

1

2

3

4

5

6



# MIG-DHL

Migrants Digital Health Literacy

## Module 6 – Part 1

Being active in the digital environment



# Partners



WESTFALISCHE HOCHSCHULE GELSENKIRCHEN,  
BOCHOLT, RECKLINGHAUSEN  
GELSENKIRCHEN, GERMANY  
[www.w-hs.de](http://www.w-hs.de)



OXFAM ITALIA INTERCULTURA  
AREZZO, ITALY  
[www.oxfamitalia.org/](http://www.oxfamitalia.org/)



PROLIPSIS  
ATHENS, GREECE  
[www.prolepis.gr](http://www.prolepis.gr)



UNIVERSITAT DE VALÈNCIA  
VALENCIA, SPAIN  
[www.uv.es](http://www.uv.es)



media k GmbH  
Bad Mergentheim, GERMANY  
[www.media-k.eu](http://www.media-k.eu)



COORDINA ORGANIZACIÓN DE EMPRESAS Y  
RECURSOS HUMANOS, S.L.  
VALENCIA, SPAIN  
[coordina-oerh.com](http://coordina-oerh.com)



AKADIMAIKO DIADIKTYO (GUNet)  
ATHENS, GREECE  
[www.gunet.gr](http://www.gunet.gr)



# Modules

1. What is Digital Health Literacy and its relevance

2. Main health issues when landing in a new country

3. National Health Systems

4. Turning digitally literate

5. Navigating the National Health System through internet

6. Being active in the digital health environment



## 6 Being active in the digital environment

### Objectives



Ability to interact and react on health-related topics in the digital environment



## 6 Being active in the digital environment

### Competences

- ✓ Knowledge about and ability to join digital communication on health topics
- ✓ Ability to communicate with medical professionals in a digital way
- ✓ The ability to evaluate different sources regarding health-related information in the digital environment
- ✓ Knowledge about data protection and safety in the digital environment



Source | [Pixabay license](#)



## Action 6.1.1

# Introduction

## Objectives

- This Module focuses
  - on the one hand, creating and editing content and integrating information in the digital environment on health-related topics, and
  - on the other hand, on protecting privacy with the aim to improve the protection of personal data in the digital environment for protecting physical and psychological health.

Let's start ...

6.1 6.1.1

6.2 6.1.2

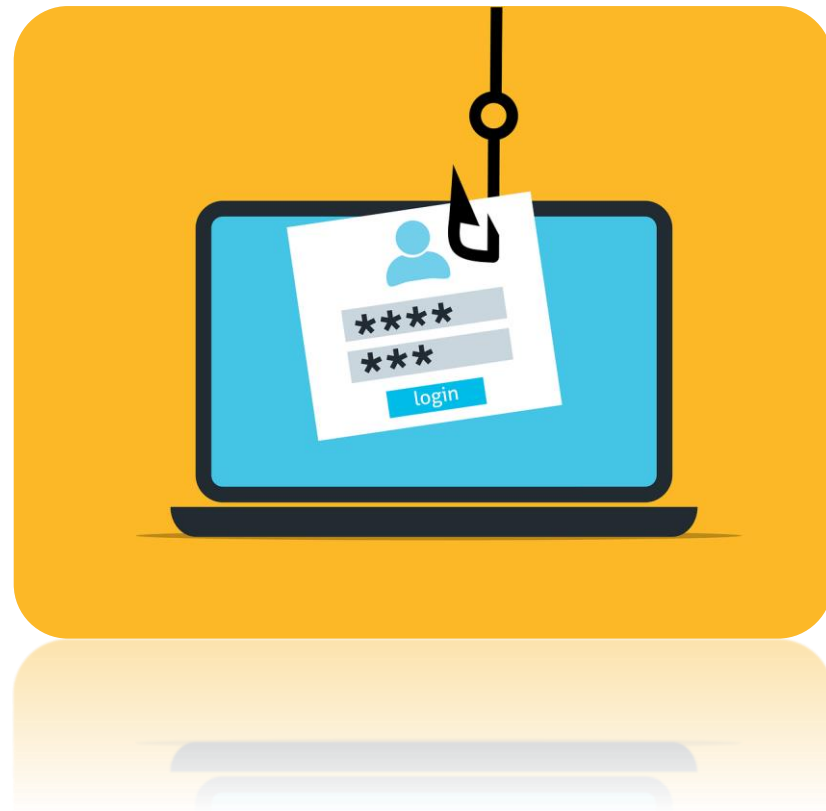
6.1.3



## Action 6.1.2

# Protecting privacy and personal data in the digital environment

- The next part focuses on risk factors – especially for personal data – in the digital environment



6.1 6.1.1

6.2 **6.1.2**

6.1.3



## What did we learn so far?

**As this module is directly linked to the previous two modules, we summarize shortly what we have learned in module 4 and module 5:**

- The use of different digital devices
- How and where to find information
- Assessing information and the source of information
- Ways of communication in the digital environment





## Now it is time to discuss about protecting privacy....

- To maintain privacy, one needs to be aware of possible risk factors in the digital environment.
- For developing a list of risk factors, please start the following discussion (you can collect the results on the next slide):

What risk factors do exist by using digital devices and surfing on the internet?



# Now it is time to discuss about protecting privacy....

■ Start a list:

- ✓ .....
- ✓ .....
- ✓ .....

[Click here to check your list !](#)

- ✓ Computer viruses
- ✓ Hacking
- ✓ Data theft:
  - Associated identity theft
  - Credit card account information
  - Customer credentials
- ✓ Spam-mails

What risk factors for privacy do exist by using digital devices and surfing on the internet?



## Repetition- How to decide if the website is safe?

■ List:

- ✓ .....
- ✓ .....

[Click here to check your list !](#)

- ✓ Are the technical requirements completed? e.g., “**https**” at the beginning of the link,
- ✓ Is the website displayed correctly in the browser and does it work in all sections?



## Risk factor: spam mails (1)

- Sometimes you receive unwanted e-mails - on the one hand, this is time-consuming because you have to sort through the unwanted e-mails, but on the other hand, so-called spam e-mails can also contain dangers such as viruses or harmful programs that install themselves on your computer when you open the e-mail and can e.g., spy out your access data. Phishing is also a common type of online scam where criminals send official-looking emails in an attempt the user to reveal details that may be used for identity theft.



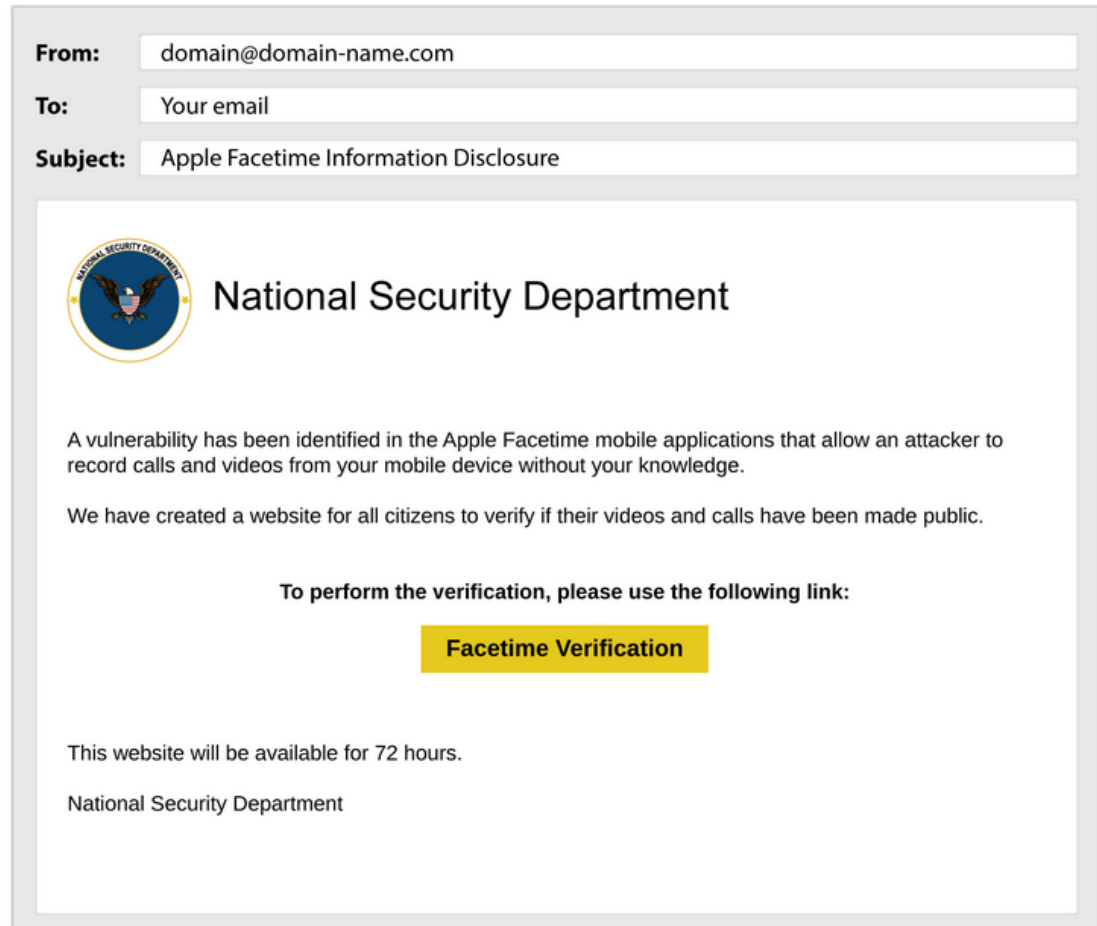
## Risk factor: spam mails (2)

→ Therefore:

- ✓ Avoid opening attachments unless they have been through an anti-virus program,
- ✓ remember to log off, especially when using a shared public computer,
- ✓ delete all emails from unknown persons,
- ✓ never reply to spam.



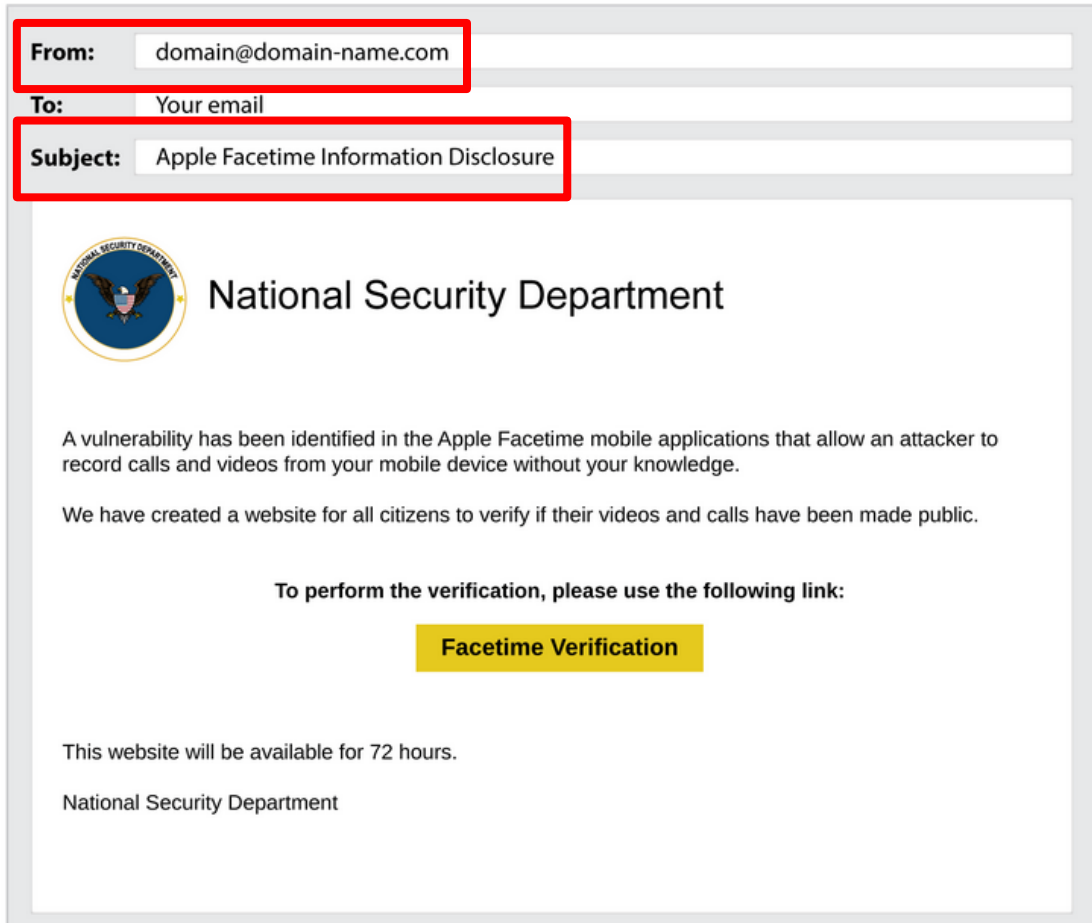
## Risk factor: spam mails- example 1



→ What signs indicate that it is a spam mail? (See solution on the next slide)



## Risk factor: spam mails- examples



→ Sender and subject indicate a phishing mail



## Risk factor: spam mails- examples 2

---

**From:** xero [mailto: [REDACTED]]  
**Sent:** Tuesday, 20 June 2017 12:09 p.m.  
**To:** [REDACTED]  
**Subject:** Your xero invoice available now.

Hi ,

Thanks for working with us. Your bill for \$373.75 was due on 28 Aug 2016.

If you've already paid it, please ignore this email and sorry for bothering you. If you've not paid it, please do so as soon as possible.

To view your bill visit <https://in.xero.com/5LQDhRwfvoQfeDtLDMqkk1JWSqC4Cm,Jt4VVJRsGN>.

If you've got any questions, or want to arrange alternative payment don't hesitate to get in touch.

Thanks

NJW Limited



→ What signs indicate that it is a spam mail? (See solution on the next slide)





## Risk factor: spam mails- examples

**From:** xero [mailto:████████████████████]

**Sent:** Tuesday, 20 June 2017 12:09 p.m.

**To:** ██████████

**Subject:** Your xero invoice available now.

Hi ,

Thanks for working with us. Your bill for \$373.75 was due on 28 Aug 2016.

If you've already paid it, please ignore this email and sorry for bothering you. If you've not paid it, please do so as soon as possible.

To view your bill visit <https://in.xero.com/5LQDhRwfvoQfeDtLDmQkk1JWSqC4Cm,Jt4VVJRsGN>.

If you've got any questions, or want to arrange alternative payment don't hesitate to get in touch.

Thanks

NJW Limited

 [Download PDF](#)

→ Sender and subject and content indicate a phishing mail



## Risk factor: spam mails- how to identify spam mails?

- Grammar and spelling mistakes
- Mails in a foreign language
- Missing name
- Urgent need for action - especially in combination with a threat
- Request to enter personal data (e.g., PIN or TAN)
- Request to open a file
- Never received any e-mails from the bank or not a customer so far



**Can the sender be an indicator of whether an email is spam?**

Yes

No



**What should you never do if you receive an assumed spam-mail?**

*Only one answer is correct!*

A. Delete the e-mail

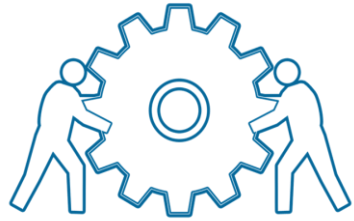
B. Check the sender

C. Check the reference line

D. Reply and aks if it is a spam-mail



# Activity



## Practical Activity: What kind of information can we find online? (linkage Module 5)

- The practical activity of Module 5 “*Check health information?*” shall be continued.
- Therefore, please expand the evaluation of the pre-identified websites from this group-dynamic activity among the following questions:
  1. Is the user’s privacy protected?
  2. Does the website clearly state a privacy policy?
  3. Can the users protect their health information?



### Action 6.1.3

# Digital communication on health information (forum)

- The next part of the session aims to raise awareness of the **sensitivity of health data**.
- To do this, it is important to learn what information can be disclosed by oneself in the digital environment, e.g., in a post in a forum, and what information should rather not be posted publicly on the internet.



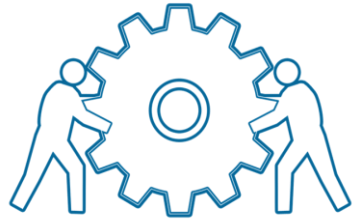
6.1 6.1.1

6.2 6.1.2

6.1.3

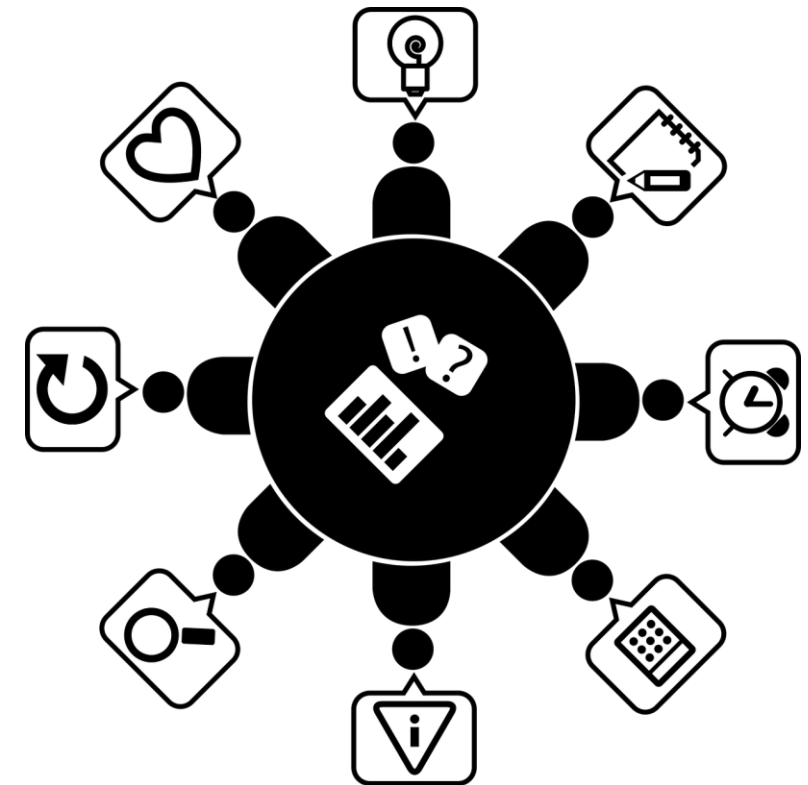


## Activity



## Group Dynamic Activity: Case studies Forum- description of health related problems in the digital environment

- Please work in groups of three to five participants each.
- Discuss in the groups the following case studies of persons who describe their health problem in a forum and decide which information is too personal and which information is needed to understand the health issue.
- Collect together some generic terms (e.g. surname, birthday, specific medical values, etc.) for the too detailed information and another list with the information which are needed.



## Forum: Case study 1

*Hello everyone!*

*For about 3 weeks my gastrointestinal system has been disturbed, literally from top to bottom. I lump in my throat and when I swallow, I almost always feel like I'm swallowing air too. It bubbles in the throat and also in the stomach, a few seconds after swallowing saliva. Especially pronounced when lying on my back. I feel light-medium nausea all the time (that's how it started too). Nausea seems to be independent of food intake (apart from coffee, which hits my stomach noticeably more than usual). Generally, I have a lot of air in my stomach and intestines, it bubbles and grumbles around the clock. Now and then I have to burp, on the other side of the digestive tract rather little gas is expelled. The lower abdomen in particular is tense and painful. Now and then I also have short, stabbing pains in the anus. These symptoms have been going on for 3 weeks, sometimes more and sometimes less. At the moment it is probably the worst. My bowel movements are normal (once a day in the morning, hardly any different than before the symptoms started) and look normal (no diarrhea, no real constipation, no visible blood or mucus). I have never had to vomit. I have a normal, good appetite. My age is 34 (born on 5<sup>th</sup> of May 1987), I am quite athletic. Before these symptoms appeared, I would have described my general health status as relatively good - apart from problems with high blood pressure (145-95).*

*Can you give me a first suspicion? Are there infections that last 3 weeks and longer? After what time should I really start to worry?*





## Forum: Case study 2

*I have had intense back problems since May, especially under the right shoulder blade, and severe tension in the shoulder and neck area. In the beginning, I had severe dizziness and sometimes blurred vision and also noticed spots of light (black and light ones as well as flickering). I went straight to the orthopedist (he said it wasn't a slipped disc) and he put me back in place. It cracked loudly. Afterward, I still had slight dizziness and saw spots. I then went to the orthopedic surgeon 2 more times, 2 months apart, and each time my back was put back. Now the blurred vision and the light spots are gone, but I still have slight to severe dizziness (vertigo) during physical exertion and prolonged sitting, and the tension under my right shoulder blade is still there. I went back to the GP 2 weeks ago and he prescribed me Ortoton and Ibuprofen. At the moment the condition is as described above - I feel dizzy several times a day, especially during physical exertion or prolonged sitting. Not as bad as at the beginning but it is still there. In addition, I have severe tension under my right shoulder blade, so I always have to loosen my right arm (lift it up and twist it) to relieve the tension in the short term. What would you advise me to do?*



## Forum: Case study 3

*My name is Benjamin Smith. Yesterday we went out for ice cream, and I had to eat the ice cream in a short time, which gave me nasty nerve pain. Tonight, the whole thing was throbbing now and it's still there, just not as a constant throb anymore. Do I need to see a doctor about this as soon as possible or do I have other options?*

*You can contact me via e-mail ([Benjaminsmith@yahoo.de](mailto:Benjaminsmith@yahoo.de)) or via phone (+44 183 2434483).*



## Forum: “Checklist”

■ Start a list:

- ✓ .....
- ✓ .....
- ✓ .....

[Click here to check your list !](#)

- ✓ Exact name (first and last name)
- ✓ Birthday
- ✓ Medical values (e.g., blood values)
- ✓ Explicit description of previous illnesses – especially if they have nothing to do with the current complaint
- ✓ Private contact details

What information/data is too personal to publish?



## Forum: “Checklist”

■ Start a list:

- ✓ .....
- ✓ .....
- ✓ .....

[Click here to check your list !](#)

- ✓ Period of the complaint
- ✓ Which body part/organ is affected?
- ✓ Was there a trigger for the complaint?
- ✓ Has a doctor already been consulted and if so, what was the statement?
- ✓ Has any action been taken against the complaint?

What information is needed to give good advice for the health problem?



**What should be included in a post in a forum?**

*Only one answer is correct!*

A. Period of the complaint

B. Exact name (first and last name)

C. Birthday

D. Medical values



## Action 6.2.1

# Digital communication on health information (e-mail)

- The next part of the session continues to raise awareness of the **sensitivity of health data**.
- Input is given for writing an e-mail to health professionals



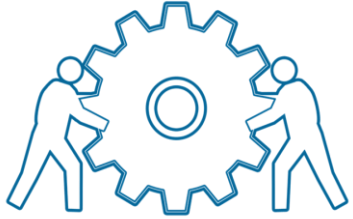
6.1 6.2.1

6.2 6.2.2

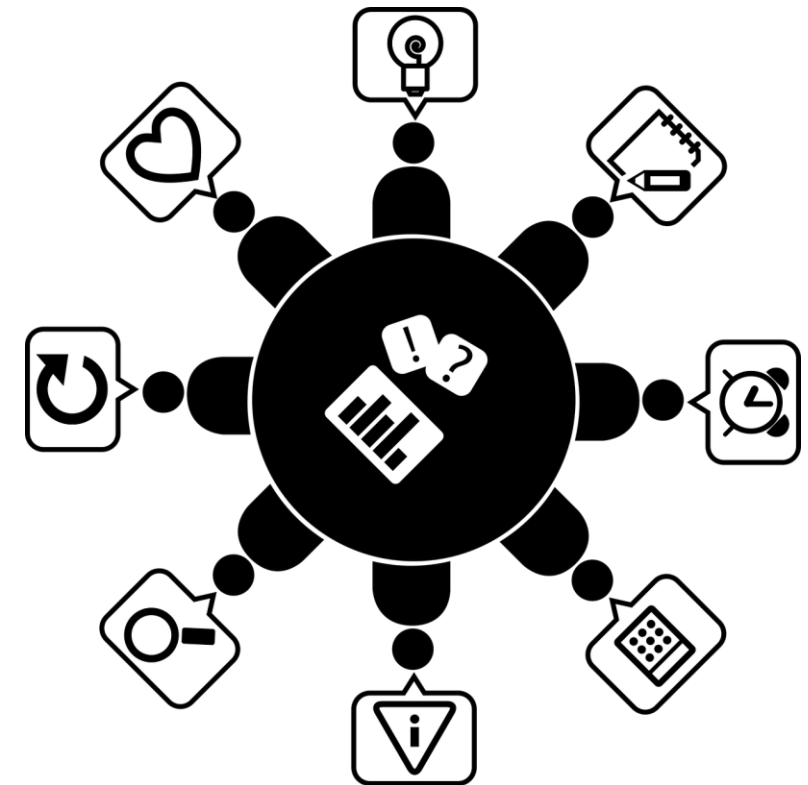
6.2.3



## Activity

**Group Dynamic Activity: Case studies e-mail- writing a health professional**

- Please work in groups of three to five participants each.
- Discuss in the groups the following case studies of e-mails to health professionals.
- Decide which ones are good practice example and which ones are a bad-practice example.
- Collect together some generic terms (e.g., surname, birthday, specific medical values, etc.) for information that should be included in an e-mail to a health professional and also for information which is too detailed to be written to a health professional.



## E-Mail: Example 1

*Dear Ladies and Gentlemen,*

*I was searching for a general medical practice when I found your practice.*

*I have been struggling with abdominal pain every day for a few weeks. I would like to have these medically clarified. Is it possible to make an appointment at your practice?*

*I look forward to hearing from you.*

*Kind regards*

*Moritz Müller*





**Good or bad example?**

Bad

Good



## E-Mail: Example 2

*Hello,*

*I want to make an appointment. When can I come?*

*Bye*

*Madeleine*



**Good or bad example?**

Bad

Good



## E-Mail: Example 3

*Dear Sir or Madam,*

*for about 3 weeks my gastrointestinal system has been disturbed, literally from top to bottom. I lump in my throat and when I swallow, I almost always feel like I'm swallowing air too. It bubbles in the throat and also in the stomach, a few seconds after swallowing saliva. Especially pronounced when lying on my back. I feel light-medium nausea all the time (that's how it started too). Nausea seems to be independent of food intake (apart from coffee, which hits my stomach noticeably more than usual). Generally, I have a lot of air in my stomach and intestines, it bubbles and grumbles around the clock. Every now and then I have to burp, on the other side of the digestive tract rather little gas is expelled. The lower abdomen in particular is tense and painful. Now and then I also have short, stabbing pains in the anus. These symptoms have been going on for 3 weeks, sometimes more and sometimes less. At the moment it is probably the worst. My bowel movements are normal (once a day in the morning, hardly any different than before the symptoms started) and look normal (no diarrhea, no real constipation, no visible blood or mucus). I have never had to vomit. I have a normal, good appetite. My age is 34 (born on 5<sup>th</sup> of May 1987), I am quite athletic. Before these symptoms appeared, I would have described my general health status as relatively good - apart from problems with high blood pressure (145-95).*

*Can you give me the first suspicion? Are there infections that last 3 weeks, and longer? After what time should I really start to worry?*

*Kind regards*



**Good or bad example?**

Bad

Good



## E-Mail: “Checklist”

- Start a list:

✓  
....

[Click here to check your list !](#)

- ✓ First and surname
- ✓ Specific reason for writing the e-mail

What information is needed?



## E-Mail: "Checklist"

- Start a list:

✓  
.....

[Click here to check your list !](#)

- ✓ Detailed information about the personal medical history
- ✓ Medical values
- ✓ Personal information (e.g., birthday)

What information is not necessary?



## E-Mail: Structure

Writing e-mails to health professionals is another way to deal with health information in the digital environment. The structure of an e-mail could be as followed:

- Start with a friendly introductory sentence (e.g., where did you find the contact details)
- A clear description of the concern (e.g., want to make an appointment)
- Friendly closing sentence (e.g., looking forward to your answer)
- Select a meaningful subject





**Is it necessary to include a subject while writing a mail to a health professional?**

Yes

No



## Action 6.2.2

# Getting active - Solve a health-related issue

On the next slide, you will find some examples of health-related issues. Please select one example per person or choose an example on a health-related issue on your own. Then go through the following steps:

1. Lookup for information about health-related issue. Decide if the information is trustable and reliable and if the website is secure. Please justify it shortly.
2. Find ways to communicate about this issue- Either in a forum or contact details of a health-professionals to get in touch by email.
3. After that, please prepare a draft for a post in the forum or a draft for an e-mail.
4. Get mutual feedback: After finishing the draft, each participant should chance the e-mail or post with a partner, to give him/her feedback on the draft and to receive feedback on his/her own draft.

6.1 6.2.1

6.2 6.2.2

6.2.3



## Examples

- Toothache
- Suspicion of COVID-19 infection
- Regular abdominal pain



Action 6.2.3

# Summary of Module 6

The next slides give a short summary of Module 6.

6.1 6.2.1

6.2 6.2.2

6.2.3



## Summary Module 6

- **Being active in the digital environment**
  - Protecting privacy and personal data in the digital environment
  - Risk factor: Spam mail
  - Digital communication on health information (writing a post in forum or an e-mail )
  - Getting active- solve a health-related issue: Activity to compromise all the learnings of the course





# MIG-DHL

Migrants Digital Health Literacy

Congratulations!  
You have completed this module!

