

# Digital Literacy and E-Health Engagement in Spain: Insights from a Survey to Individuals with Diabetes

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## OBJECTIVES

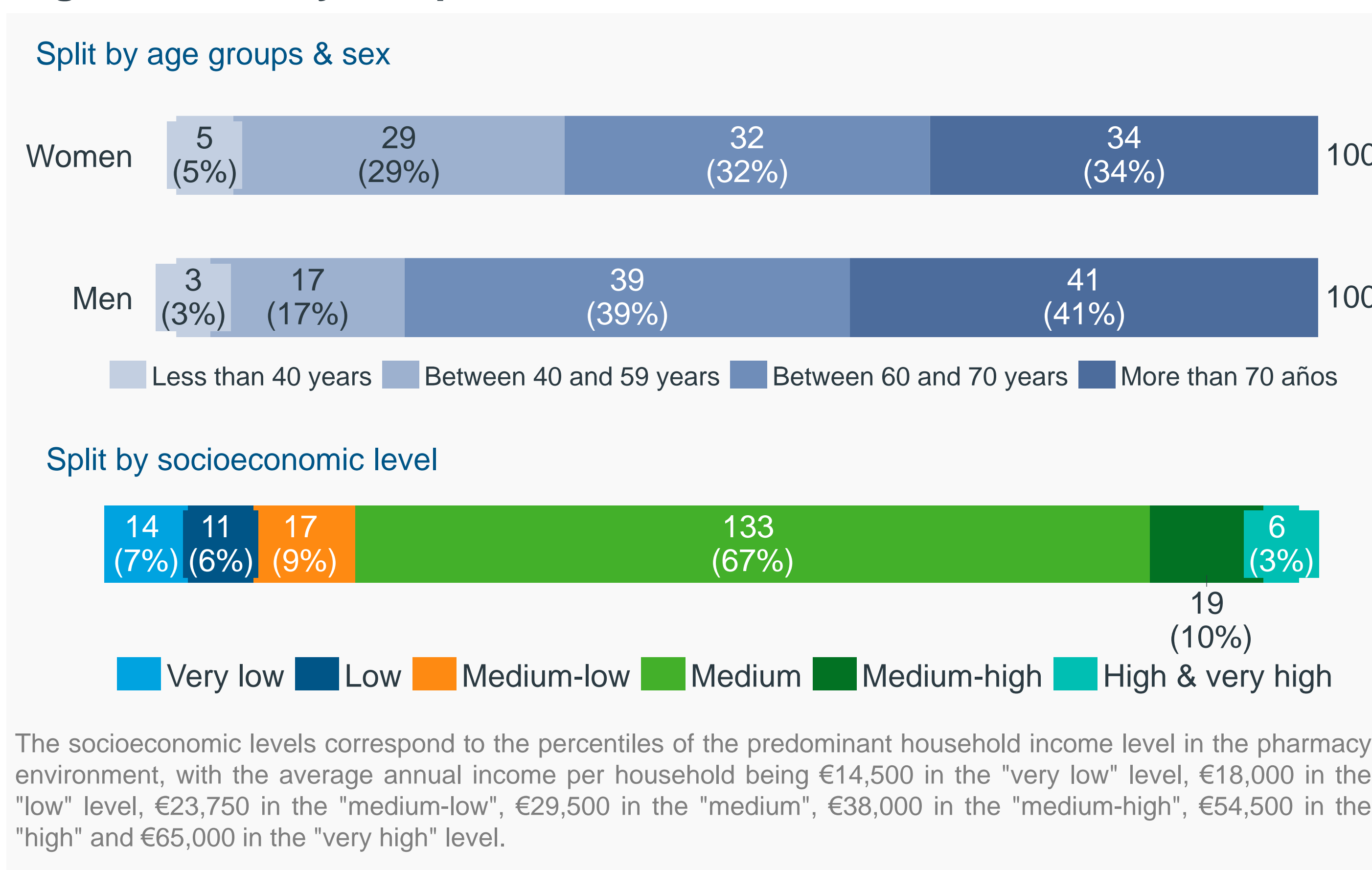
- To investigate how well patients with diabetes can engage with the healthcare system using the existing digital tools, and to understand their preferences.

## 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 diabetes 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.

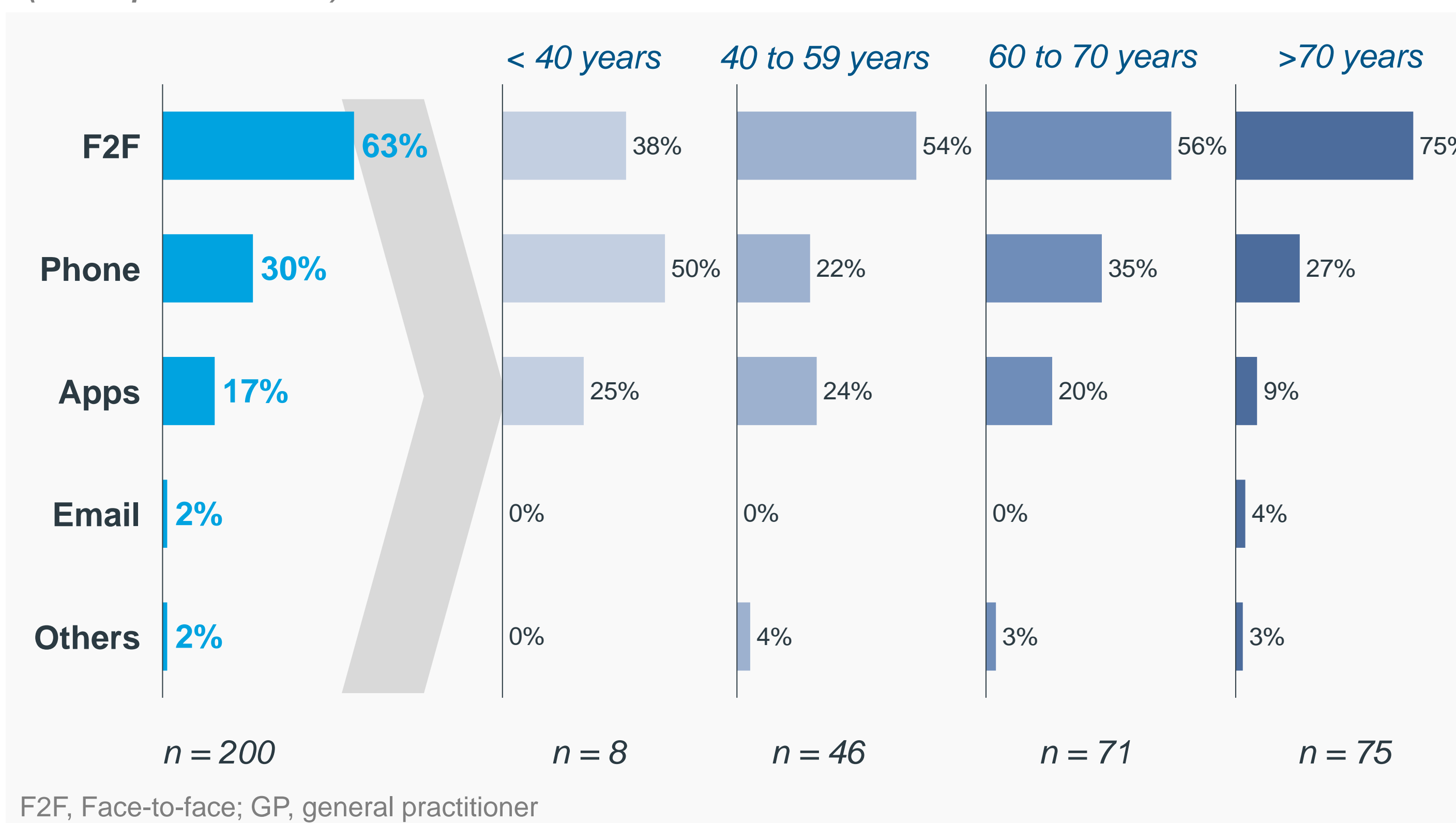
## RESULTS

Figure 1. Survey sample



- Despite the available digital tools, 63% of the surveyed individuals scheduled their doctor appointments in-person. Fewer than 1 in 5 (17.0%) people scheduled their appointments through a mobile app, a percentage that varied between 25.0% in those aged <40 and 9.3% 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 diabetes is necessary for both the patients and healthcare system to fully benefit from the advancements in e-health engagement policies in Spain

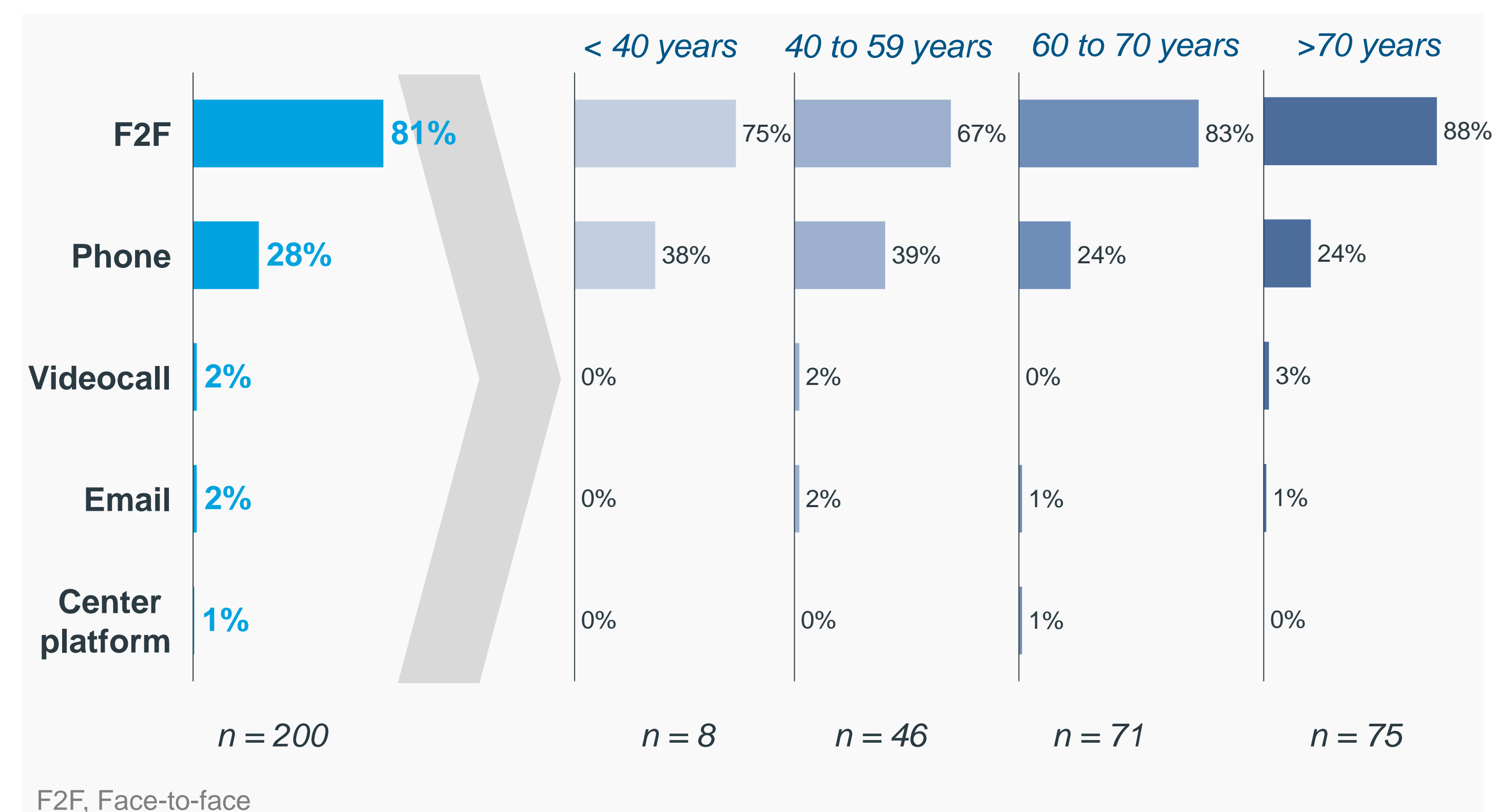
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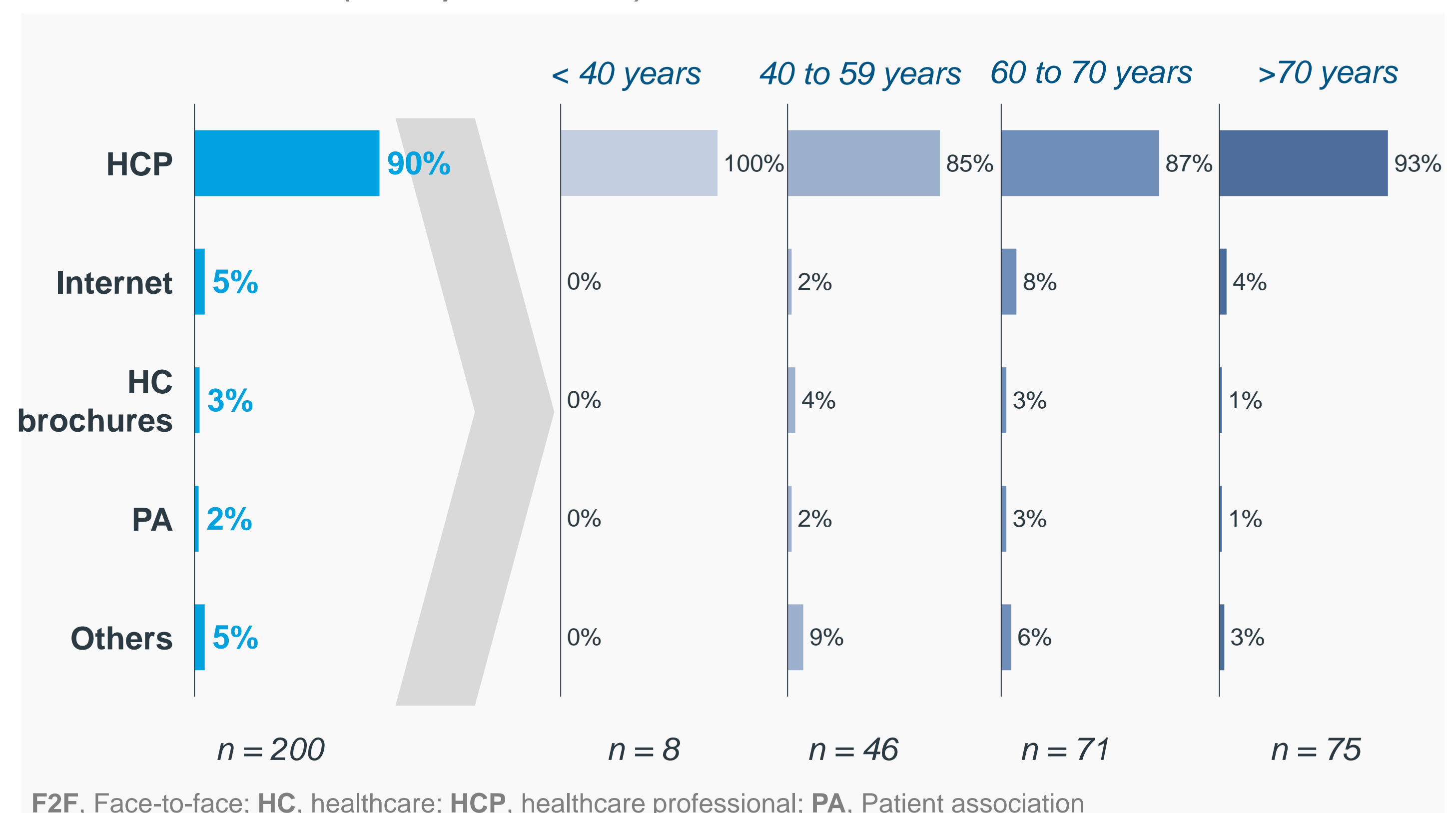
- Regardless patients age, the majority of patients visits their GP face-to-face (Fig.3)

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



- Regarding the type of medical consultation, 68.5% had only face-to-face consultations with their doctor, 15.5% had only telephone consultations, 12.5% had both types, and 3.5% consulted with their doctors through other channels
- Most patients relied on healthcare professionals to keep up to date on the news about diabetes, with 14.5% reporting the use of other sources, namely the internet (5.0%), leaflets from their healthcare center (2.5%), patients' associations (2.0%), and others (5.0%) (Fig.4).

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



- In general, women manage slightly better with videocalls than men (Fig.5)
- Only 26.0% of those surveyed reported that they could easily handle technology (video-calls, mobile apps, and internet in general), a percentage that ranged between 87.5% in those aged <40 and 10.7% in those aged >70 years (Fig.5).

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

