic patients in September 2023, using an IQVIA panel of 400 pharmacies spread across Spain. The results of the 200 patients with **COPD** (chronic obstructive pulmonary disease) are presented in this communication. The survey was administered via computer-assisted web interviewing by health professionals. Results were stratified by respondent's sex and age.

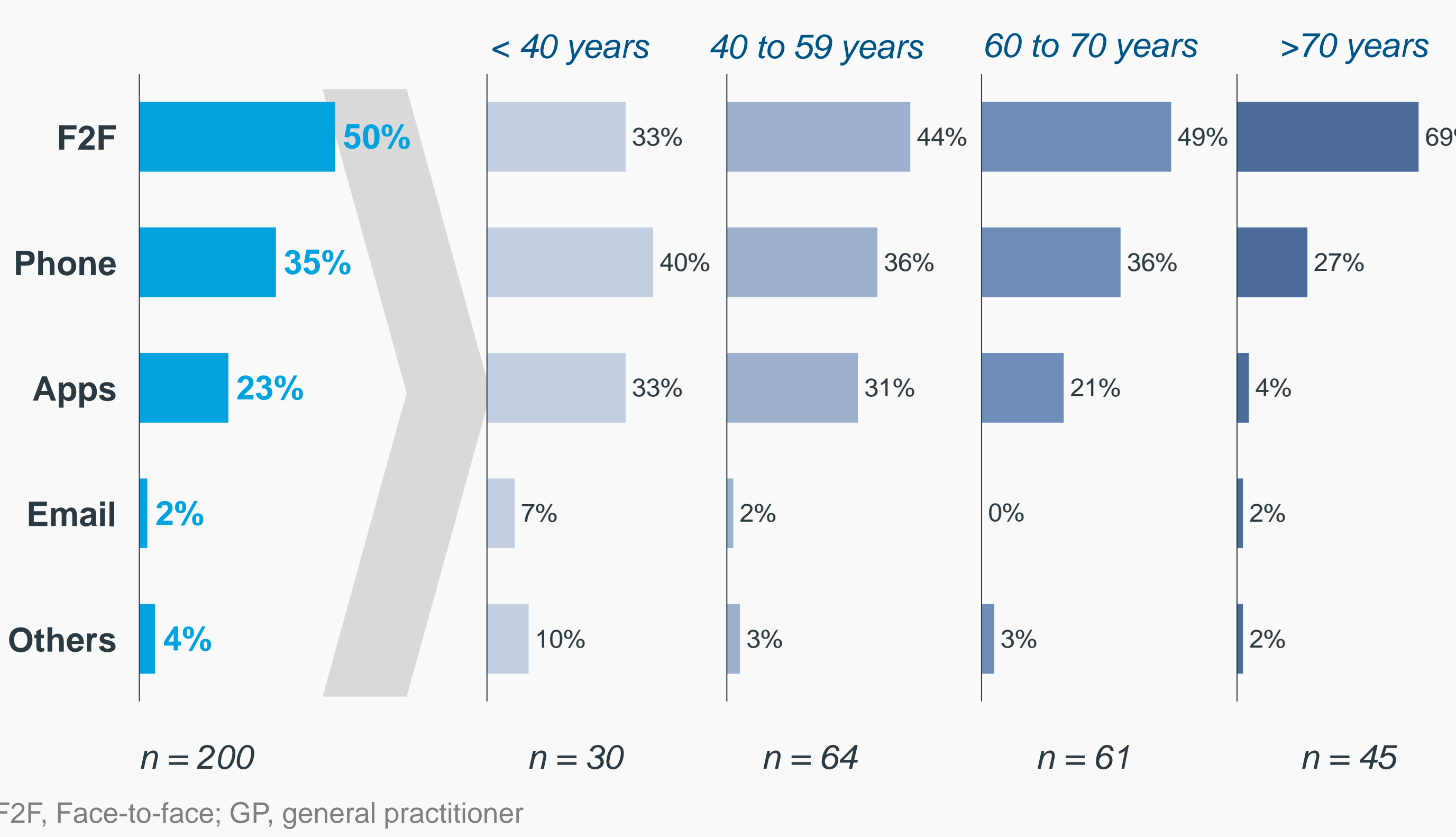
## RESULTS

Figure 1. Survey sample



- GPs were the usual point-of-contact of patients for the management of COPD (71%).
- Despite the available digital tools, 50% of the surveyed individuals scheduled their doctor appointments in-person. Fewer than 1 in 4 people scheduled their appointments through a mobile app (23.0%), a percentage that varied between 33.0% in those aged <40 and 4% in those aged >70 years. (Fig 2.)

Figure 2. Tools used to schedule an appointment with the GP (multiple choice)



## CONCLUSION

Increasing digital literacy among people with COPD is necessary for both the patients and healthcare system to fully benefit from the advancements in e-health engagement policies in Spain.

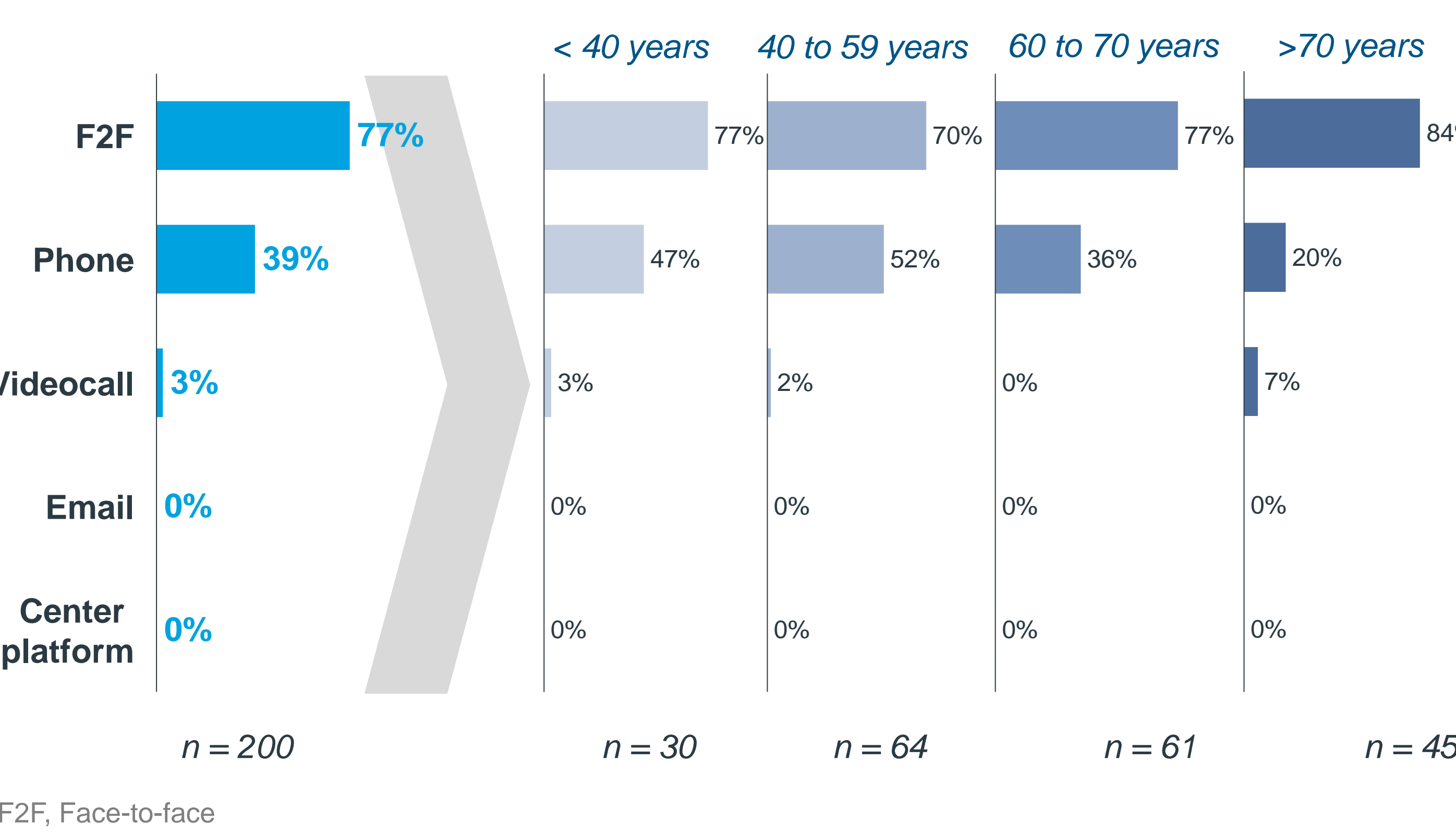
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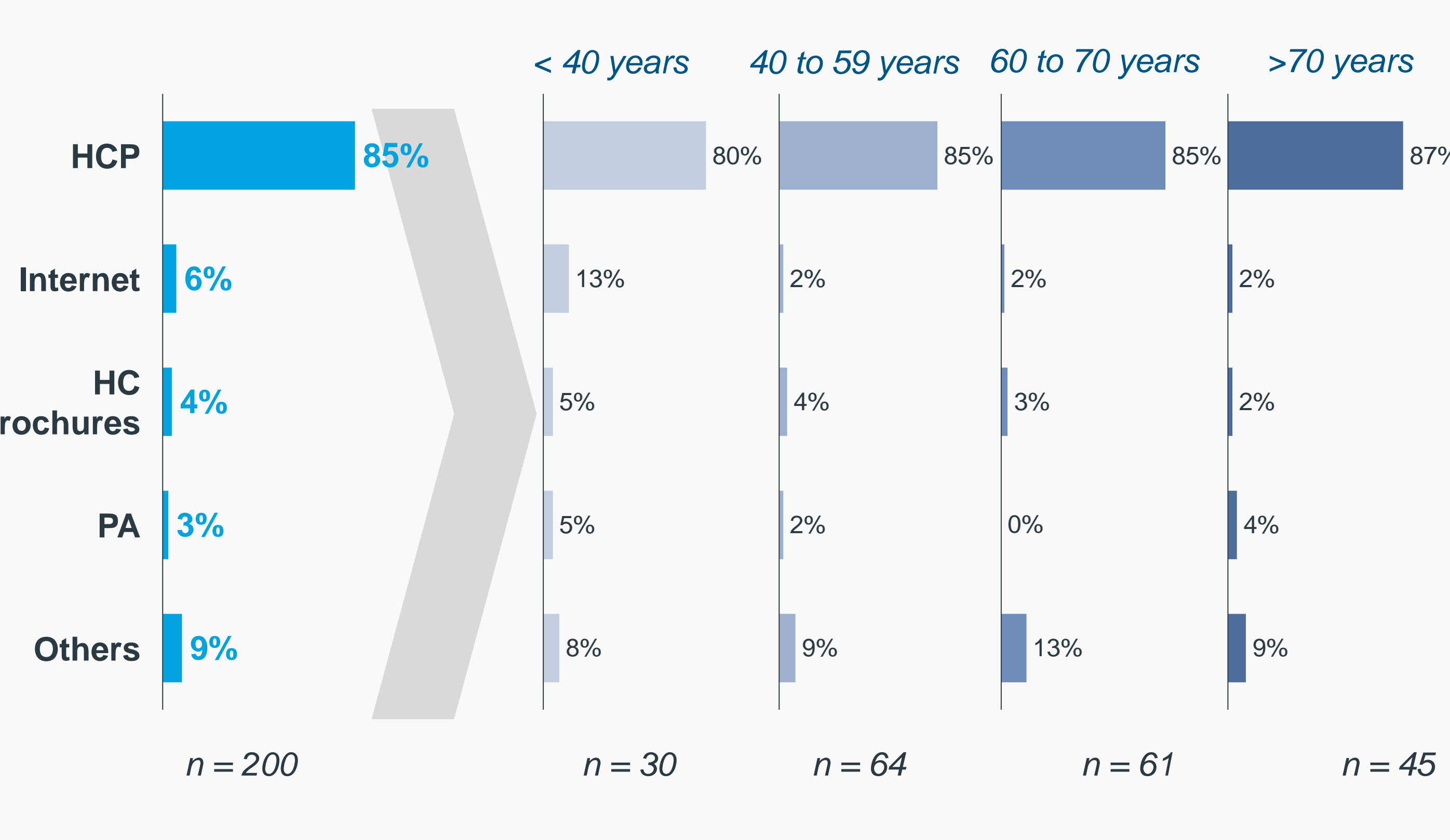
- Regardless patients age, the majority of patients visits their GP face-to-face (77%). (Fig.3)

Figure 3. Type of visit with the GP (multiple choice)



- Regarding the type of medical consultation, 59% had only face-to-face consultations with their doctor, 21.5% had only telephone consultations, 17% had both types, and 2.5% consulted with their doctors through other channels too.
- Most patients relied on healthcare professionals to keep up to date on the news about COPD, with 21% reporting the use of other sources, namely internet (6.0%), leaflets from their healthcare center (4.0%), patients' associations (2.5%), and others (8.5%). (Fig.4)

Figure 4. Methods that patients use to keep themselves updated about COPD (multiple choice)



- In general, women manage better with videocalls than men (Fig.5)
- Only 33.0% of those surveyed reported that they could easily handle technology (video-calls, mobile apps, and internet in general), a percentage that ranged between 70.0% in those aged <40 and 8.9% in those aged >70 years (Fig.5).

Figure 5. How patients with COPD manage with videocalls and apps

