

OBJECTIVES

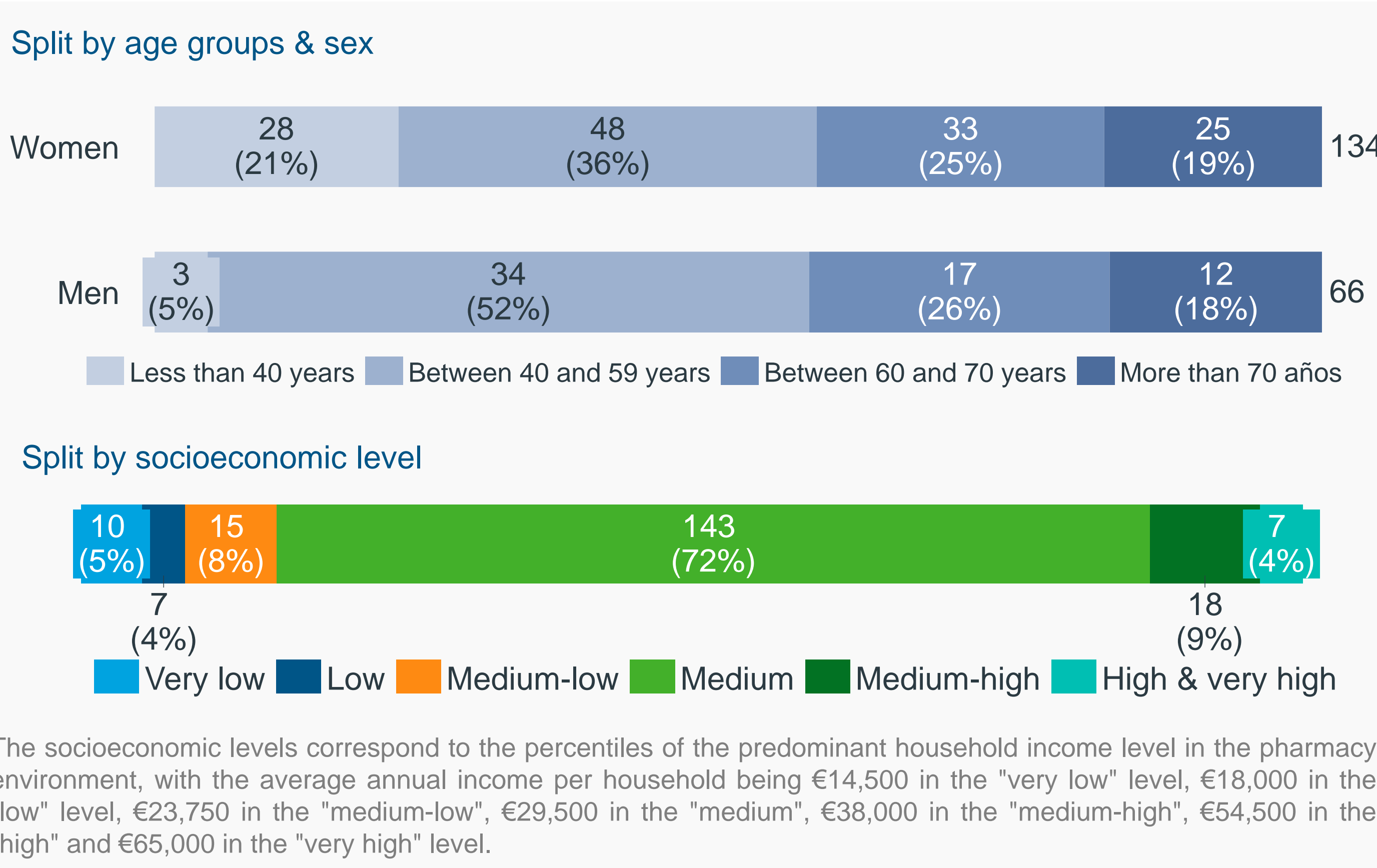
- To investigate how well patients that had undergone an organ transplant can engage with the healthcare system using the existing digital tools, and to understand their preferences.

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 that had undergone **organ transplant** 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.

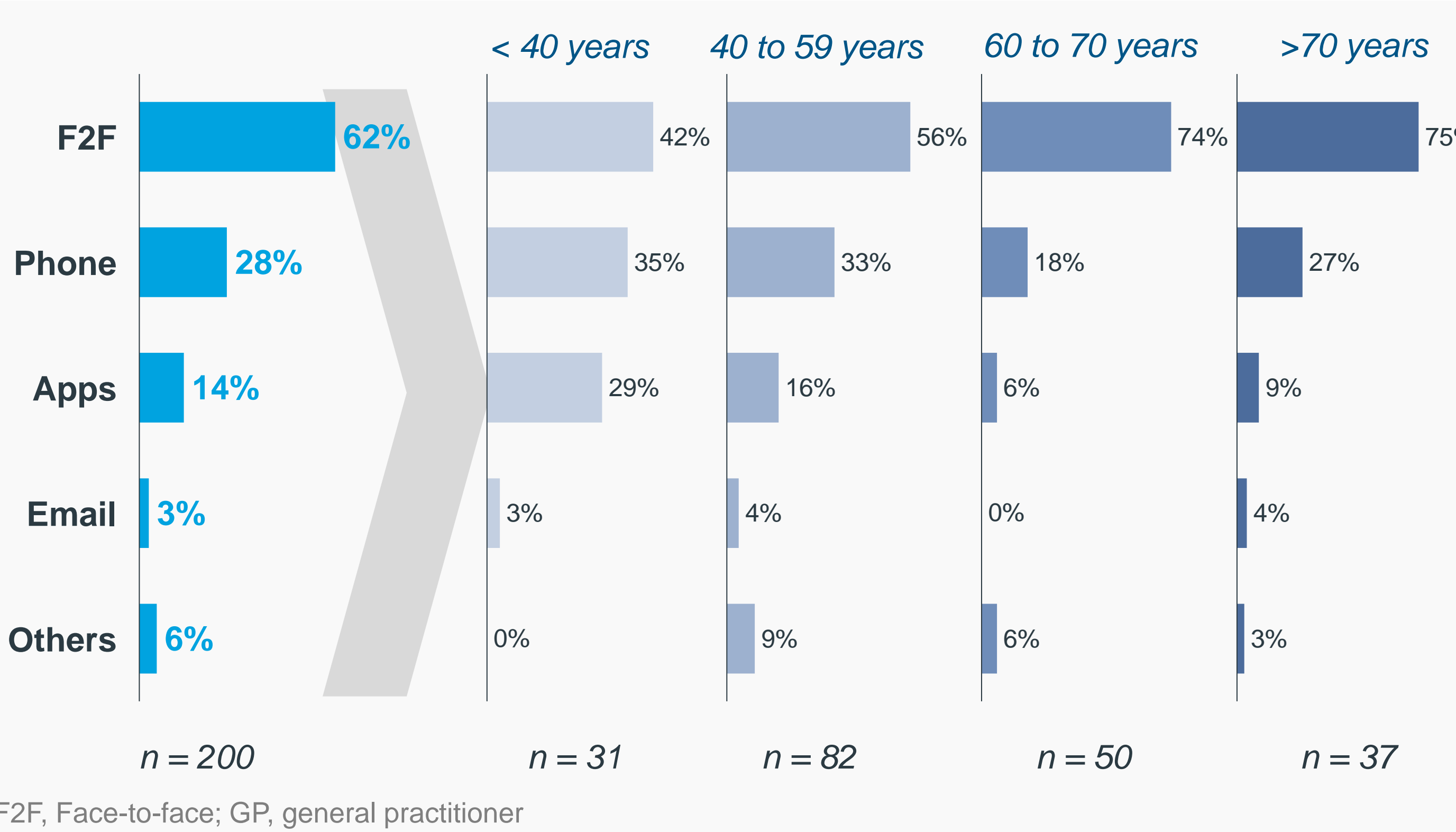
RESULTS

Figure 1. Survey sample



- Specialists were the usual point-of-contact for condition management (71%).
- Despite the available digital tools, 62% of the surveyed individuals scheduled their doctor appointments in-person. Fewer than 1 in 5 people scheduled their appointments through a mobile app (14.0%), a percentage that varied between 29.0% in those aged <40 and 6% in those aged between 60 and 70 years old. (Fig. 2)

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



CONCLUSION

Increasing digital literacy among patients is necessary to fully benefit from the advancements in e-health engagement policies in Spain.

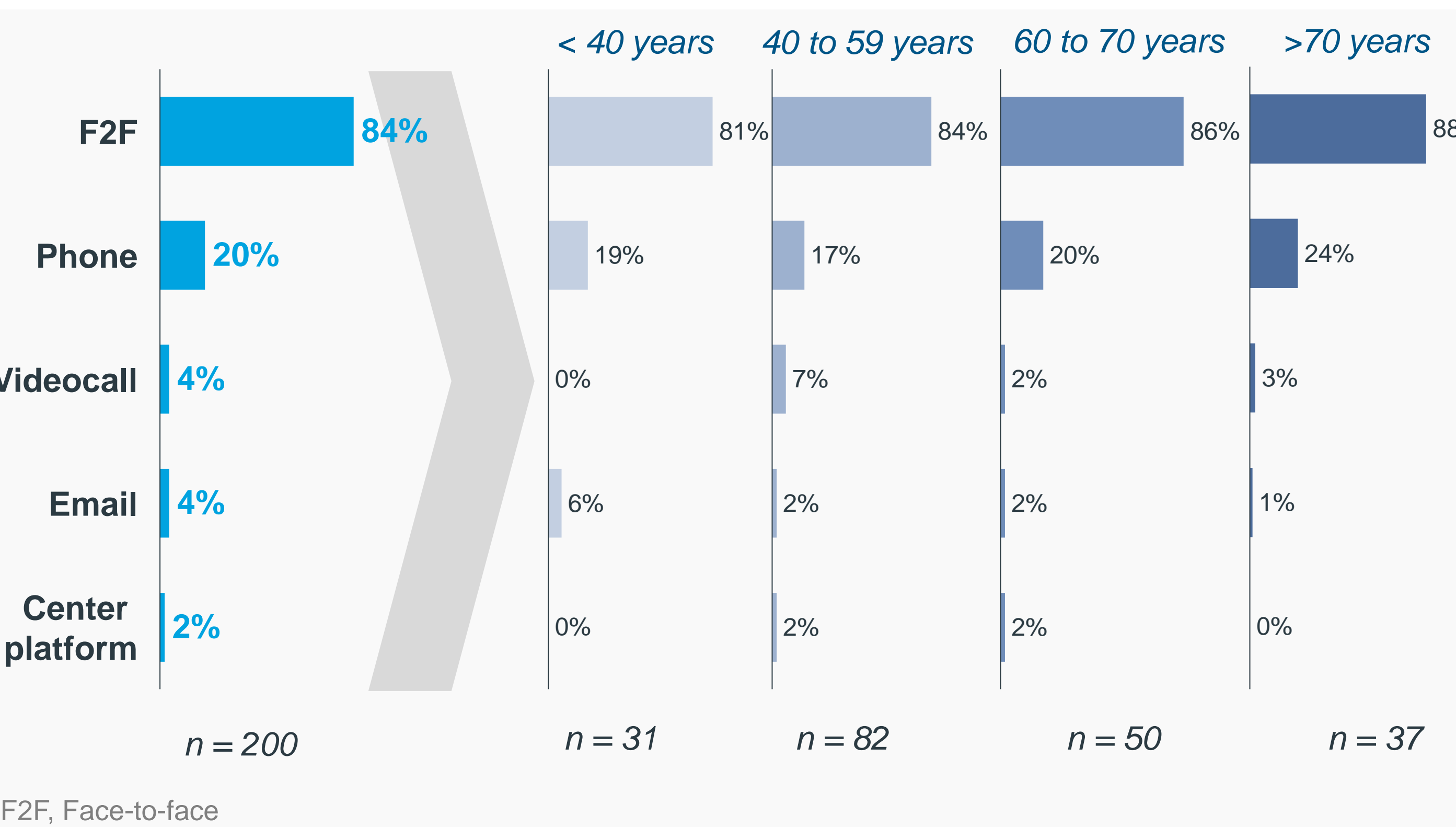
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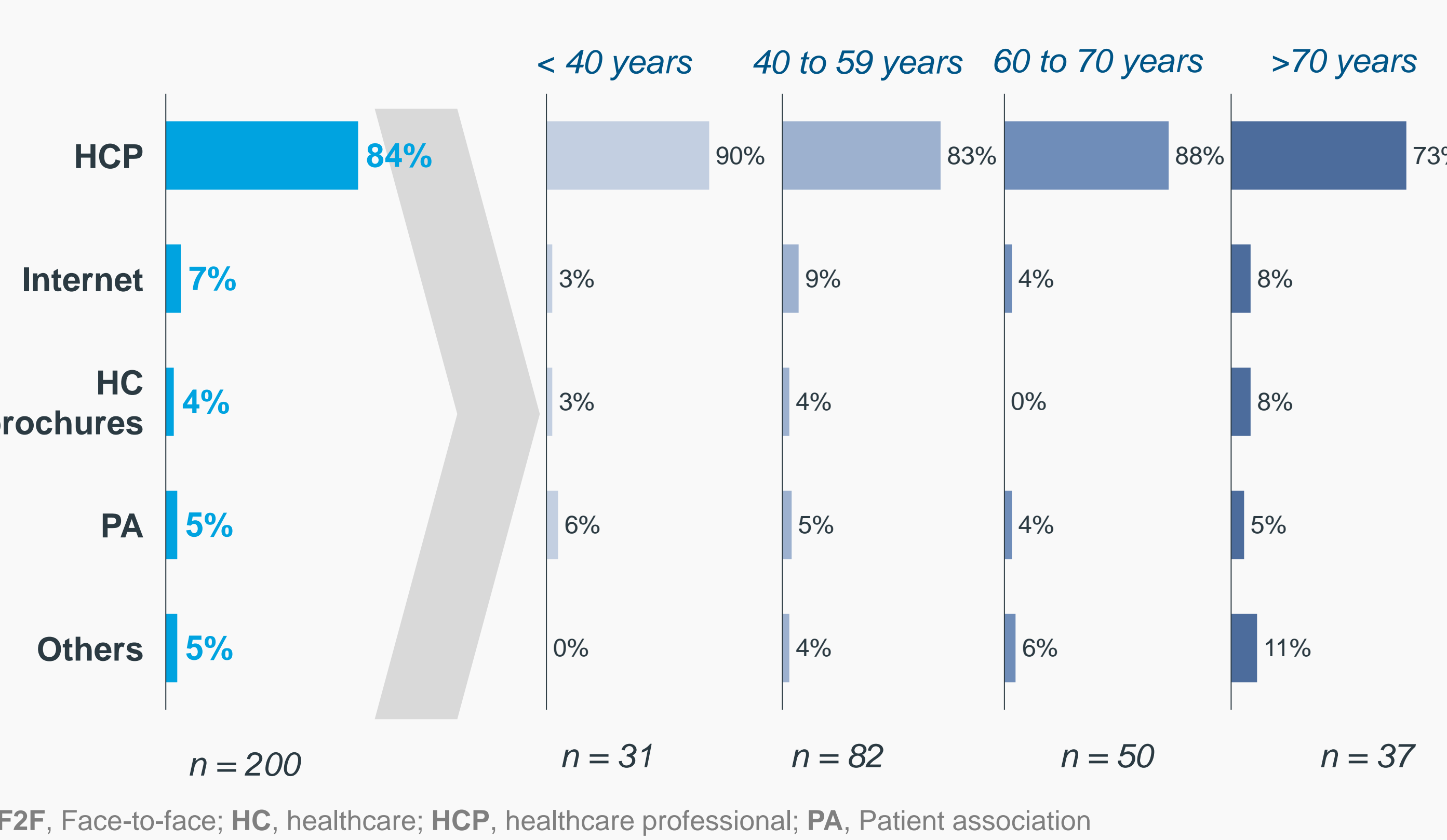
- Regardless patients age, the majority of patients visits their GP face-to-face (84%) (Fig.3)

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



- Regarding the type of medical consultation, 71.5% had only face-to-face consultations with their doctor, 8% had only telephone consultations, 11% had both types, and 9.5% consulted with their doctors through other channels too.
- Most patients relied on healthcare professionals to keep up to date on the news about their condition, with 19% reporting the use of other sources, namely internet (6.5%), leaflets from their healthcare center (3.5%), patients' associations (5.0%), and others (5.0%). (Fig.4)

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



- In general, women mange better with videocalls than men (Fig.5)
- Only 39.0% of those surveyed reported that they could easily handle technology (video-calls, mobile apps, and internet in general), a percentage that ranged between 74.0% in those aged <40 and 5.0% in those aged >70 years. (Fig.5)

Figure 5. How trasplanted patients manage with videocalls and apps

