Module 5
Exploring digital health tools

Partners

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GELSENKIRCHEN, GERMANY
www.w-hs.de

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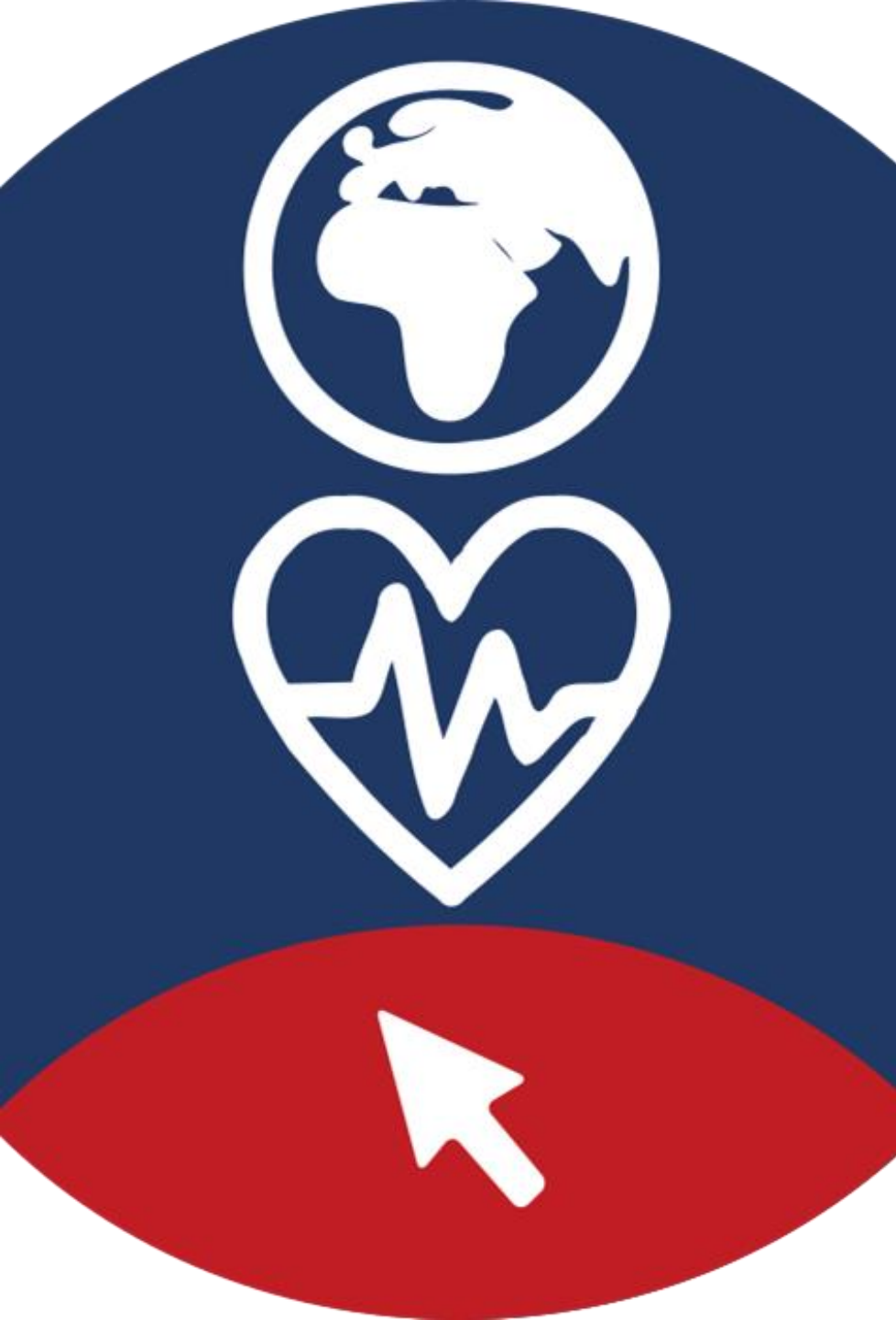UNIVERSITAT DE VALENCIA
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Erasmus+

Modules

1. What is Digital Health Literacy and its relevance
2. Main health issues when landing in a new country
3. Healthcare services
4. Turning digitally literate
5. Exploring digital Health tools
6. Being active in the digital health environment

Objectives

Understand what to expect to encounter when surfing online Identify beneficial health information online

• Understand the dangers of auto-cure
• Identify the benefits of health knowledge and how to get the best of it
• Identify trustworthy health information sources

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Competences

- **Search-Find**: capacity of the learner to search for health-related information using the Internet

- **Understand**: capacity of the learner to comprehend and figure out health related information found online and derive meaning.

- **Appraise**: capacity of the learner to be able to critically review and assess the relevance and trustworthiness of health-related information on different online sources.

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Action 5.1.1
Opening (Day 1)

Objectives

- Learn which websites, apps and online information sources allow us to manage our own health online.

- Solving health management cases and problems using the online tools previously introduced.

Let's start …

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Action 5.1.2

Introducing Digital Health tools platforms and apps

5.1

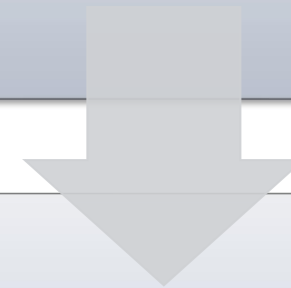5.1.1

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Objectives

- You will strengthen your digital health literacy skills in the country/region you are located.
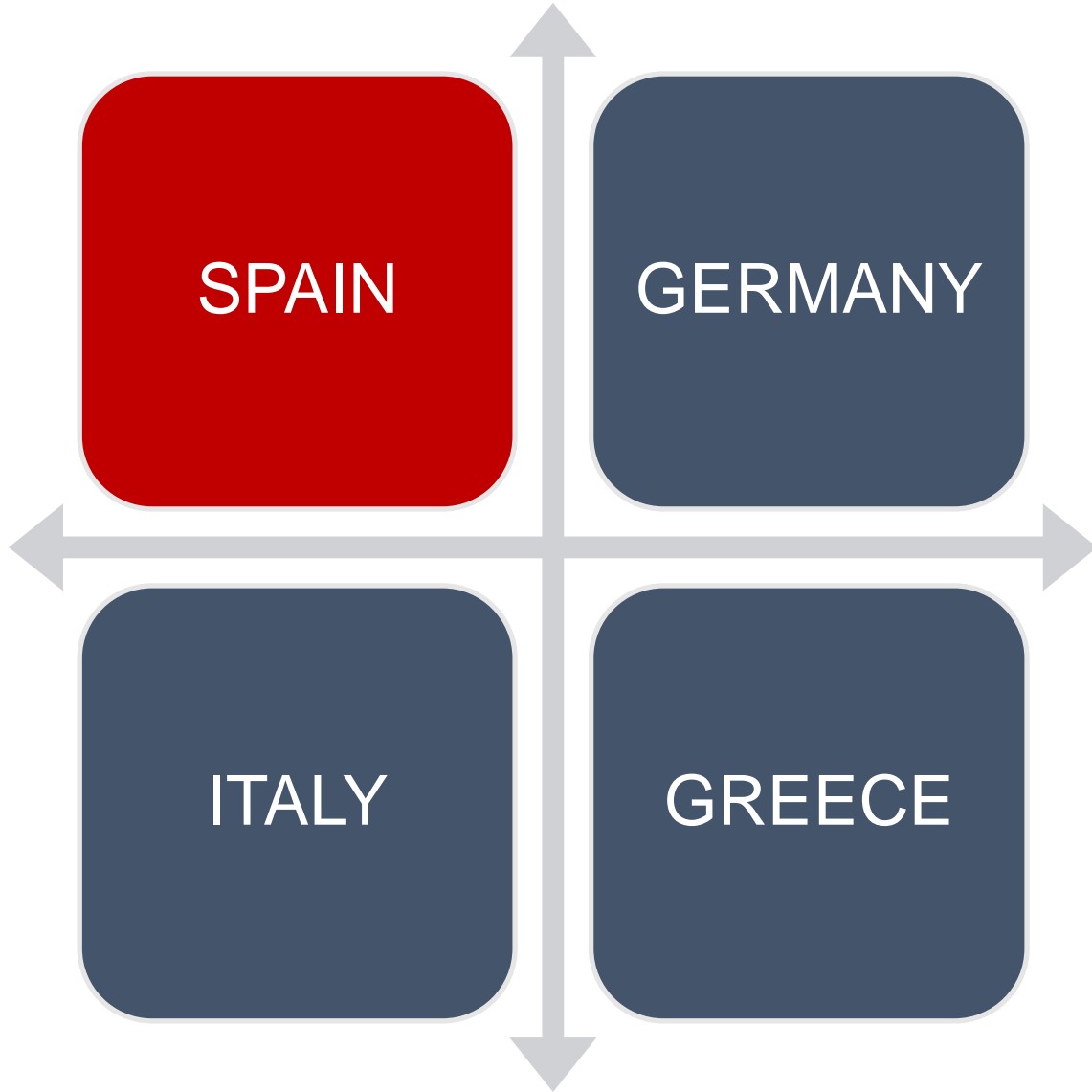
RATIONALE

1.Institutional/public digital health tools: supra-national, national, regional and local level.

2. Non institutional digital health tools

EXPLORING DIGITAL HEALTH TOOLS IN:

SPAIN

GERMANY

ITALY

GREECE

Skip Spain

Spain and Valencian Community

What apps, websites and information sources should we use in Spain and in the Valencian Community?

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1. Institutional: National Health system

National Health system: https://www.mscbs.gob.es/organizacion/sns/home.htm

1. Institutional: Regional Health system

- **GVA Conselleria de Sanitat Universal i Salut Pública**

  http://www.san.gva.es/es

- **Patient portal**

  http://www.san.gva.es/web_estatica/portal_del_paciente_es.html
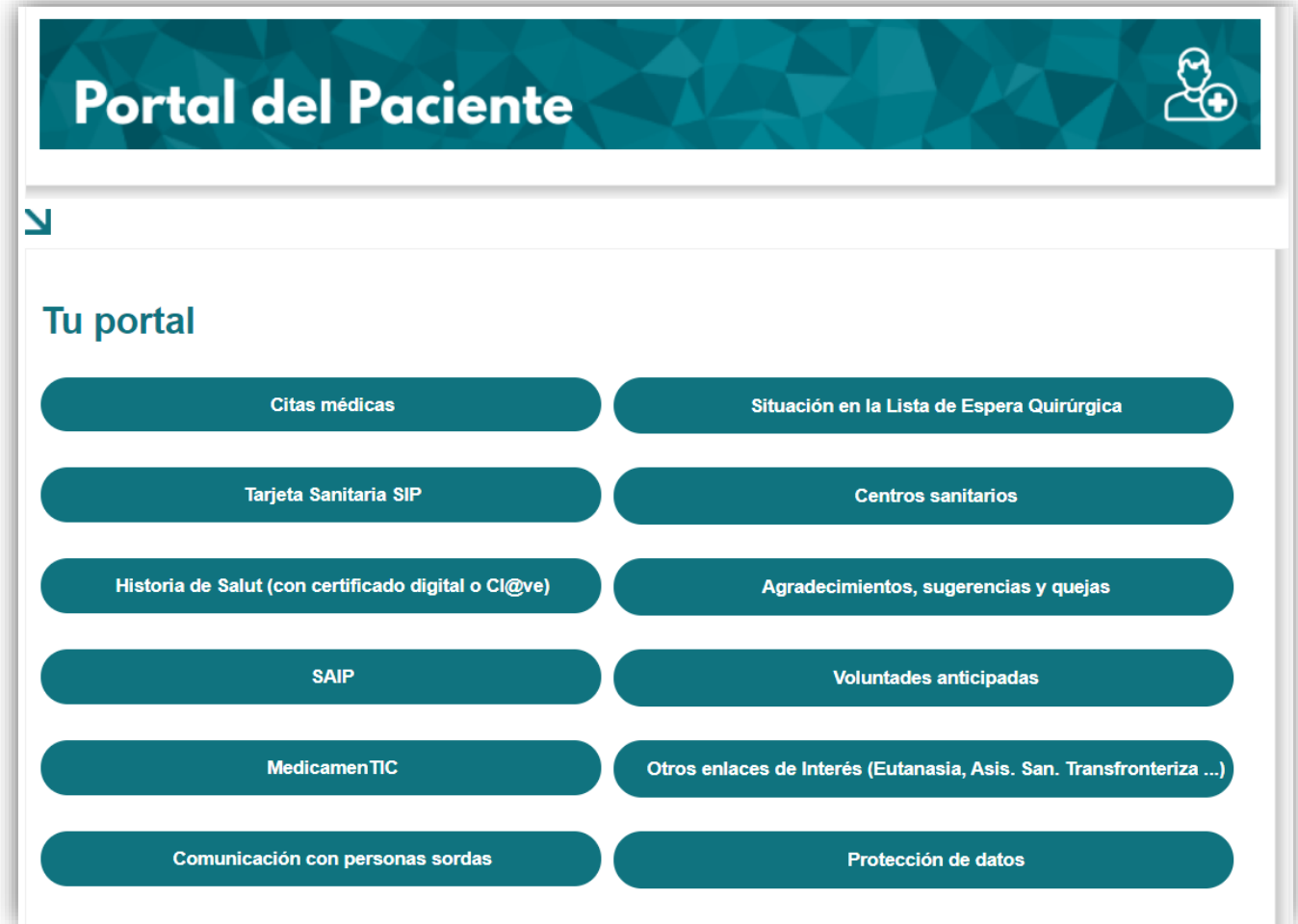
1. Institutional: Regional Health system

Access to Universal Health Care in the Valencian Community:

http://www.san.gva.es/documents/151744/b467b60d-87f7-4c79-b17b-7e9c594ef0a3

1. Institutional: Regional Health system

APP: GVA+Salut (Comunitat Valenciana).

▪ Allows the most common procedures to be carried out,

such as requesting and checking appointments and

viewing medical records, among others.

1. Institutional: Regional Health system

1. Institutional: supra-national level

▪ **WHO: W**orld **H**ealth **O**rganisation

https://www.who.int/es

2. Non institutional

GuíaSalud: https://portal.guiasalud.es/

- Body of the National Health System (SNS) in which the 17 Autonomous Communities and the Ministry of Health participate, it was created as an instrument to improve the quality of health care in the SNS. GuíaSalud's mission is to promote the offer of resources, services and products based on scientific evidence to support decision-making by professionals and patients in the National Health System (NHS), as well as to promote the creation of networks of collaborators and cooperation between entities related to CPG and Evidence-Based Decision Making (EBD).

2. Non institutional

- https://www.webconsultas.com/qwdw

News and information regarding different

areas of health.

2. Non institutional

▪ https://www.efesalud.com/espana/

▪ https://www.efesalud.com/internacional/

Agencia EFE is the leading news agency in Spanish and the fourth largest in the world, with more than 70 years of experience in news reporting.

In this context, Efesalud is set up as a communication platform to become a benchmark in terms of specialisation, variety and depth, with a sense of dissemination that helps to create a better-informed society for greater well-being and quality health.

2. Non institutional

▪ https://www.mujerysalud.es/

Mujer y salud is a health portal platform where you will find health news and articles written by medical professionals who practise their profession in private practices or in hospitals of the Spanish public or private health system. Healthcare professionals and doctors specialising in specialised primary care, general medicine, internal and preventive medicine, plastic and cosmetic surgery, neurology, urology, nephrology, dermatology, paediatrics and many other medical branches and specialities.

2. Non institutional

- https://psicologiaymente.com/

- Portal with resources on psychological care
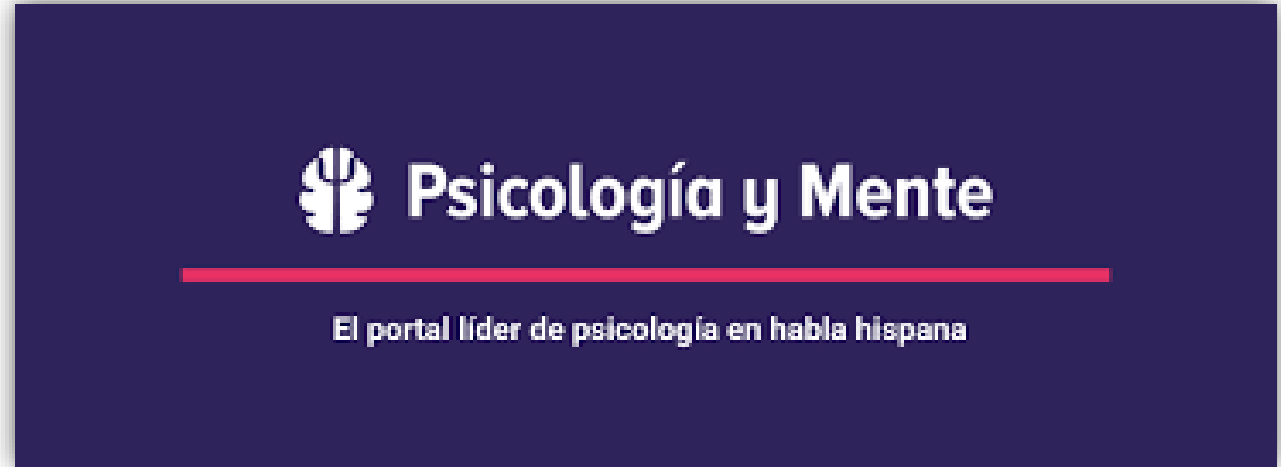
2. Non institutional

Medline https://medlineplus.gov General health information.

- The goal of this website is to provide quality, relevant health and wellness information that is reliable, easy to understand and free of advertising in English and Spanish; free of charge and accessible anywhere, anytime, on any device.

EXPLORING DIGITAL HEALTH TOOLS IN:

SPAIN

GERMANY

ITALY

GREECE

Skip Germany
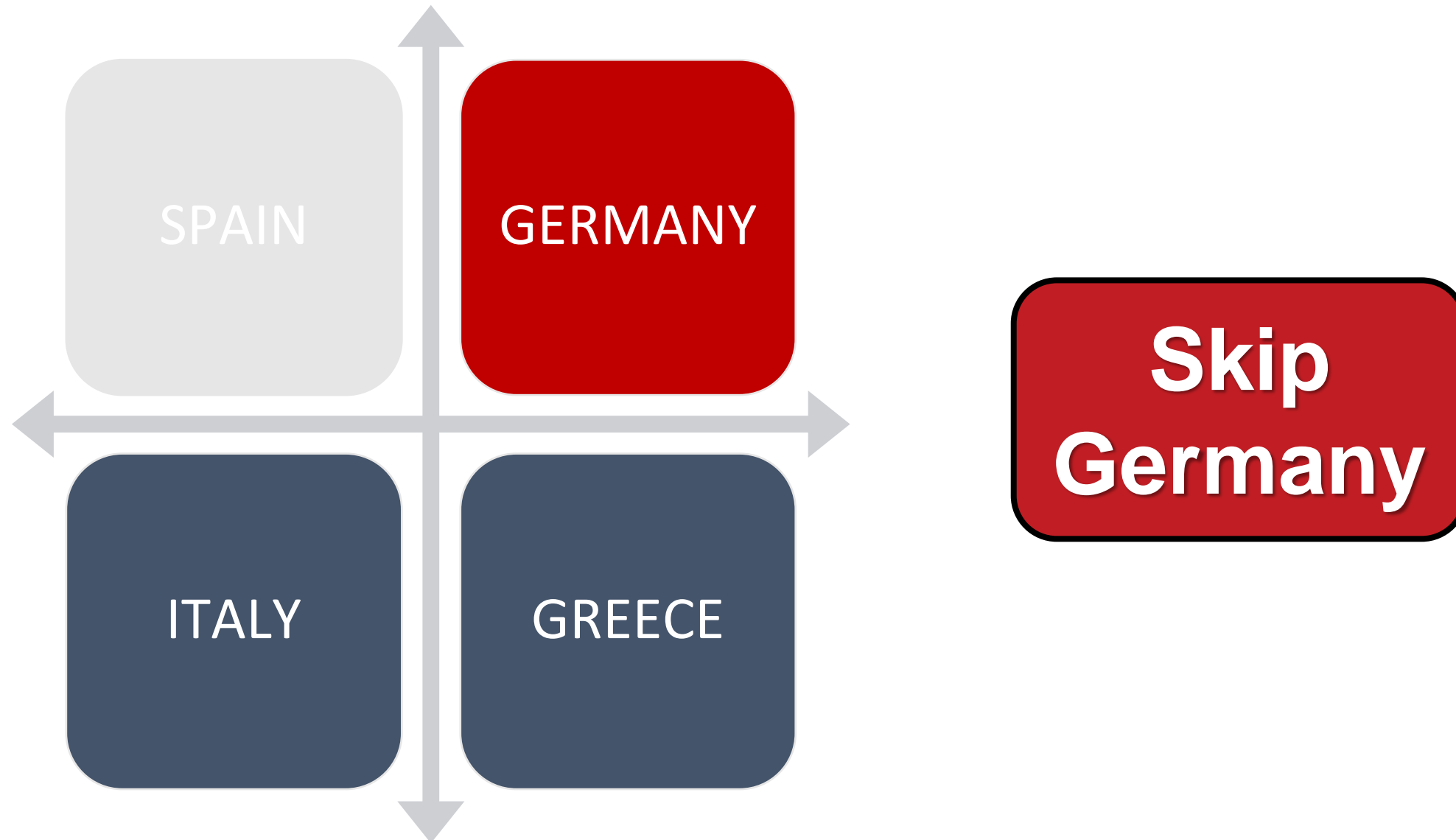
Germany

What apps, websites and information sources should we use in Germany?

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National health system

- At the national level, the Federal Ministry of Health is responsible for the health care system.

- Each federal state also has its own Ministry of Health.

- The websites of the ministries also provide reliable information on the subject of health.

  - Example 1: Federal Ministry of Health of Germany: https://www.bundesgesundheitsministerium.de/index.html

  - Example 2: Ministry of Health of North Rhine-Westphalia: https://www.mags.nrw/

- A comprehensive description of the health care system can be found here.
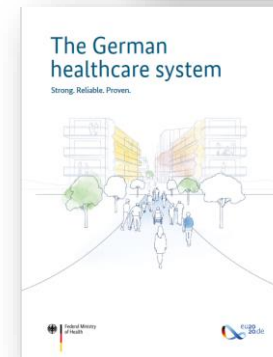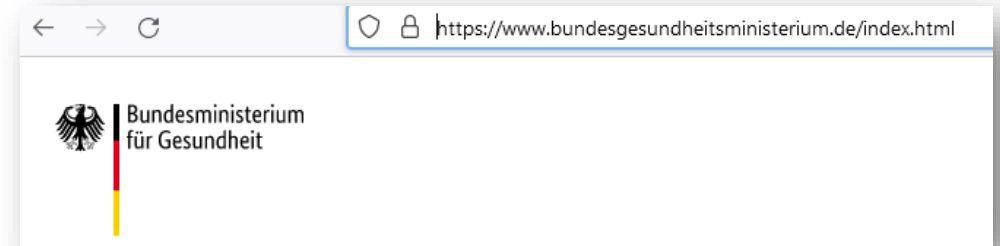
National health system

- Healthcare in Germany is funded by a statutory contribution system that ensures free healthcare for all via health insurance funds.

- Health insurance in Germany is divided between statutory and private schemes. The statutory health insurance, the so-called *Gesetzliche Krankenversicherung (GKV),* occupies a central position in the healthcare system.

- There are different statutory health insurance companies between which you can freely choose, see some examples on the right side.
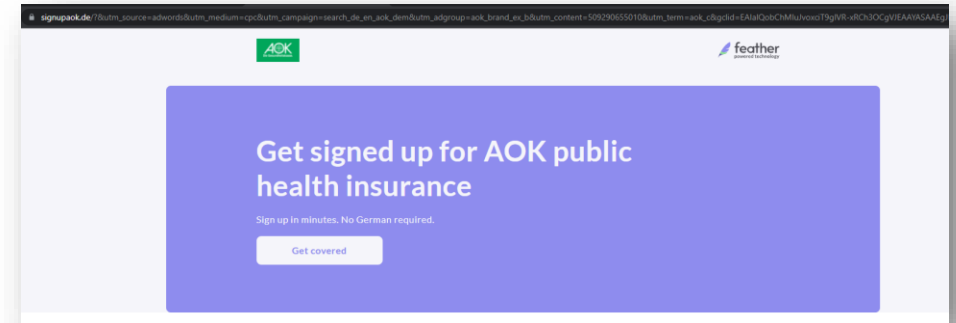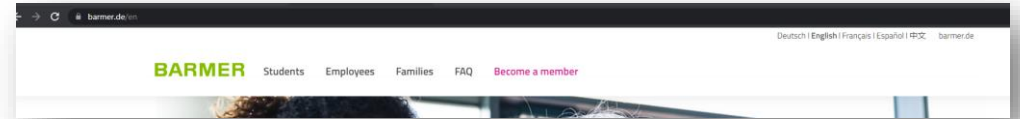
Outpatient and inpatient health care

In Germany, the provision of healthcare can be broadly separated into outpatient and inpatient sectors. The following points define the differences between outpatient and inpatient care:

- What is outpatient care?

  o Services that are not provided by hospitals or clinics

  o The majority of outpatient care is provided by physicians, psychotherapists and dentists in private practice.

- What is inpatient care?

  o Services provided by hospitals or clinics

  o Procedures that require spending a night at the care facility

Getting to a doctor's practice: outpatient health care

When to go to a doctor in Germany?

- For health conditions that are not emergencies (e.g., flu-like effects that last longer than three days)

- As a preventive measure (e.g., regular visits to the dentist, up to 2 times a year).

Inpatient health care - hospitals in Germany

When to go to a hospital?

▪ The admission to a hospital is decided by your doctor, and s/he will usually choose the nearest one if it is not a specific health problem.

▪ In case of an emergency, you can go to the emergency room of the nearest hospital.

Health care for migrants, refugees and asylum seekers

- Asylum seekers are generally not covered by statutory health insurance, but are entitled to benefits under the Asylum Seekers' Benefits Act (AsylbLG) in case of illness.
- Depending on the length of stay and status, the law defines different levels of benefits
- After 18 months, asylum seekers have the same entitlement to medical care as social welfare recipients and will then also receive an electronic health card
- But be careful: There are also differences between the German federal states

Useful links for migrants

Basic information on health issues is offered at the following homepage in 40 languages:

▪ https://www.migration-gesundheit.bund.de/

A Health Guide of the German Ministry of Health pools the necessary information on the German healthcare system with relevant health-related topics (medical care, vaccination, insurance, long-term care, addiction and drugs).

Useful links for refugees and asylum seekers

Basic information is offered at the following homepages

▪ https://handbookgermany.de/de.html

Everyone has the right to primary medical care in Germany. However, the extent of healthcare services and medical treatment you are entitled to depend on your residence status and the duration of your stay in Germany. This homepage provides you with information in eight languages. A Health Guide of the German Ministry of Health informs asylum seekers about medical care in Germany and provides practical advice on how to avoid sickness and infection.

More useful links

- https://www.zanzu.de/en/: This is a multilingual health-related homepage which can also help you better communicate with your doctor.
- https://www.expatica.com/de/healthcare/healthcare-basics/german-healthcare-system-103359/: This is a website specific developed for expats, summarizing the most important information on the health system in Germany.
- https://www.gesundheitsinformation.de/das-deutsche-gesundheitssystem.html: Website, which summarized the most important information on the health system in Germany

Useful apps

- Doctolib (https://play.google.com/store/apps/details?id=fr.doctolib.www&hl=de&gl=US): App to make a doctor's appointment

EXPLORING DIGITAL HEALTH TOOLS IN:

SPAIN

GERMANY

ITALY

GREECE
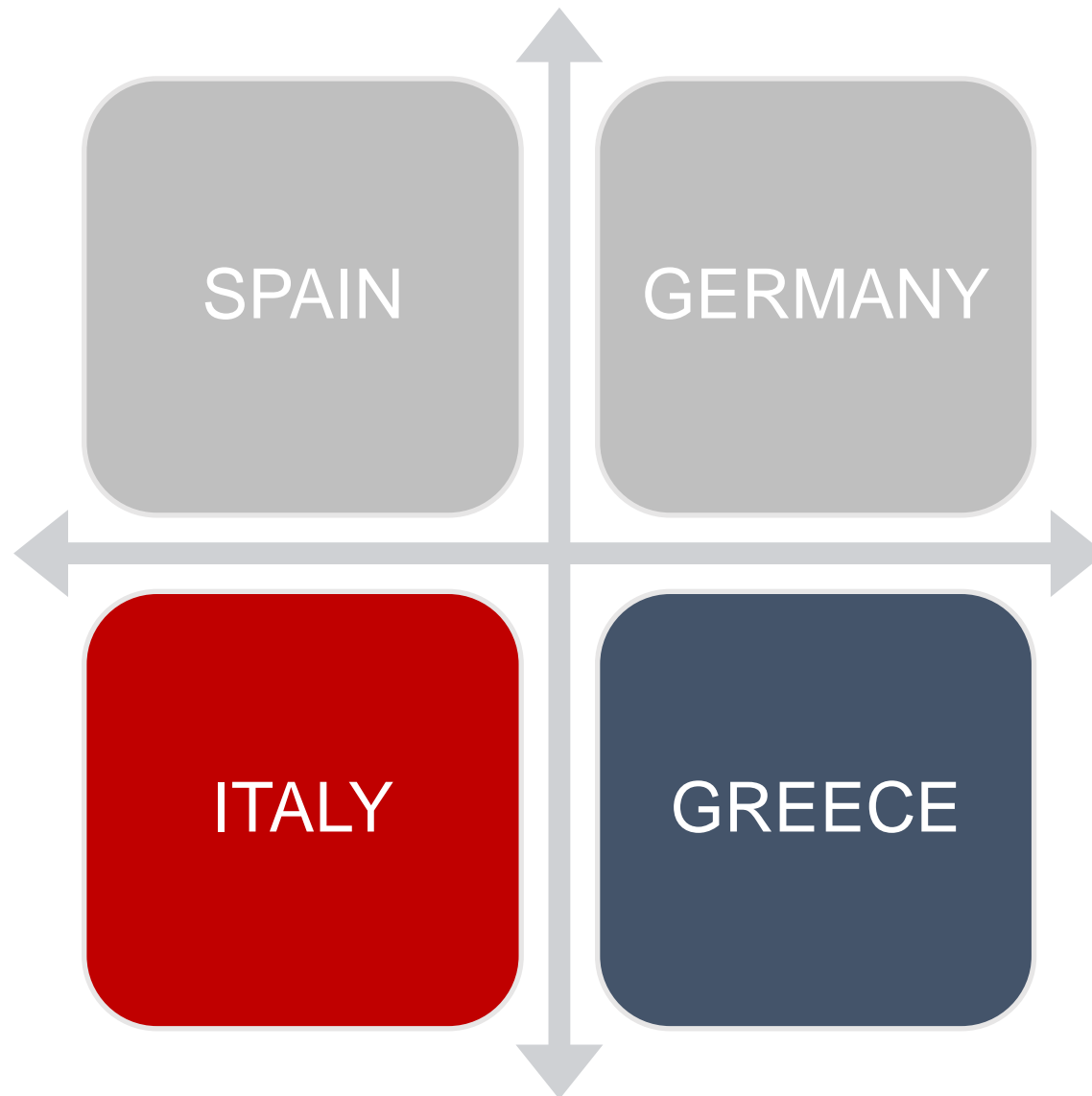
Skip Italy

Italy

What apps, websites and information sources should we use in Italy?

Italian National Health System (1)

▪ The Italian National Health Service (*Servizio Sanitario Nazionale-SSN*) identifies all the health care services managed and provided by the Italian State.

▪ The main objective of the National Health Service is to ensure an equal and free level of assistance to all citizens with equal needs, in every point of the territory and regardless of their economic or personal conditions.

▪ The principle of universal health protection is set out in Article 32 of the Constitution.
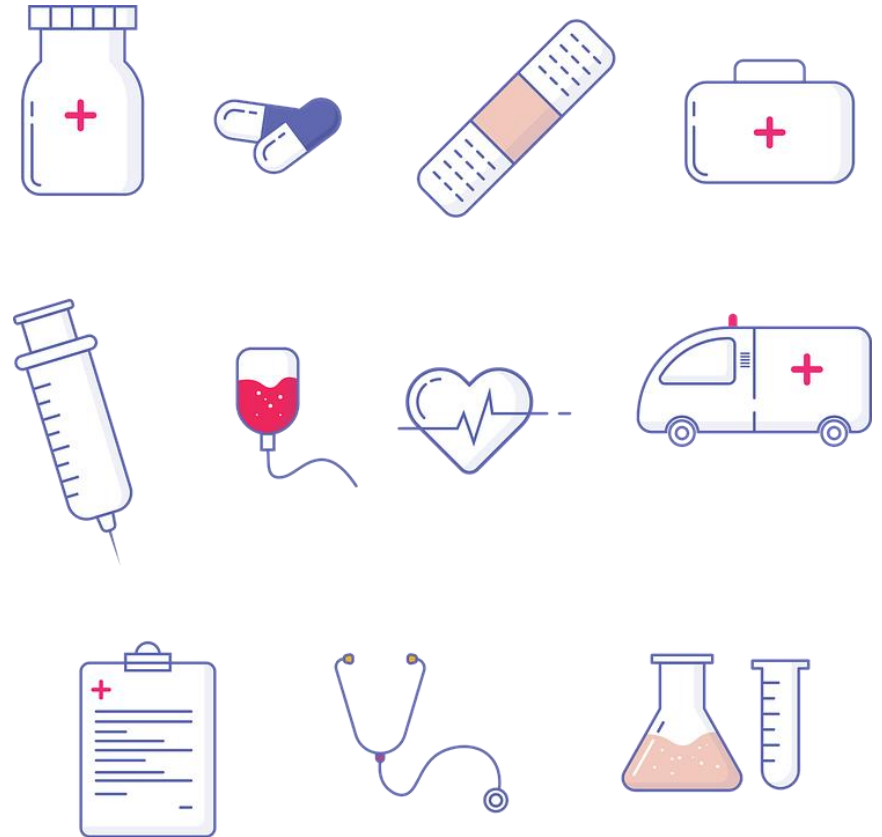
Italian National Health System (2)

- The National Health Service consists of three levels:
  - the Central Government;
  - the Local Health Authorities (*Aziende Sanitarie Locali-ASL*);
  - the Independent Hospitals.

- The websites of the Italian Health Ministry provide reliable information on the subject of health.
  - Ministro e Ministero (salute.gov.it)

- A comprehensive description of guidelines to access the Italian Health care system for foreigners can be found here (in Italian language):
  - L'accesso alle cure della persona straniera: indicazioni operative, seconda edizione (salute.gov.it);
  - untitled (bussolasanita.it)
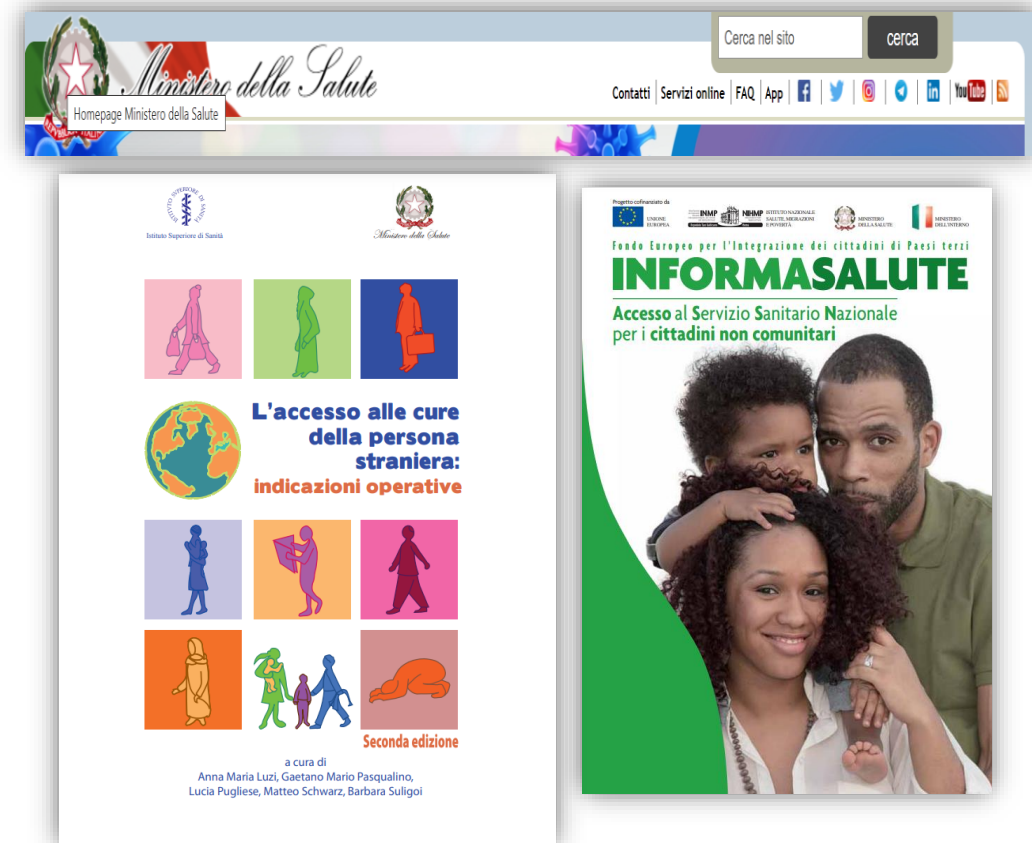
National health insurance (1)

In order to receive public health services, it is necessary to have a health card. The health card is issued following the individual inscription in the National Health Service (*Servizio Sanitario Nazionale*-SSN).

▪ Non-EU citizens with a valid residence permit and their dependent family members legally residing in Italy, can access to health care system through registration with the SSN.

▪ Non-EU foreigners who are not in compliance with the rules on residence, the provision of health care is guaranteed by the issue of a card containing an individual code (*Stranieri temporaneamente presenti*-STP).
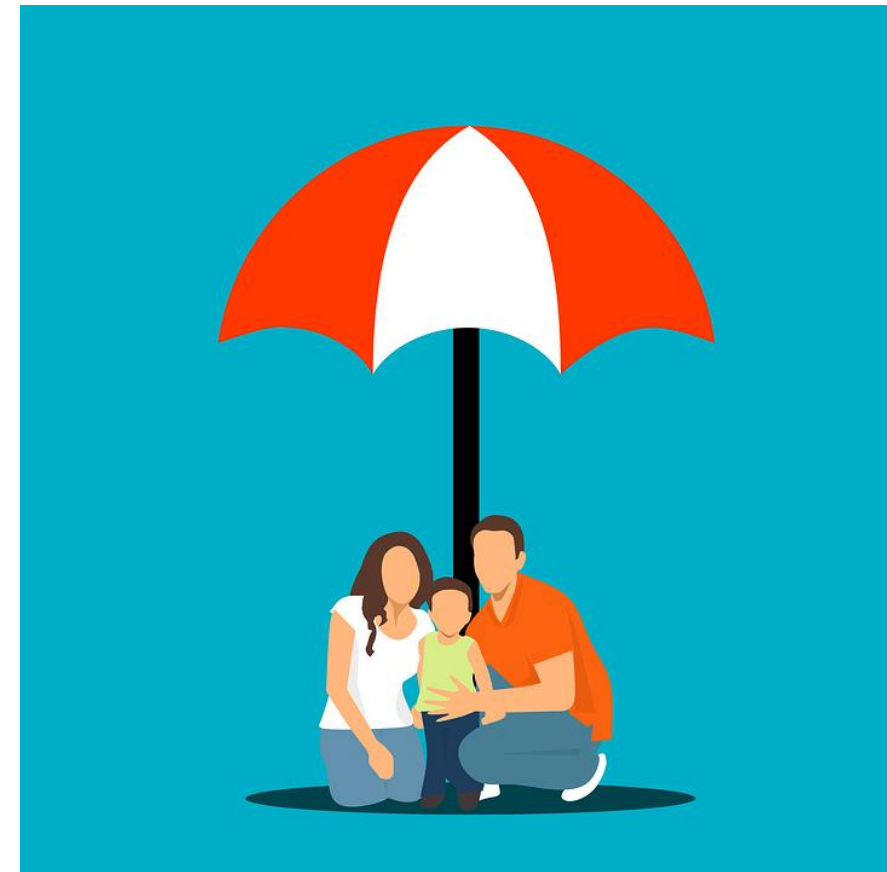
National health insurance (2)

▪ Registration with SSN for foreigners ensures that they are treated equally and have full equality of rights and duties with Italian citizens.

▪ Registration does not lapse when the residence permit is renewed.

▪ Visiting the website of the National Agency for Regional Health Services (AGENAS) you can find out what specialist services and facilities are guaranteed. You can also find the nearest health center!

▪ Agenas - Agenzia Nazionale per i servizi sanitari Regionali - AGENAS
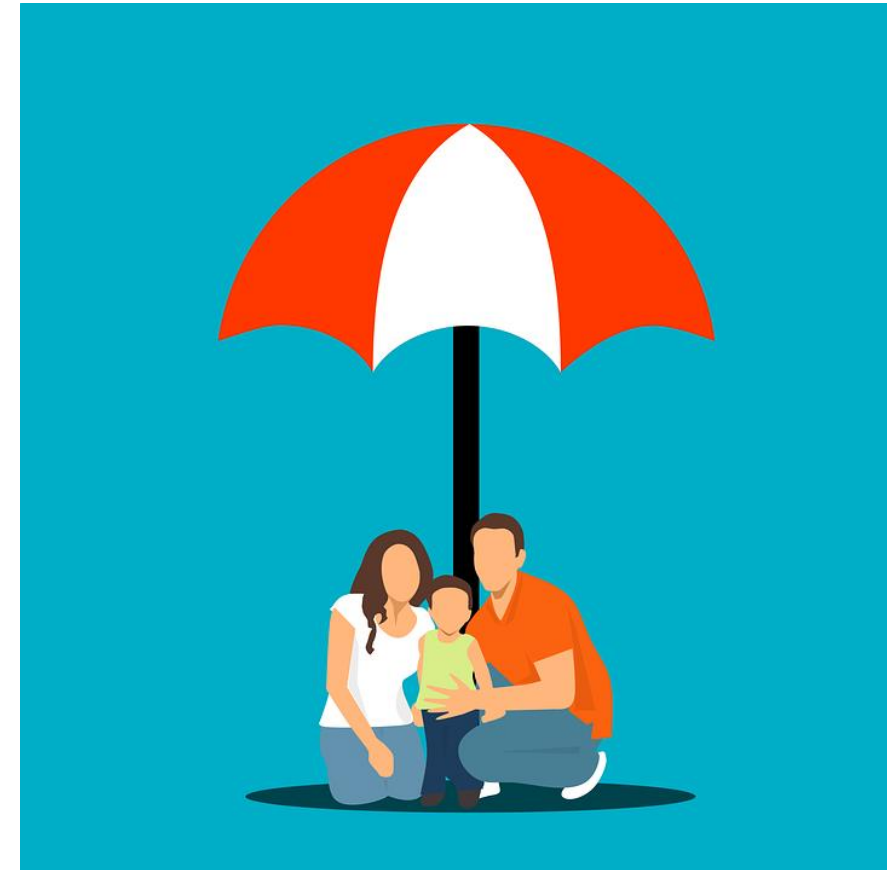
Outpatient and inpatient health care

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▪ **What is outpatient care?**
  o Services that are not provided by hospitals or clinics
  o The majority of outpatient care is provided by family doctors, psychotherapists and dentists in private practice.

▪ **What is inpatient care?**
  o Services provided by hospitals or clinics
  o Procedures that require spending a night at the care facility

Inpatient health care - hospitals in Italy

When to go to a hospital?

- Access to specialist care and radiological/laboratory examinations at the hospital requires a prescription or request from the family doctor or paediatrician.

- A written request from the family doctor is required for admission, but in health emergency situations admission is ordered by the emergency room doctor. Hospitalisation costs are covered by the National Health Service (if registered).
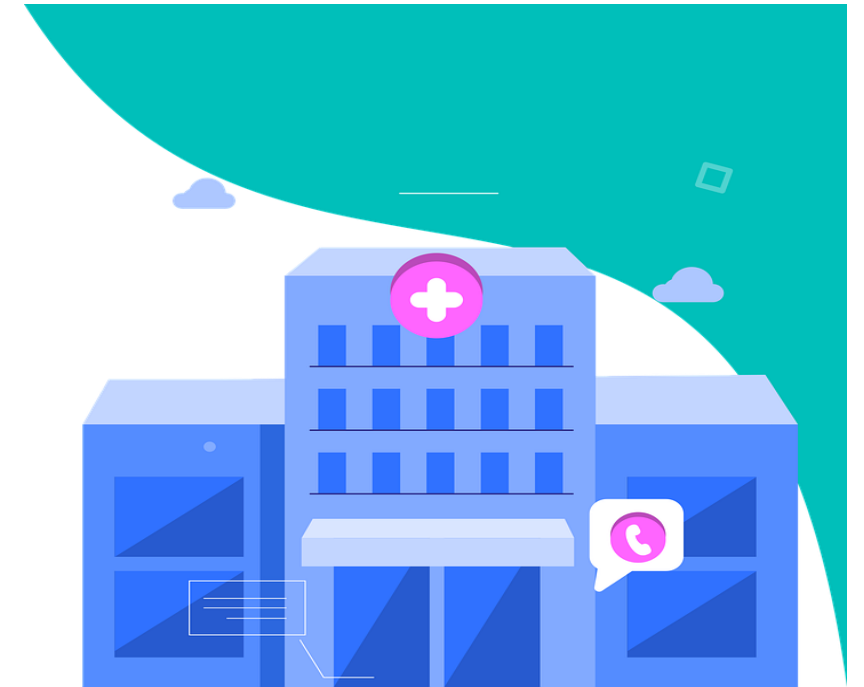
Getting to a doctor's practice: outpatient health care

When to go to a doctor in Italy?

▪ For health conditions that are not emergencies.

▪ As a preventive measure doing regular visits to monitor health.

▪ For any questions or enquiries regarding your health.

▪ To request illness certificates or the issuing of prescriptions for specialist visits and the purchase of medicines.

Each family doctor or paediatrician, chosen through the ASLs, has an outpatient clinic where s/he must provide free general medical examinations during the established hours and days.

Public Healthcare System Tuscan Region-
Servizio Sanitario Regione Toscana

▪ Servizio Sanitario Toscana - Regione Toscana

On this page you can find a description of the Health Service of the Region of Tuscany and links to the websites of the various local health authorities in the territory.

▪ Home (uslcentro.toscana.it)

By visiting the website of the *Asl Toscana Centro* you can find a guide to services (some even on-line) and a description of all the procedures for choosing a doctor, booking visits and examinations, paying co-payments, accessing vaccination services... and much more!
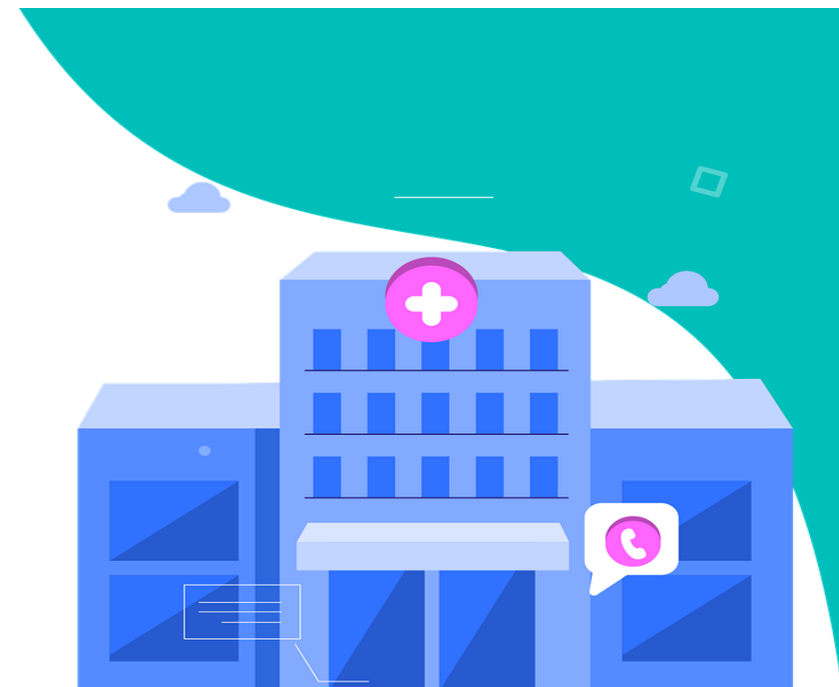
Health care for migrants, refugees and asylum seekers (1)

- Asylum seekers, refugees, holders of international protection, enjoy equal treatment and full equality of rights with Italian citizens concerning the health care. For them the registration with the National Health Service is compulsory and allows them to obtain a health card.

- There are a number of projects whose objective is the social protection of asylum seekers and refugees, which generally contribute to reducing inequalities in access to social and health services and ensuring migrants' right to health.

Health care for migrants, refugees and asylum seekers (2)

▪ RETESAI | Sistema Accoglienza Integrazione

The Reception and Integration system (*Sistema Accoglienza e Integrazione*-SAI), promoted by the Italian Internal Ministry, provides for the reception of asylum seekers as well as holders of protection and unaccompanied foreign minors in specific projects. At a territorial level, the local authorities, with the support of associations, guarantee integrated reception interventions which, in addition to providing board and lodging, also include measures of information, accompaniment, assistance and orientation, through the construction of individual projects of socio-economic integration.

Health care for migrants, refugees and asylum seekers (3)

▪ Centro Salute Globale della Regione Toscana

The Global Health Centre is the Region of Tuscany's structure for the coordination of international health cooperation and migrant health protection initiatives.

▪ Homepage - I.C.A.R.E. TOSCANA (sanita.toscana.it)

The aim of the project is to improve access to health care in the territorial health services, for asylum seekers and holders of international protection in a situation of social and health vulnerability. The site is accessible in several languages.

▪ SPRINT: Sistema di Protezione Interdisciplinare per la salute mentale di richiedenti asilo e rifugiati - Centro Salute Globale della Regione Toscana

The project aim to define a regional community mental health strategy at caring for asylum seekers and refugees, unaccompanied minors and migrant minors, based on a cross-sectoral (public and private social sector), multidisciplinary and multicultural approach.
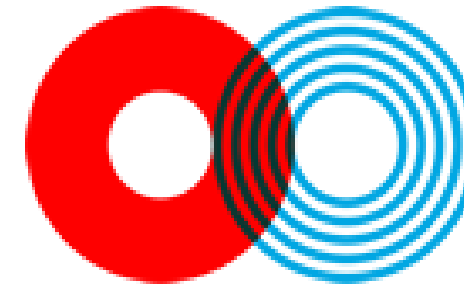
Useful links (1)

INSTITUTIONAL ONLINE TOOLS

▪ Italian Ministry of Health website: Ministero della Salute

▪ Website of the *Istituto Superiore di Sanità* (ISS); the main centre for research, control and technical-scientific advice on public health in Italy: Home - ISS

▪ Website of National Agency for Regional Health Services: Agenas - Agenzia Nazionale per i servizi sanitari Regionali - AGENAS

▪ Website of the Health Service for the Region of Tuscany: Servizio Sanitario Toscana - Regione Toscana
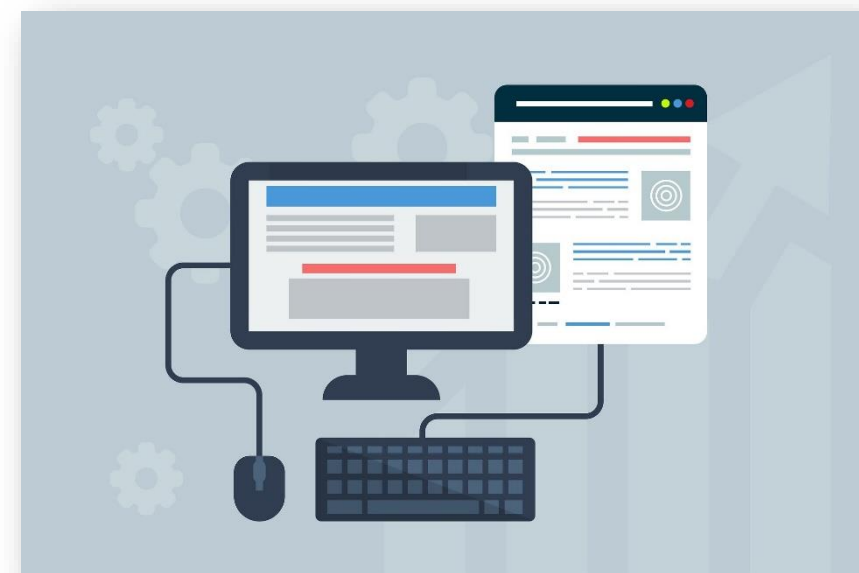
Useful links (2)

NON-INSTITUTIONAL ONLINE TOOLS

▪ https://www.youtube.com/playlist?list=PL5WpPAVGKvdafMKF EIeh5tpeg995Y4QiA The video made for the Net Care Project promotes access to protection services in cases of gender-based violence. The video is available in Arabic, Bangla, Chinese, French, Italian, Pidgin English, Punjubi, Spanish, Urdu.

▪ Interactive map - Mig Healthcare MyHealth (http://healthonthemove.net/) and Mig-HealthCare (http://www.mighealthcare.eu) are EU-funded projects that aim to improve access to health care for vulnerable migrants and refugees by supporting their participation and inclusion in communities and reducing health inequalities.
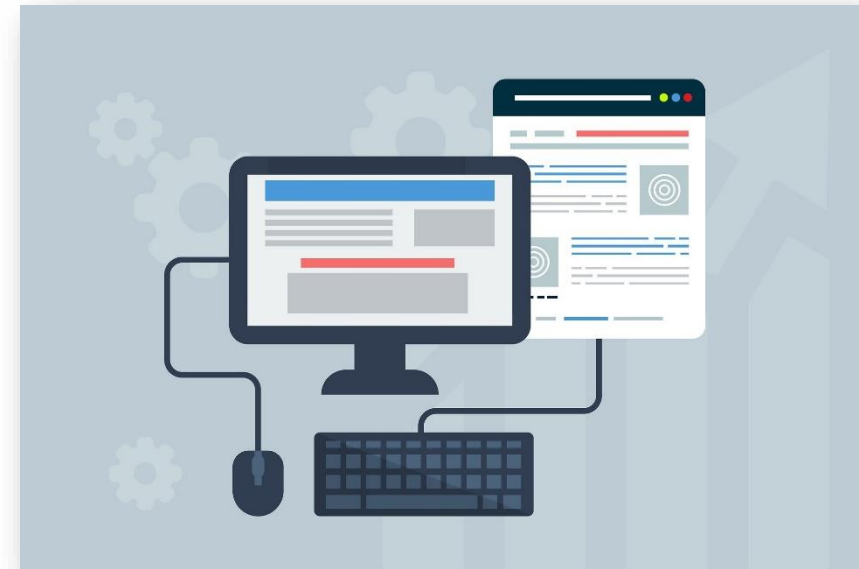
Useful apps

- Toscana Salute - Regione Toscana; App Toscana Salute - YouTube

Toscana Salute is the App that gives access to online Tuscan health services through mobile devices. To use the App in all its functions, it is necessary to activate the Health Card or request SPID credentials. It permit to consult clinical documents, activating the personal Electronic Health File (Fascicolo Sanitario Elettronico-FSE), which can be considered the main digital health tool for the SSN user.

- hAPPyMamma - Regione Toscana

hAPPyMamma is an application on the birth path, promoted by the Region of Tuscany as a tool to accompany women from the beginning of pregnancy until the child's first year of life. Anyone can download it free of charge and access the information content without registering.

EXPLORING DIGITAL HEALTH TOOLS IN:

SPAIN

GERMANY

ITALY
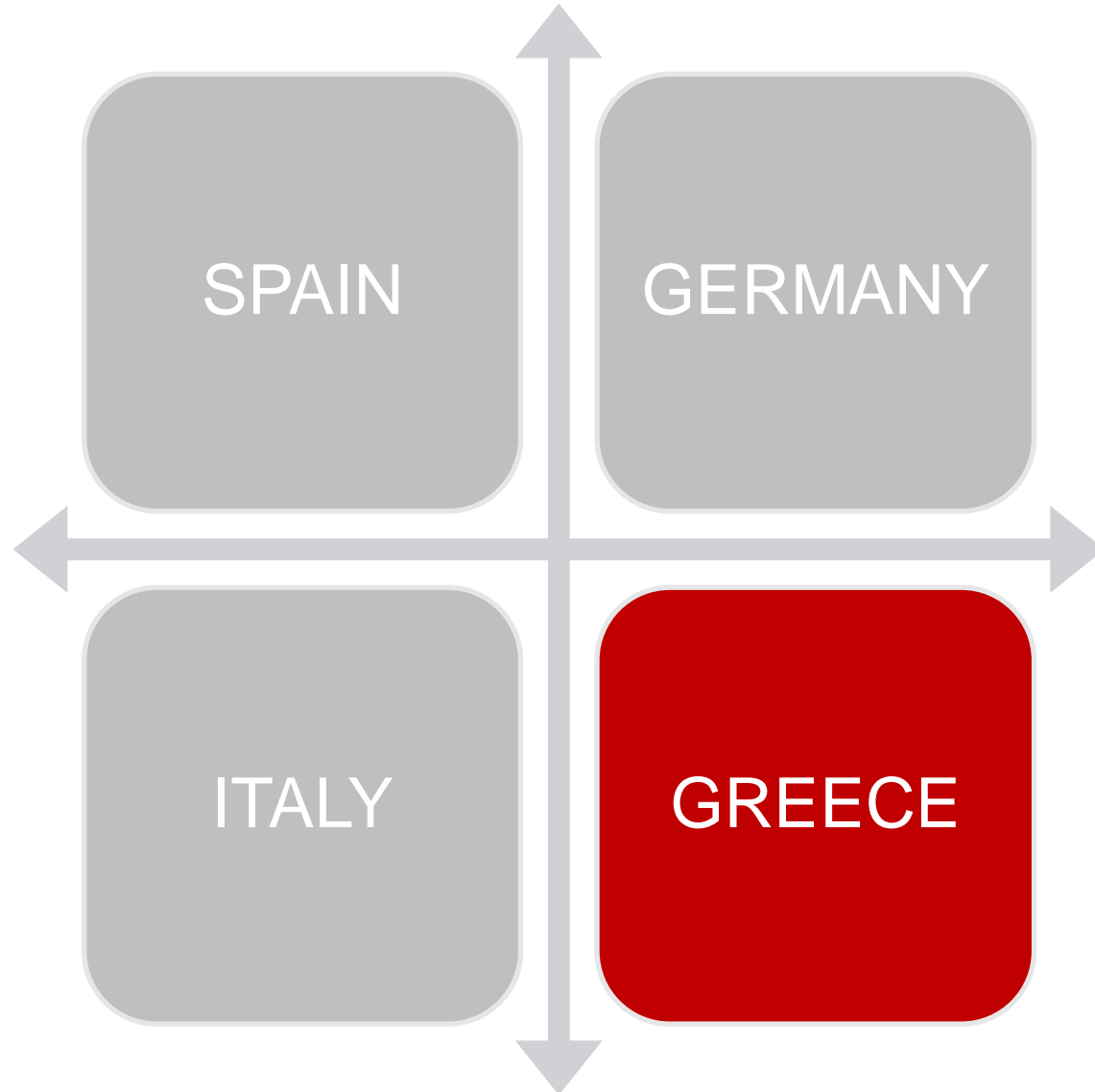
GREECE

Skip Greece

Greece

What apps, websites and information sources should we use in Greece?

National health system

The health care system in Greece is a mixed type system involving:

▪ National health insurance (EFKA-EOPYY)

▪ Public Healthcare System

▪ Private Healthcare System

A comprehensive description of the health care system can be found here:
https://ec.europa.eu/health/system/files/2017-12/chp_gr_greece_0.pdf (in greek)
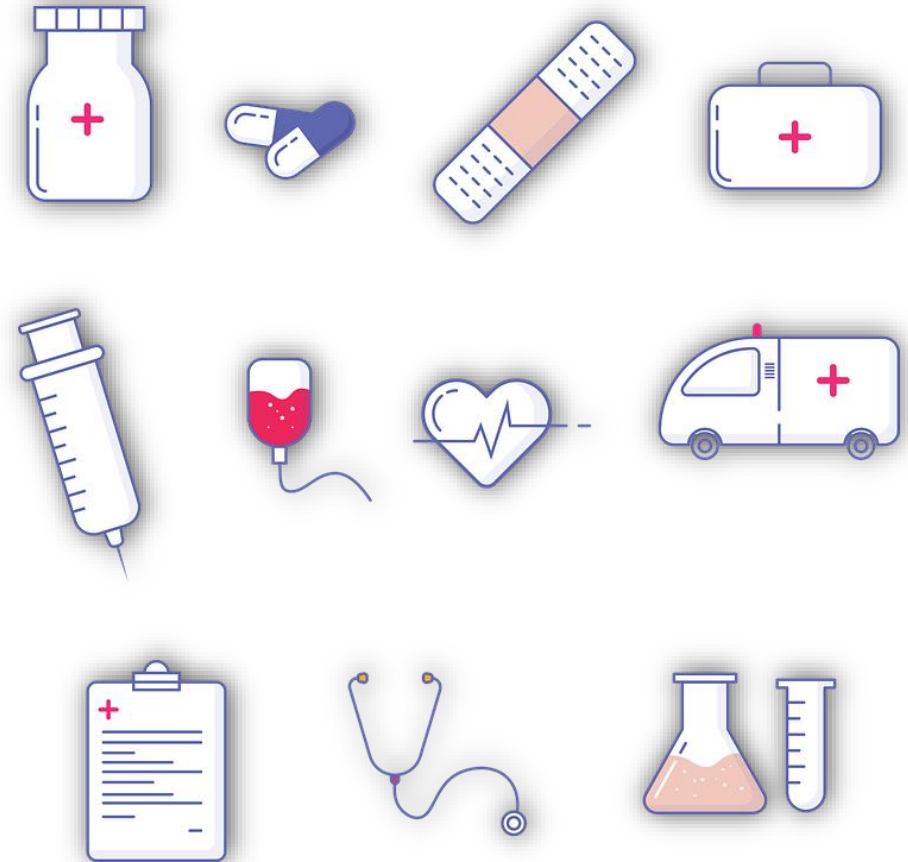
National health insurance

The responsible institute for Greek National Health Insurance is the Single Social Security Entity (EFKA)

- Health insurance addresses to working force and their family members

- You have to issue a **social security card** with an individual unique number (known as AMKA), or a **temporary social security number** (known as PAAYPA) for asylum seekers (which also allows them to work).

- The provider of healthcare services is the National Organisation for Healthcare Provision (EOPYY).
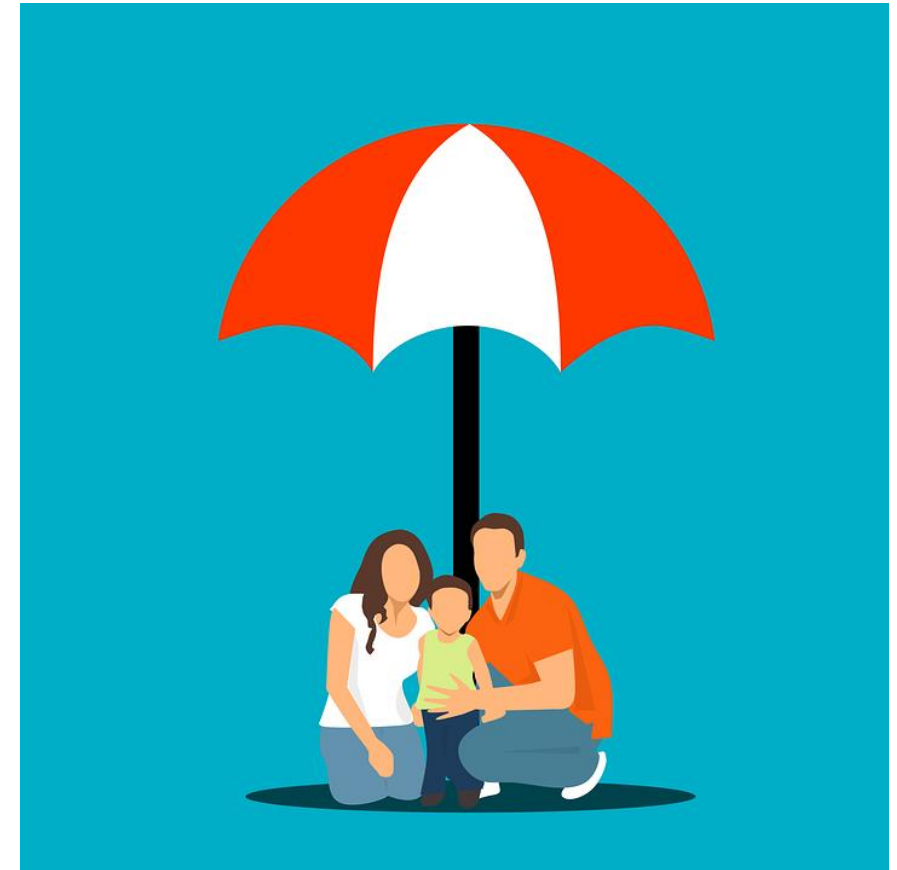
Public Healthcare System

EOPPY is the provider of the Public Healthcare system. Under EOPPY's umbrella:

- National Hospitals (National Healthcare System-ESY)
- ESY Healthcare Centers
- Local Healthcare Units (TOMY)
- EOPYY-contracted freelance physicians

Access to the public health care system is **FREE** when provided by public healthcare institutions

- For: Anyone owning AMKA/PAAYPA card can access public health care system (regardless their social security status)
- When: Arrange an appointment

or

- When: Visit Emergency Departments (when concerning an emergency)
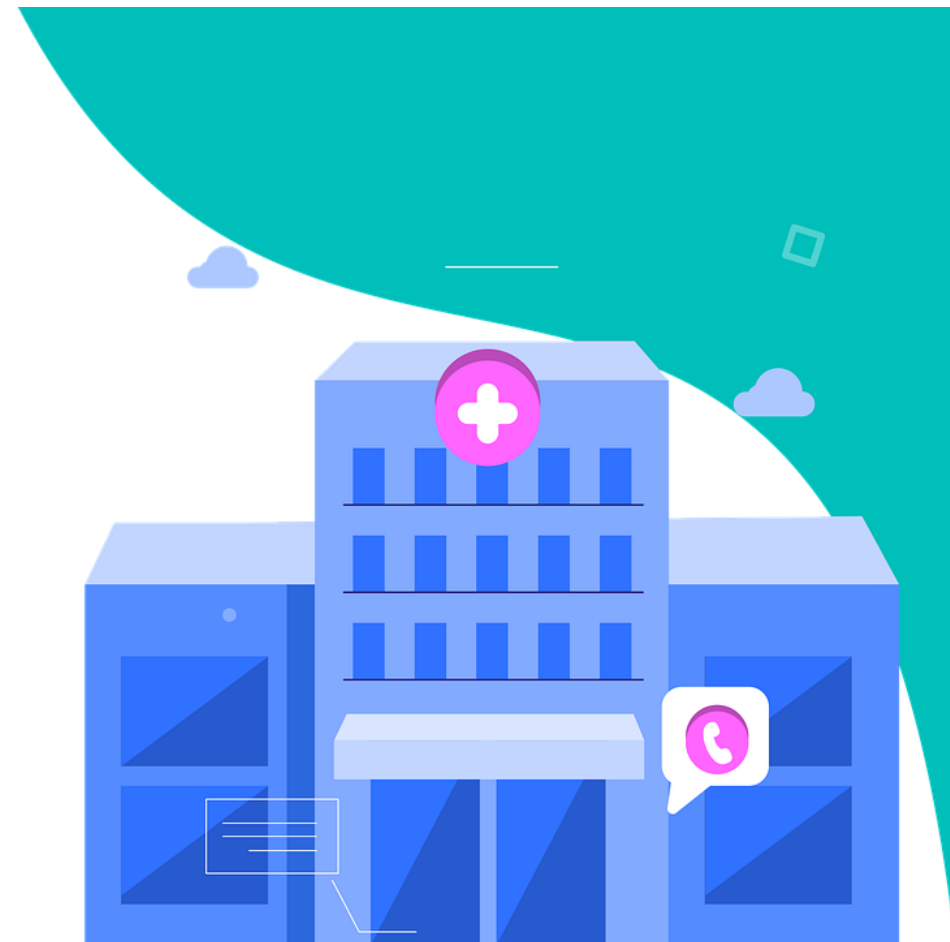
What does Public Healthcare system provide for free (when owning a PAAYPA/AMKA)?

- Healthcare services in the field of preventive medicine for health promotion and prevention

- Clinical examinations, screening, provision of medicine/treatment

- Dental healthcare

- Provision of non-hospital medical treatment for chronic diseases

- Rehabilitation services, such as physiotherapy, logotherapy, ergotherapy, psychotherapy and special education

- Medical transport via floating, aerial or motor vehicles of EKAV

- Provision of medicinal products in certain cases

- Inclusion in dialysis treatment for late-stage nephropathy patients

Inpatient health care - hospitals in Greece

When to go to a hospital?

- In case of an emergency, you can go to the emergency room of the nearest hospital.

- The admission to a hospital is decided by the physician you are treated by, and s/he will usually decide for the most proper hospital you should be admitted to.
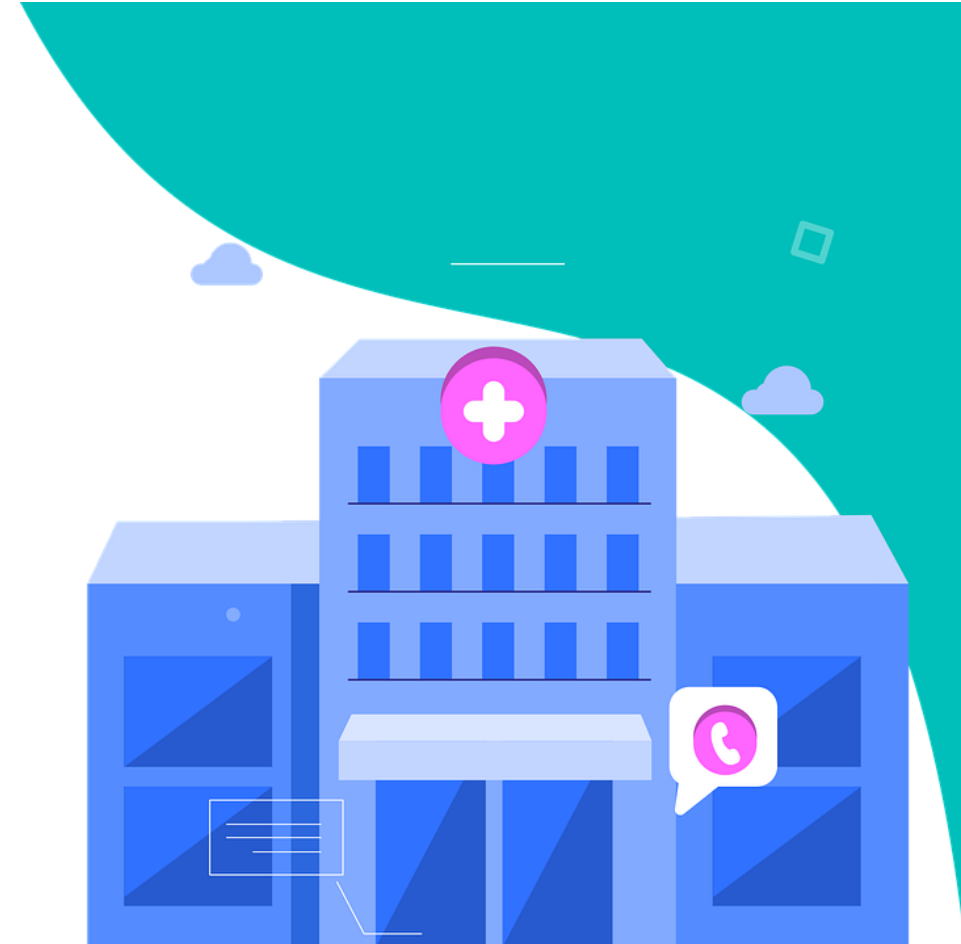
Health care for migrants, refugees and asylum seekers

▪ Everyone who is granted international protection status has access to public health care.

▪ Article 55 of the IPA, introduced a new a Foreigner's Temporary Insurance and Health Coverage Number (PAAYPA), replacing the previous Social Security Number (AMKA). PAAYPA is to be issued to asylum seekers together with their asylum seeker's card. The PAAYPA is deactivated if the applicant loses the right to remain on the territory. Health care for those issuing a PAAYPA includes:

a) clinical and medical examinations in public hospitals, health centers or regional medical centers

b) medication provided on prescription

c) hospital assistance in public hospitals, hospitalization at a class C room

Health care for migrants, refugees and asylum seekers

- Regarding people who are not asylum seekers and they have not granted international protection, the Article 33 of Law 4368/2016 provides free access to public health services to persons without social insurance and with vulnerabilities (pregnant, children, chronically disabled, mentally ill), who are entitled to the Alien Health Care Card (KYPA). In all cases, emergency aid shall be provided to applicants free of charge.

- A number of Nongovernmental organizations (NGOs) and municipality organizations are also involved in the provision of direct health care to migrants/refugees (e.g. health services are offered by Doctors without Borders, Doctors of the world).

Updated law 4839/2021 includes a provision making it possible for **undocumented** people and **stateless** persons in Greece to obtain a provisional social security number (PAMKA) (to access only COVID vaccination)

All people , regardless of legal status, still have the right to access the **Emergency Departments**

Useful links

▪ https://www.amka.gr/have-paaypa/ a website-based platform to check if you own a PAAYPA (multilingual)

Useful apps
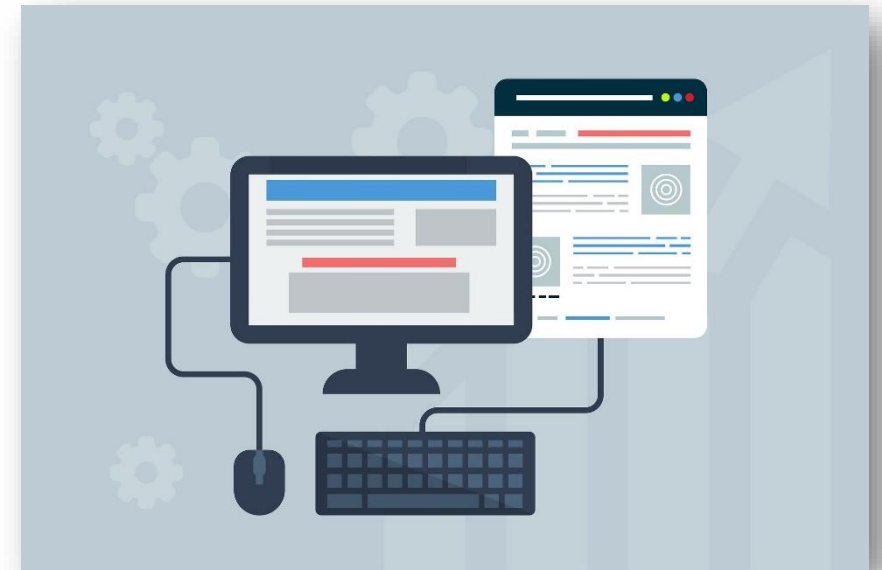
- MyHealth
  (https://play.google.com/store/apps/details?id=gr.gov.myhealth): App to store your prescriptions for medications and diagnostic tests

Action 5.1.3

Conclusions

Objective

Works as groups on specific questions and takes common conclusions on what you have learned.

5.1

5.1.1

5.1.2

5.1.3

5.1.4

Questions

- Which are the main benefits/problems that digital health platforms and apps can have for you, considering your specific situation?

- Do you think that digital health platforms and apps can be interesting for you to manage your own health?

Action 5.1.4
Closing – debriefing

5.1   5.1.1

5.1.2

5.1.3

5.1.4

Objective

■ You will be provided with a summary and clarifications on possible doubts and questions.

■ You will be informed on how the online training sessions are going to run and what is expected from them and explanations on the activities that will be done in the next online training session are given.

■ The trainer summons the students for the next F2F training session.

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Questions

- Which are the main benefits/problems that digital health platforms and apps can have for you, considering your specific situation?

- Do you think that digital health platforms and apps can be interesting for you to manage your own health?

Action 5.2.1
Opening (Day 2)

Objectives

The trainer introduces

- the session, including objectives, activities, and planning.

- the attending peers and doctors and explains their roles.

The aim of the introduction is

- to give an outlook on the training session

- to present the training activities in an overview

Let's start …

5.2.1

5.2

5.2.2

5.2.3

5.2.4

5.2.5

Actions 5.2.2, 5.2.3

How to find health information online

Actually, it should be quite easy to find health information on the internet: You have health problems, search for them on the internet, and you already know what disease you have and what the best treatments are. Or?

Unfortunately, it is anything but easy to assign symptoms to diseases, even if they seem to be clear, and to get suggestions for quick relief or diagnosis. Never forget: the internet is neither a doctor, nor a diagnostic facility, and certainly not a reliable source for therapy. But internet sources can give you valuable help in finding a doctor, diagnostic facilities and therapies - including online treatments. But it will never replace a doctor.

5.2.1

5.2

5.2.2

5.2.3

5.2.4

5.2.5

- In training module 2 you have already learned that there are some diseases that are particularly common among refugees and migrants. You may also have experience of these.

- In this training session you will learn how to best use digital health tools to find out what you are interested in and what meets a reliable health quality standard for you and your family.

Starting a discussion

- **Step 1:** Please discuss which diseases or health-related restrictions you regard as most common (e.g. headache, flu, haematoma) according to your national background and personal experiences

- Note down each disease on differently coloured cards (one colour for each disease)

- Post the cards on the pin board
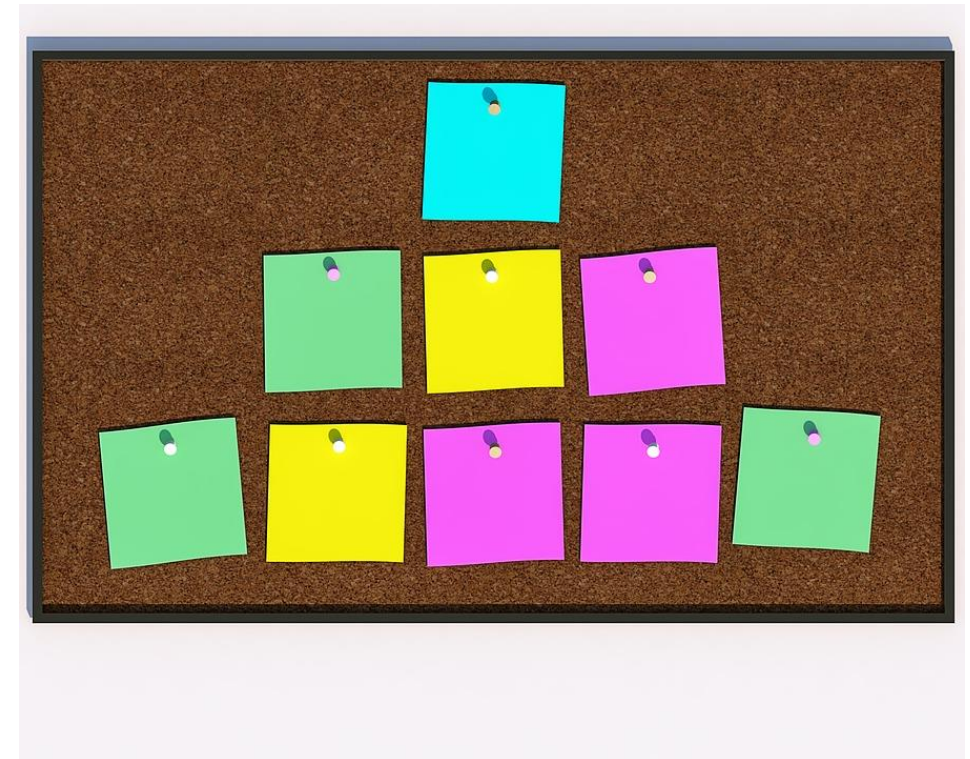
Coming to a decision

- **Step 2:** Your trainer will give each learner 5 sticky dots, which you should stick on the cards whose diseases you consider the most common

- The more dots one disease earned, the higher it gets on priority.

- Now have a closer look at those 5 diseases which earned the most dots.
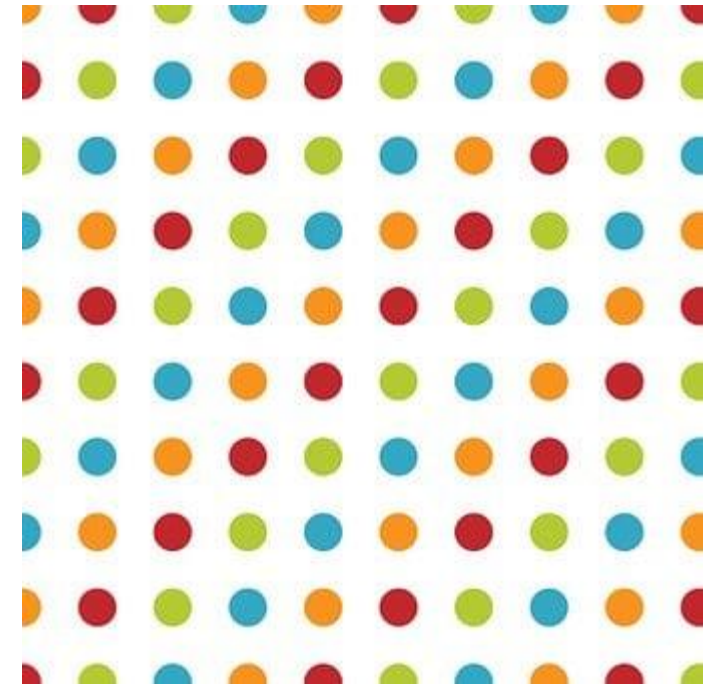
- Now you have a priority list of 5 most common diseases
- Please split into small groups of 2-3 persons and allocate 1 disease to each group
- Each group gets online and searches for this disease
- Count how many digital sources you can find in the given timeframe which are offering information about the disease and possible treatment

Then, please

- Check differences, e.g. if the treatment is offered by "conventional medicine" or by other treatments like natural healing methods
- Check if there is a majority in provided information (e.g. more information on natural healing, number of possible triggers for the disease, information on different treatments for the disease, etc)

Present your results to the whole group answering the following questions:

- Was there much variation in the descriptions of the diseases and their treatment in the online information found?
- How was the cooperation in the group during the online search?
- In case you had different national backgrounds, were there differences in the assessment of the treatments for the chosen diseases?
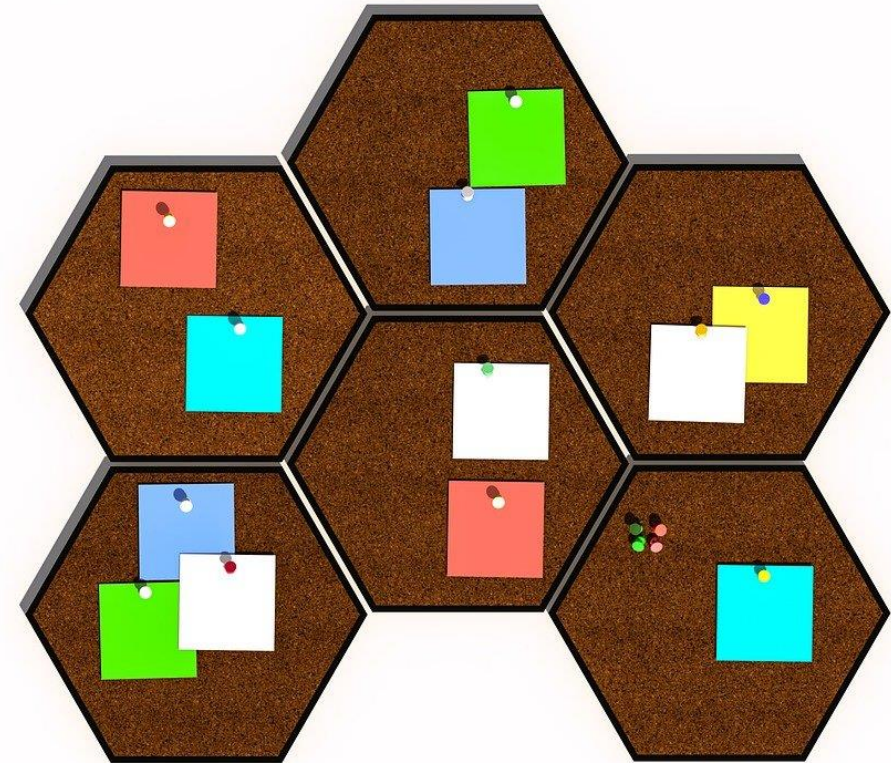
Online homework

Your trainer summarises the results of this learning unit and gives you the following task to be solved online as homework:

- Please answer an online questionnaire.

- This questionnaire is about which criteria were important for you to find the desired information online.

- The aim is to find out how you organised your search and whether you were able to evaluate the information you received.

Online homework

Any questions on the learning content and the homework?
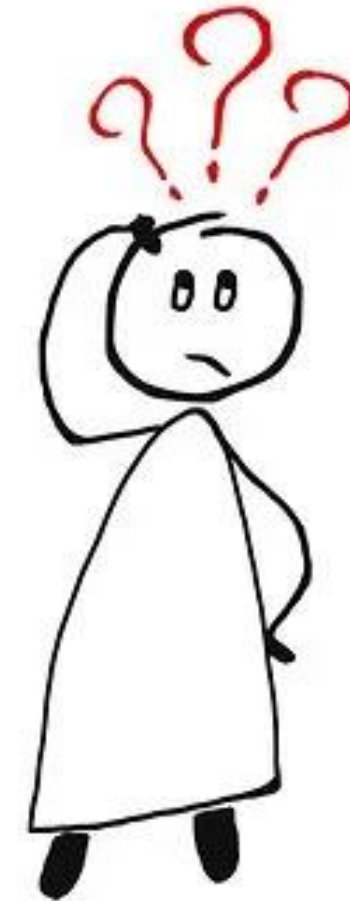
Action 5.2.4
Conclusions

5.2.1

5.2

5.2.2

5.2.3

Objective

The trainees to present present the outcome based on their experiences, priorities and options.

5.2.4

They give their opinion on the methodology of the session, e.g. on the additional value of teamwork, the advantages of different backgrounds of the participants and if they had similar or different experiences.

5.2.5

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Action 5.2.5

Closing - debriefing

Objectives

The **trainer**

- summarises the content of the session and tries to clarify possible doubts and questions

- summons trainees for the next F2F training session and asks them to keep the collected information for the online session

- explains the assignments to be done in the online training session and gives an indication on the timeline

5.2.1

5.2

5.2.2

5.2.3

5.2.4

5.2.5

Action 5.3.1
Opening (day 3)

Objectives

The trainer introduces

- the session, including objectives, activities, and planning.

The aim of the introduction is

- to give an outlook on the training session

- to present the training activities in an overview

Let's start …

5.3.1

5.3.2

5.3

5.3.3

5.3.4

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5.3.2
Appraisal of information

- Do you think that health information from the internet can be trusted? Unfortunately, not always, but since it is your health and perhaps that of your loved ones that is at stake, you should be able to trust this information.

- In module 4 you already learned how important it is to check information on the web. In this learning unit you will learn to check health information and for this we will first look at the results of your homework.

Get back to the outcome of the last online session!

5.3.1

5.3.2

5.3.3

5.3

5.3.4

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Check health information

- Your trainer presents the outcome of the questionnaire done in the online session before.

- S/he shows which criteria were regarded as most important for you in searching online health information.

- S/he will then ask how you would appraise the online information gained related to some criteria and herewith assess the reliability of the information.

- **You are asked for a careful examination of (3-5) of the websites you have checked.**

In training module 4 you have already learned how to check the quality of a homepage in general. Now let's check this knowledge linked to health websites according to the following questions:

▪ **Who is the provider?** The provider should be directly related to the health sector, it can be a public or private institution (e.g. a hospital) or a person (e.g. a doctor)?

▪ **Is the background and expertise of the author described** and linked to other experts in the field and respective health publications?

- **Is there an imprint?** A missing or incomplete imprint should always make you suspicious. If an imprint conceals more than it reveals, the owner of the health website may not want to be identified.

- **Are the pages up-to-date?** Missing information on the last update or outdated content references (e.g. to events long past) suggest that the page is no longer maintained and that information provided might not be relevant or true any more. This is a very serious issue in the health sector as health is constantly linked to research which brings improvements in medication.
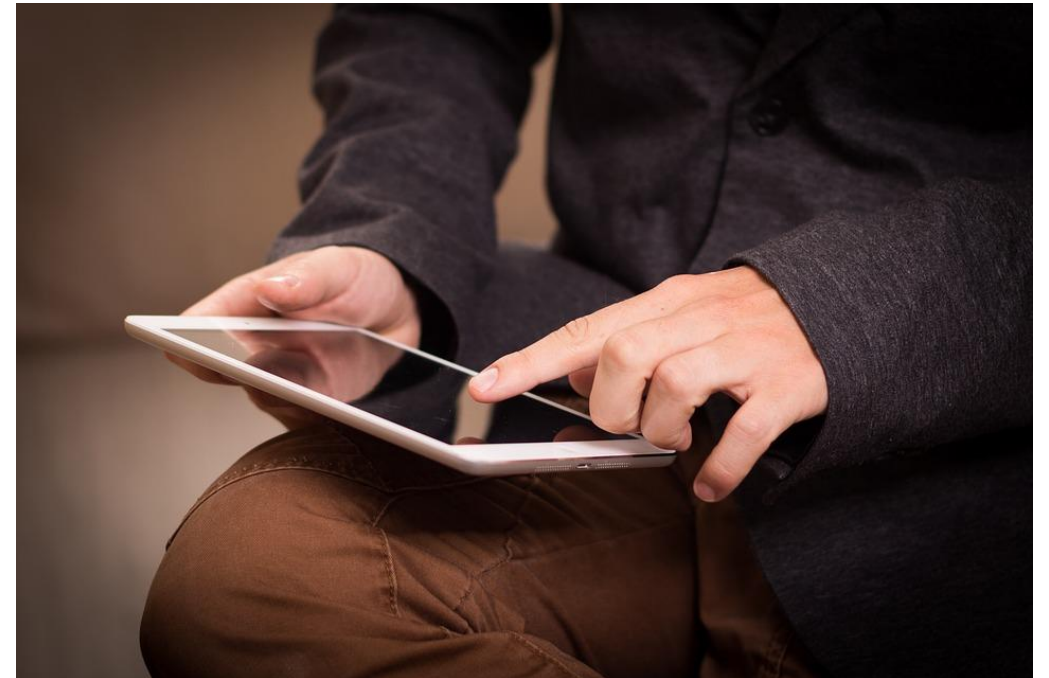
- **Does the tool provide objective information?** The language should be clear and factual without assumptions or partisanship for medicines or treatments.

- **Are there contact details?** Are they clearly visible? Can someone be reached at the telephone number given? Is the e-mail address active? Does the given postal address even exist? Have a look at Google Maps to see if you can find the health institution or a doctor at the given address.

- **Are the sources of the content identified?** A credible health website must have complete and comprehensible sources and must be easy to find.
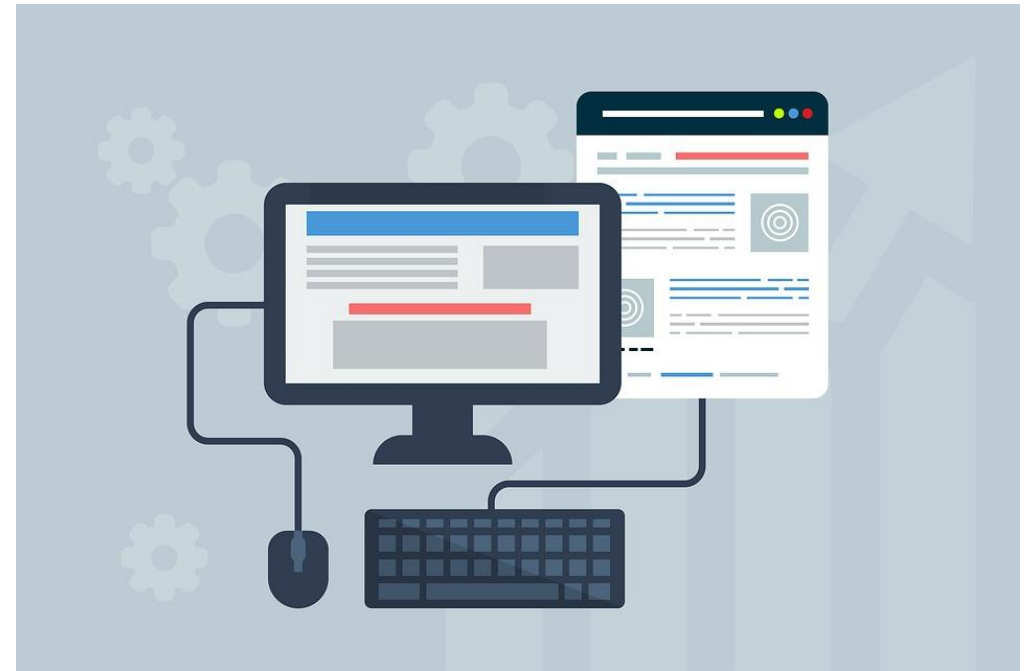
- **Is the text reproduced without errors?** If there are many errors, unfamiliar expressions or incoherent sentences, there may be dubious intentions behind the page. Question the health information critically and check it through other sources.

- **Are there advertisements on the pages?** Reputable institutions in the health sector refrain from advertising from third-party providers.

- **Are the layout and user guidance easy to follow?** Serious sites prefer a clear layout and intuitive navigation.

- **Does the website address has a Hypertext Transfer Protocol (http)?** A first indication of a secure and serious website is the addition of an s (https) to the http. The s stands for "secure" and promises that the data of one's own computer is transmitted to the server in encrypted form. However, just because a health site is encrypted does not mean that it is serious.

- **Is the domain under which the page can be accessed traceable?** Variations of well-known (brand) names or many hyphens can indicate a site that should not be trusted.

▪ Please do this exercise individually answering the questions

▪ After a pre-defined time (e.g. 30 minutes) the trainer will ask you about the outcome of your checks and if there are websites which you would not trust any more and why.

▪ The exercise can be documented on a pin board.
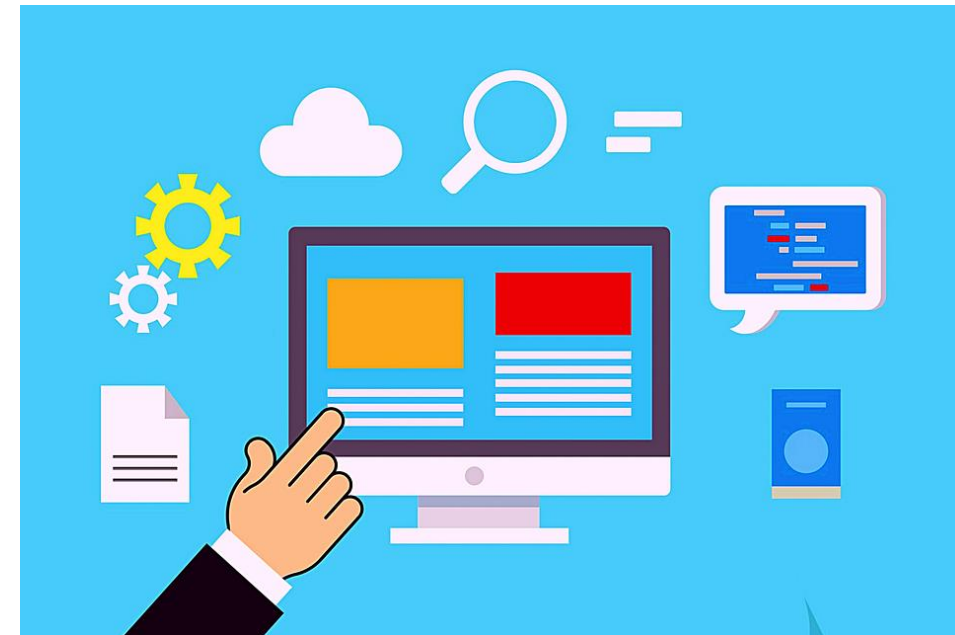
Online homework

- Check 2 more online sources according to the questions presented in the face-to-face session.

- Include your answers in an online questionnaire and summarize their outcome in a free text field.

- Define the strengths and weaknesses of the information provided, which information you consider as problematic and which source you would (not) trust.

Any questions on the learning content

and the homework?

Action 5.3.3

Outcome of appraisal

Objectives

The **trainees** will be asked to present their outcome in terms of appraisal of the content provided by different websites and portals.

The **trainer**

- asks the trainees who of them will still / not any more trust the information on the chosen website and why

- summarises the content of the session and tries to clarify possible doubts and questions

- explains the assignments to be done in the online training session

5.3.1

5.3.2

5.3   5.3.3

5.3.4

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Action 5.3.4
Closing - debriefing

Objectives

The **trainer**

- summarises the content of the session and tries to clarify possible doubts and questions

- summons trainees for the next F2F training session and asks them to keep the collected information for the online session

- explains the assignments to be done in the online training session and gives an indication on the timeline.

5.3.1

5.3.2

5.3

5.3.3

5.3.4

Action 5.4.1
Opening (day 4)

Objectives

The trainer introduces

- the session, including objectives, activities, and planning.

The aim of the introduction is

- to give an outlook on the training session

- to present the training activities in an overview

Let's start …

5.4.1

5.4.2

5.4.3

5.4

5.4.4

5.4.2 & 5.4.3
Practical exercises

5.4.1

5.4.2

Let's start …

5.4.3

Let's put what we have previously learned into practice!

5.4   5.4.4

STEPS FOR THE ACTIVITY

- Form groups of 2

- Take the card with the proposed scenario, discuss it with your partner.

- Solve the scenario using the digital device at your disposal.

- Discuss the solution with the rest of the class and the trainer.

Activity 1

- *I want to find information on the internet regarding whether or not it is advisable to get a flu vaccination, given the pandemic situation, how would I search for information?*
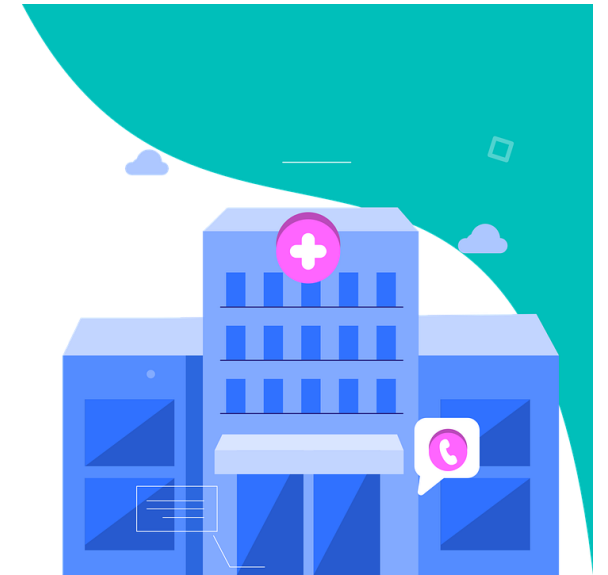
Activity 2

- *I want to become a blood donor, where can I find the information? What are the requirements to donate blood? Where can I go to donate blood?*
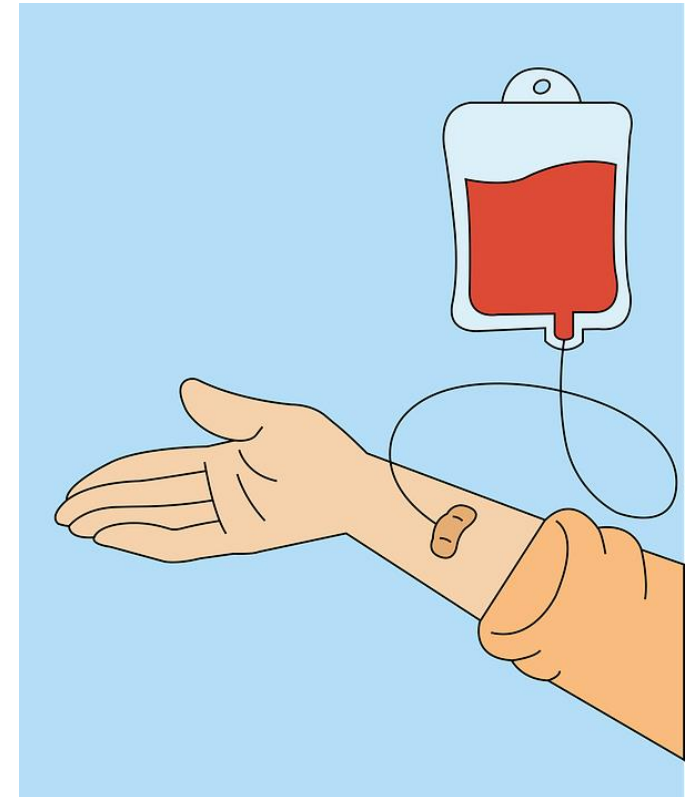
Activity 3

- *How do I find a hospital for an emergency?*

- *If something happens to me while I am at home, which hospital I should go to?*
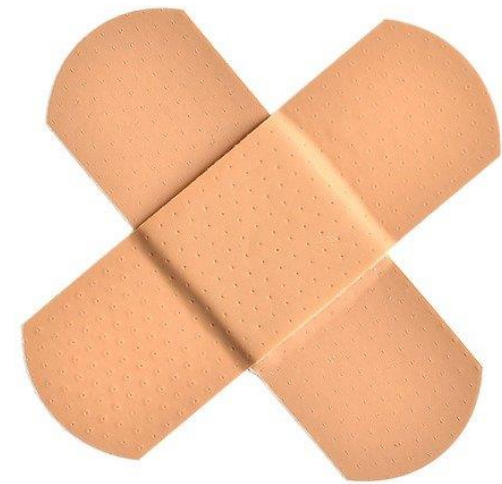
Activity 4

- *How do I get an appointment with my doctor?*

Activity 5

- *I think I have a sprain, who should look at*

how do I make an appointment?

Activity 6

- *I have a toothache; how do I access public dental services?*

Activity 7

- *How do I ask for an appointment with the psychiatrist?*

Activity 8

- *How do I know pharmacies near me?*

- *What can I get in a pharmacy?*

Action 5.4.4
Closing - debriefing

Objectives

The **trainer**

- summarises the content of the session and tries to clarify possible doubts and questions

- summons trainees for the next F2F training session and asks them to keep the collected information for the online session

- explains the assignments to be done in the online training session and gives an indication on the timeline.

5.4.1

5.4.2

5.4.3

5.4   5.4.4

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Migrants Digital Health Literacy

Congratulations!
You have completed this module!

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