What is Digital Health Literacy?

network
health

Digital health literacy describes the skills needed to successfully navigate online health information and patient resources. People who are digitally health literate can use a computer, phone, tablet or the internet to use health services and determine if the information found online is right for them. As healthcare systems are providing more services remotely, member needs related to digital health literacy should be addressed.

Some examples of digital health literacy include the following.

- Schedule online appointments
- Navigate electronic health records and patient portals
- Receive text message reminders from providers
- Participate in telehealth video consultations with your personal doctor or nurse
- View online results of medical or diagnostic tests
- Research and evaluate online health information

It is important to remember that information found online does not replace medical advice from your personal doctor.

Test Your Digital Health Literacy

Now that digital health options and telemedicine are becoming a standard of care, it is important to understand what your digital skill set is so you can truly benefit from the use of these technologies.

To learn your personal digital literacy level, apply the best point score to each of these questions and add them up. The higher the score, the higher your digital health care literacy.

Response options
Strongly disagree = 0 points
Disagree = 1 point
Neutral = 2 points
Agree = 3 points
Strongly agree = 4 points

Scale adapted from cmsatoday.com and formative.jmir.org.

Digital Health Literacy Scale	Score
I can use applications or programs (like Zoom) on my cell phone, computer or another electronic device on my own, without asking for help.	
I can set up a video chat using my cell phone, computer or other electronic device on my own, without asking for help.	
I can solve or figure out how to solve basic technical issues on my own, without asking for help.	
I don't feel comfortable, but I have dependable access to someone to help me.	
Total Score	

Add the scores of individual items to create your total score. Possible scores range from 0 to 16, with higher scores indicating higher digital health literacy.

If you scored eight or below on the digital health literacy scale, you may benefit from extra help on how to navigate digital health care.

Resources

Further education can be provided to help you better understand how technology is used in the treatment of your health. This can include building skills to navigate online tools such as patient portals and videoconferencing platforms. You can also learn about resources and programs offered by community organizations such as local libraries that provide training on the use of digital tools. These types of personalized approaches can help you become more confident and engaged in your care, which in turn contributes to better health outcomes.

If you would like extra assistance, contact the Network Health member experience team for information on digital health literacy resources and events in your area. Their number can be found on the back of your Network Health member ID card.

Additional Resources

Affordable Connectivity Program **ACPSupport@usac.org**

County Aging and Disability Resource Center **dhs.wisconsin.gov/adrc/ consumer/index.htm**

network health