

# DIGITAL HEALTH LITERACY TOOLKIT

## Module 5: Collection of Digital Health Literacy Resources

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GDHP Clinical and Human Engagement Work Stream



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Please note that the information presented in this document does not necessarily represent the views of the individuals or organisations mentioned.

## ABOUT THE GLOBAL DIGITAL HEALTH PARTNERSHIP

The Global Digital Health Partnership (GDHP) is a collaboration of governments and territories, government agencies and the World Health Organization, formed to support the effective implementation of digital health services.

Established in February 2018, the GDHP provides an opportunity for transformational engagement between its participants, who are striving to learn and share best practice and policy that can support their digital health systems. In addition, the GDHP provides an international platform for global collaboration and sharing of evidence to guide the delivery of better digital health services within participant countries.



# Digital Health Literacy Toolkit: Module 5 - Collection of Digital Health Literacy Resources

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# 1 GLOSSARY

Table 1: Terms Used in This Toolkit

Term	Definition
Caregiver	Individuals who provide support to another individual, including interacting with health care delivery services on their behalf (in some countries, the term <i>carer</i> may be used more frequently).
Digital health	The use of electronic information and technologies to manage health and deliver care.
Digital health literacy	The ability to find, understand, and apply health information, and to manage one's own health, by using electronic tools and information sources such as apps, video conferencing platforms, online portals and web sites.
Digital inclusion	The activities necessary to ensure that all individuals and communities have access to and use of technology.
Global Digital Health Partnership	A collaboration of country governments and global partner organisations formed to support the executive implementation of worldwide digital health services.
Interoperability	The ability for information systems and software to exchange mutually comprehensible and usable data.
Lived/living experience	<p>The firsthand, direct experience, choices, and knowledge of a given individual.</p> <p>Lived/living experience is distinct from second-hand or mediated knowledge (e.g., having knowledge <i>about</i> a community, as opposed to having the knowledge of <i>being from</i> a community).</p>
Patients	Individuals who are actively engaging with health care delivery services to manage or improve their own health.
Person-centered care	An approach to care which prioritizes the individual health needs, goals, and values of the person receiving care.
Personal health information	Any identifying information about a person's health or health care.
The public	The general population, beyond a health care context.
Virtual care	Health care delivered via technology, whether synchronously or asynchronously.

## 2 EXECUTIVE SUMMARY

Digital health literacy is a foundational element of successful health care transformation. The ability to independently and safely access, understand, and apply health information, and to manage one's own health by using electronic tools and information sources such as apps, video conferencing platforms, and online portals is now essential. As digital tools increasingly support the delivery and management of care, digital health literacy supports patients' autonomy, agency, and participation within the health system, enabling them to:

- Access, manage, and use their own health data to make informed decisions about their health and health care
- Use technology to actively participate in their care
- Use technology to self-manage their health as appropriate
- To the extent possible, choose the modality of care best suited to their individual health needs, goals, and preferences.

This toolkit compiles international learnings and practices to support the advancement of public digital health literacy. Developed by the Clinical and Human Engagement work stream of the Global Digital Health Partnership (GDHP), it is intended for use by anyone seeking to:

- Develop or procure resources to build digital health literacy skills among the general public
- Contextualize their existing digital health literacy work within the international landscape
- Understand the evolving definitions, impacts, and implications of digital health literacy.

The GDHP was founded in 2018 to facilitate cooperation and knowledge exchange in digital health. This toolkit integrates its membership's collective expertise through a members' survey, semi-structured interviews, and consultation at bi-annual summits. Member insights are complemented with a collection of international digital health resources and considerations for developing digital health literacy resources.

**This document contains Module 5 – Collection of Digital Health Literacy Resources. Download the full Digital Health Literacy Toolkit at [www.gdhp.health](http://www.gdhp.health).**

### 3 COLLECTION OF DIGITAL HEALTH LITERACY RESOURCES

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Argentina	<a href="https://www.argentina.gob.ar/miargentina">https://www.argentina.gob.ar/miargentina</a>	Digital literacy	Website	Information about and access to Mi Argentina, "Your digital citizen profile to manage procedures, take shifts, access your credentials and receive personalized information."	Citizens	The Mi Argentina app covers more than health care (i.e., driver's licensing, other certifications). Website is mostly text-based, with some videos.
Australia	<a href="https://www.digitalhealth.gov.au/">https://www.digitalhealth.gov.au/</a>	Digital health literacy	Website	Information about digital health broadly, and specifically three discrete streams: MyHealthRecord, telehealth, e-prescriptions. FAQs, videos, benefits, advice for navigating the system, and links to other online resources.	Health system users	

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Australia	<a href="https://training.digitalhealth.gov.au/">https://training.digitalhealth.gov.au/</a>	Digital health literacy	e-Learning	e-Learning courses about My Health Record, my health app, and electronic prescriptions. Includes recordings of training webinars.	Health system users	e-Learning courses are also available for health care providers (login needed).
Canada	<a href="https://myhealthdatapath.ca/">https://myhealthdatapath.ca/</a>	Digital health literacy	Website	Various “data paths” show how health data can be used and shared in different scenarios. Includes a reference list to additional resource, FAQs, and a glossary.	Health system users	
Canada	<a href="https://www.infoway-inforoute.ca/en/patients-families-caregivers/digital-health-learning-program">https://www.infoway-inforoute.ca/en/patients-families-caregivers/digital-health-learning-program</a>	Digital health literacy	Website	A collection of free resources about the digital health care services available in Canada. Three focus areas (virtual care, health data privacy, proactive health management), with articles, infographics, checklists, etc.	Health system users	



Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Canada	<a href="https://www.youtube.com/@virtualhealthresearchgroup4169/videos">https://www.youtube.com/@virtualhealthresearchgroup4169/videos</a>  (Full toolkit no longer available.)	Digital health literacy	Videos	The Virtual Health Research Group (Kingston Health Sciences Centre) developed toolkits to help older adults with virtual health care in 2020. These videos are the only surviving portion.	Health system users  Older adults	Videos are available in several languages.
Chile	<a href="https://www.clikisalud.net/">https://www.clikisalud.net/</a>	Health literacy	Website	Contains information about general health topics.	Health system users	
Estonia	<a href="https://youtu.be/zoT0ilCOnus?feature=shared">https://youtu.be/zoT0ilCOnus?feature=shared</a>	Digital literacy	Videos	Short videos providing an overview of e-Health services, including digital prescriptions, patient portal, and e-ambulance; videos are part of a broader “e-estonia” channel with information about digital citizenship.	Citizens	

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Hong Kong	<a href="https://www2.ha.org.hk/hago/home">https://www2.ha.org.hk/hago/home</a>	Digital health literacy	Website	Registering, using, and troubleshooting common issues with the "HA Go" app (a mobile app from the Hospital Authority, which enables patients to check appt records, pay bills, make appointments, perform rehabilitation exercises, etc.)	Health system users	Extensive FAQs, infographics, videos, etc.
Netherlands	<a href="https://www.zorgvannu.nl/">https://www.zorgvannu.nl/</a>	Digital health literacy	Website	Extensive resources about using and implementing digital health tools and improving care/wellness (i.e. also touches on patient-managed tools for managing chronic conditions, meeting fitness goals, etc.)	Health system users  Health professionals	PDFs, videos, articles, etc.  Information is arranged by Health Care Sector and Theme for clinicians; Disease and Theme for patients.

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
New Zealand	<a href="https://healthify.nz/">https://healthify.nz/</a>	Health literacy  Digital health literacy	Website	A resource for consumers and providers covering health conditions, medicines, digital tools and networks.	Health system users  Health professionals	General health and wellbeing as well as digital health resources. Includes an app library and a wide range of tools; services and patient portal locator.  Offers a low-zero data version which bills data charges to the government, not the user.
New Zealand	<a href="https://www.telehealth.org.nz/">https://www.telehealth.org.nz/</a>	Digital health literacy	Website	Provides information and direction to support the uptake and use of telehealth service delivery.	Health system users  Health professionals	

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
				Includes webinars, videos, PDFs and Word documents for download.		
New Zealand	<a href="https://www.healthinfo.org.nz/">https://www.healthinfo.org.nz/</a>	Health literacy	Website	A resource for a particular regional service delivery organisation (Waitaha/Canterbury) that provides information about health conditions and services.	Health system users	Primarily about general health topics, with some references to digital tools (e.g., for mental health).
Portugal	<a href="https://biblioteca.sns.gov.pt/resultados-da-pesquisa/">https://biblioteca.sns.gov.pt/resultados-da-pesquisa/</a>	Health literacy  Digital health literacy	Website	A collection of data sheets for a wide variety of apps, videos, websites, and books/manuals, with standardized information about each.	Health system users	

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Portugal	<a href="https://www.sns24.gov.pt/">https://www.sns24.gov.pt/</a>	Digital health literacy	Website	Contains information about different online health services, such as the patient summary, SNS 24 App, digital EU COVID certificates. In addition, includes general information about general health topics and conditions.	Health system users	Includes date of last update for all information,
Portugal	<a href="https://www.incode2030.gov.pt/en">https://www.incode2030.gov.pt/en</a>	Digital literacy	Website	Lays out five pillars towards broad digital literacy. Each contains resources for skills development, webinars, courses, workshops, etc. Includes indicators for digital literacy maturity.	Citizens	Not specific to digital health.
Saudi Arabia	<a href="https://www.my.gov.sa/wps/portal/snp/careaboutyou/digitalinclusion/?lang=en">https://www.my.gov.sa/wps/portal/snp/careaboutyou/digitalinclusion/?lang=en</a>	Digital literacy	Website	Information about the Saudi Vision 2030, statistics on current digital literacy levels, and links to programs and e-learning courses for	Citizens	Not specific to digital health.

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
				developing digital skills and knowledge.	Women, rural populations, and vulnerable groups	
Singapore	<a href="https://www.hpb.gov.sg/">https://www.hpb.gov.sg/</a>	Health literacy	Website	Website of the Health Promotion Board; includes information about their programmes and services, along with general health information.	Citizens	Includes information about the Healthy 365 app:  <a href="https://www.hpb.gov.sg/healthy-living/healthy-365">https://www.hpb.gov.sg/healthy-living/healthy-365</a>
South Korea	<a href="#">Mobile-Centered Digital Health Readiness: Digital Health Literacy and Equity Scale</a>	Digital health literacy	Instrument	Validated for patients with IBD: includes questions to assess familiarity with mobile devices, understanding, ability to complete tasks, etc.	Patients  Researchers	Available in <a href="#">Korean</a> and <a href="#">English</a> .

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
Sweden	<a href="https://www.pts.se/digital-inkludering/digitalhjalpen/">https://www.pts.se/digital-inkludering/digitalhjalpen/</a>	Digital literacy	Website	Guidance and tips that help digital beginners to understand and use digital services and tools in everyday life. Resources range from PDF documents and train-the-trainer support to links to external documents and e-learning courses.	Citizens  Older adults	Not specific to digital health.
Sweden	<a href="https://digidel.se/">https://digidel.se/</a>	Digital literacy	Website	Campaign/hub by Digidel, a network to increase digital participation and accessibility. Includes reports, marketing campaigns, web-based training (including train-the-trainer), graphics, etc.	Citizens  Train-the-trainer	Not specific to digital health.

Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
United Kingdom	<a href="https://www.bt.com/about/digital-impact-and-sustainability/building-better-digital-lives/senior-skills">https://www.bt.com/about/digital-impact-and-sustainability/building-better-digital-lives/senior-skills</a>	Digital literacy	Website	Learner fact sheets broken down into four topics: getting started, learning the basics, everyday tasks, personal interests.	Citizens  Train-the-trainer	Mostly general digital literacy, but includes a resource about <a href="#">using the NHS app</a> .  Fact sheets are intended to be downloaded and printed.
United Kingdom	<a href="https://www.goodthingsfoundation.org/">https://www.goodthingsfoundation.org/</a>	Digital literacy	Charity	A charity supporting digital inclusion, including through a network of member organisations offering in-person support, an online learning platform (“Learn My Way”) and free SIM cards and devices.	Citizens	Not specific to digital health.
United Kingdom	<a href="https://www.gov.uk/government/publications/essential-digital-skills-framework">https://www.gov.uk/government/publications/essential-digital-skills-framework</a>	Digital literacy	Framework	A framework designed to support providers, organisations and employers across the UK who offer	Train-the-trainer	Not specific to digital health.



Country	Tool	Focus	Format	Description	Intended Audience(s)	Notes
				training for adults to secure their essential digital skills.		
Uruguay	<a href="https://www.gub.uy/tramites/configurar-accesos-mi-historia-clinica-digital">https://www.gub.uy/tramites/configurar-accesos-mi-historia-clinica-digital</a>	Digital health literacy	Website	Information on configuring “Mi historia clínica digital,” the patient digital health record	Health system users	
Uruguay	<a href="https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/ciudadania-digital">https://www.gub.uy/agencia-gobierno-electronico-sociedad-informacion-conocimiento/ciudadania-digital</a>	Digital literacy	Website	General information about digital citizenship, including articles and courses.	Citizens	Not specific to digital health.

