e-Health Literacy Toolkit

Senior Modules

E-HEALTH4SENIORS:
Strengthening the eHealth literacy skills of older adults

Erasmus+ project (2025-1-EE01-KA210-ADU-000356010)

Co-funded by the European Union



Website:
https://ehealth4seniorsproject.eu/

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Introduction

These learning modules were created as part of the eHealth4Seniors project to help older adults feel more confident using digital health tools.

The modules explain in simple steps how to use services such as online doctor consultations, health apps, and digital health records, while also showing how to stay safe and protect personal health information.

The goal is to help you understand digital healthcare, feel more independent, and take better care of their health using technology.

1



TELEMEDICINE AND E-HEALTH SYSTEMS

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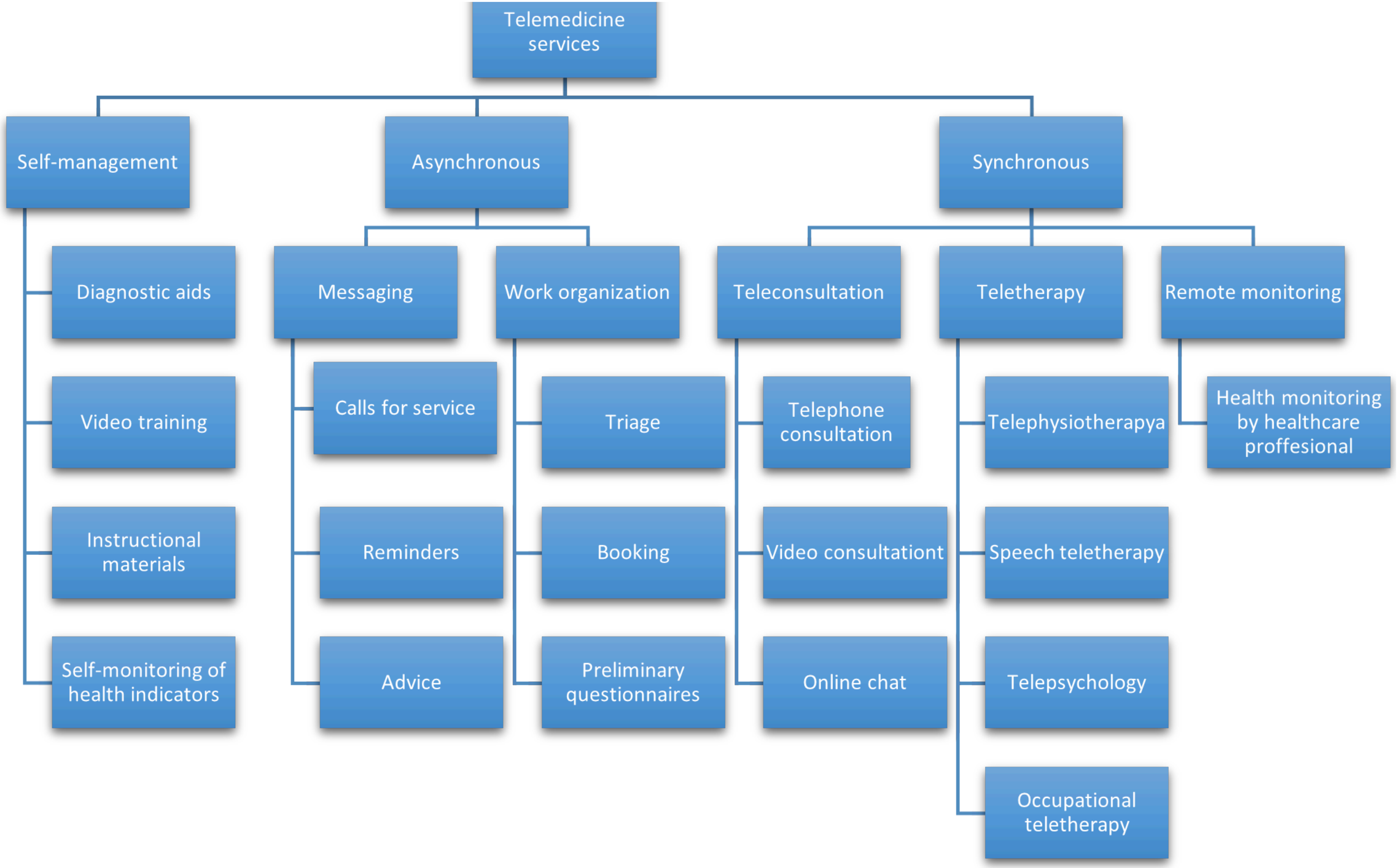
MODULE OVERVIEW

- E-Health infrastructure and strategy

- Learning objectives:

-to learn about national e-health systems;
-to learn about telemedicine;
-to learn how to navigate existing portals and links.

Teleconsultation is a remote consultation between a healthcare professional and a patient by means of a secure ICT solution that allows synchronous communication between the parties via telephone, video or web chat.


Telemedicine services
Self-management
Asynchronous
Synchronous
Diagnostic aids
Video training
Instructional materials
Self-monitoring of health indicators
Messaging
Work organization
Calls for service
Reminders
Advice
Triage
Booking
Preliminary questionnaires
Teleconsultation
Teletherapy
Remote monitoring
Telephone consultation
Video consultationt
Online chat
Telephysiotherapya
Speech teletherapy
Telepsychology
Occupational teletherapy
Health monitoring by healthcare proffesional

ESTONIA

Estonia is recognized globally for its advanced digital health ecosystem. The country uses a nationwide, integrated eHealth infrastructure that connects nearly all healthcare providers and citizens.

The National Health Information System (EHIS) serves as a central backbone for storing medical data such as clinical summaries, lab results, prescriptions, and imaging.

The Patient Portal **(Digilugu - Terviseportaal)** enables citizens to access their own health information, track who has viewed their data, and manage permissions.

https://www.terviseportaal.ee/



You can find all information about your health there, results of analyses, visits to doctors, dentist, prescriptions.

THE E-PRESCRIPTION SYSTEM DIGITALIZES NEARLY ALL PRESCRIPTION MANAGEMENT AND ALLOWS PATIENTS TO OBTAIN MEDICINES WITHOUT PRINTED DOCUMENTS:

HTTPS://TERVISEKASSA.EE/EN/PEOPLE/PHARMACEUTICALS/DIGITAL-PRESCRIPTION

You can see all of your digital prescriptions in the health portal

https://www.terviseportaal.ee/en/

or the state portal

https://www.eesti.ee/eraisik/en/avaleht

The Estonian digital prescription is also valid in few EU countries. When buying the prescribed medicinal product, a person only needs to submit their ID card or passport. More information about the cross-border digital prescription can be found here https://www.tehik.ee/en/cross-border-digital-prescription.

Video 'How to buy medicinal products with a digital prescription?'

https://www.youtube.com/watch?v=MOa8oLyVbRI



Remote consultations via phone, video, and online platforms are widely used and reimbursed by the Estonian Health Insurance Fund.

HTTPS://TERVISEKASSA.EE/EN/PARTNER/MEDICAL-INSTITUTIONS/DEVELOPMENT-TELEMEDICINE/TELECONSULTATIONS

GREECE

The National Telemedicine Network (EDIT) currently includes the following:

- 66 Patient-Doctor Telemedicine Stations (STIA) covering hospitals, health centers, and multi-purpose regional clinics.
- 21 Telemedicine Consultant Physician Stations (TCPS), which are installed in 12 hospitals of the 2nd Regional Health Authority and in the National Ambulance Service.
- 70 Home Care Stations (HCS), which are located in patients' homes or in social care facilities within the boundaries of the 2nd Health Region.
- Training Center at the Piraeus Health Center.
- The Data Center hosted (collocation) at the (high availability) Data Center of the General Secretariat for Public Administration and e-Government
- The interconnection of the EDIT units is achieved through the SYZEFXIS Public Data Network.
- The Helpdesk hosted at the 2nd Regional Health Authority.

Telemedicine in Greece:
https://lawgroup.gr/telemedicine-in-greece/

Based on the plan drawn up by the government,
telemedicine will reach approximately 3,500 locations
throughout Greece.





Through the public health system

Health Centers & Hospitals (ESY)

- The citizen:
  - contacts the Health Center in their area
  - or their family doctor (if available)

- If deemed necessary:
  - teleconsultation with a specialist doctor
  - usually from the Health Center (not from home)

- Services of the National Health System are used

Through private telemedicine platforms (from home)



Teleconsultation as a remote consultation. How it works:

1. **Select a telemedicine platform**
2. **Create an account (email or mobile phone)**
3. **Select a specialty (e.g., internist, psychologist)**
4. **Make an appointment**
5. **Video call from your mobile phone, tablet, or computer**

After the appointment:
-treatment guidelines
-medical report (PDF)
-referral for tests

Private telemedicine platforms

Scan the QR code below with your mobile phone and access the website.

- doctoranytime DO+ – Live chat service with a doctor and the ability to switch to a video call.
- DoctorTora – Greek telemedicine platform that offers video calls with licensed doctors.
- HOMED Telemedicine – Online appointments with doctors via video call and the ability to issue prescriptions and referrals where appropriate.
- SOS Doctors Online – Booking a teleconference with a doctor via video call after telephone communication.

What’s included in the €49 service?

- One-on-one video consultation with a certified doctor
- Review of your symptoms and health history
- Diagnosis and treatment recommendations
- Prescriptions or referrals if required
- 100% private and secure communication



https://www.homed.gr/en/telemedicine/affordable-telemedicine-greece/

WHATSAPP +30 697.69.13.046

SLOVENIA

Telekap: A telemedicine solution improving acute stroke management through remote neurologist support. Telekap (TeleStroke) has been used since 2015.

e-Care: A system for emergency communication, vital signs monitoring, and rapid assistance, co-financed by municipalities and integrated into long-term care for people over 80.

Central Registry of Patient Data (CRPD): This is the backbone of e-health in Slovenia. It stores patients' electronic health records and allows secure, real-time exchange of data among healthcare providers across the country.

ePrescriptions and eReferrals: Electronic prescriptions and referrals are widely used, with high adoption among doctors — historically above EU averages.

zVEM patient portal and app: Patients can access their own health data, prescriptions, referrals, and medical records through this secure portal using digital identity.

Cross-border eHealth: Slovenia participates in EU infrastructure (SiNCP) so health data can be exchanged securely with other EU countries when needed.

Magda is a mobile application for the elderly, where all important content and information for the elderly are gathered in one place.

Slovenia's eHealth strategy for 2022-2027:

https://digitalhealthuptake.eu/radar-repository/slovenias-ehealth-strategy-for-2022-2027/

Centre for Telehealth (CEZAR) in the General Hospital Slovenj Gradec supports patients with chronic conditions such as heart failure and diabetes at home, showing reduced hospitalisations and improved clinical outcomes through regular remote monitoring.

Providers like Telekom Slovenije offer telemedicine platforms connected to national eHealth infrastructure, enabling remote monitoring of vital signs and communication between patients and health professionals via smartphone or tablet applications.

These systems were used, for example, during the COVID-19 pandemic to monitor patients at home and reduce physical contact.



A national project „Zdravje na daljavo in telemedicina“ is underway (financed by EU Recovery and Resilience funds) to integrate telemedicine services with the existing national eHealth platform (zVEM) and the Central Registry of Patient Data. This will enable secure remote communication between patients and any of their health providers from a single portal.

The initiative aims to make telemedicine more standardised, to digitalise questionnaires and patient-reported outcomes, and to integrate remote vital sign monitoring devices into regular care. It is expected that at least 1,500 healthcare professionals will be using the national telemedicine system.



NATIONAL DIGITAL HEALTH REFORMS ARE INTEGRATING TELEMEDICINE INTO THE BROADER EHEALTH ECOSYSTEM (PORTAL ZVEM, CRPD).

REIMBURSEMENT IS POSSIBLE UNDER NATIONAL HEALTH INSURANCE, WITH ONGOING EFFORTS TO STABILISE FUNDING AND EXPAND SERVICES.

CHALLENGES REMAIN IN READINESS, STRATEGY, INTEGRATION, AND USER ADOPTION.

Telemedicine services can be reimbursed under Slovenia’s compulsory health insurance through the Health Insurance Institute of Slovenia, with no strict restrictions on what types of medicine may be prescribed via telemedicine. Data protection and digital health regulations apply as they do for other digital health solutions, with no separate, specific telemedicine legal regime beyond general health data rules.

Telemedicine is being used in family medicine and chronic disease care as a complement to in-person services. Early studies suggest positive patient experiences but also highlight the importance of personalised assessment and support, particularly for older or less digitally proficient patients. Remote monitoring equipment and platforms can improve quality of life for people with chronic conditions, simplify follow-up, and reduce the need for physical visits — though acceptance and usability vary by patient population.

Self-monitoring

Self-tracking

Telephone support

Telephone monitoring

Internet-based health information

Computer-Based Self-health Monitoring

Community pharmacies counseling



EVALUATION QUESTIONS

1. What telemedicine services do you know?
2. What information can you find on your national telemedicine portals?
3. Do you use telecommunication services? How?

2

DATA HEALTH MANAGEMENT AND PRIVACY



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Short description

- A personal health record (PHR)
- Medical data
- Protecting personal information
- Risks and digital safety

Learning objectives

- to learn what is personal health record;
- to understand why data protection is important;
- to learn risks and what to do for the data protection.

Personal Health Record

A personal health record (PHR) refers to the collection of an individual's medical documentation maintained by the individual or a caregiver in cases where patients are unable to do so themselves. It can be physical or digital. This personal information includes details such as:

- The patient's medical history
- Applicable diagnoses
- Historical and ongoing medications, including over-the-counter and alternative treatments
- Past medical and surgical interventions
- Immunization status
- Allergies and other relevant medical conditions that can impact the delivery of emergency care (eg, type 1 diabetes)
- Blood type
- Whom to contact in the event of an emergency

Insurance information

- Contact information for the patient's regular health providers



MEDICAL DATA CONTAINS INFORMATION ON A PERSON'S STATE OF HEALTH AND THE MEDICAL TREATMENT THAT THEY HAVE RECEIVED.
THE PROCESSING OF HEALTH DATA IS A RESTRICTION OF RIGHT TO PRIVATE LIFE AND, THEREFORE, MUST BE DONE ONLY IN ACCORDANCE WITH THE REQUIREMENTS OF LAW.

The General Data Protection Regulation (GDPR) recognises data concerning health as a special category of data and provides a definition for health data for data protection purposes.

Processes that foster innovation and better quality healthcare, such as clinical trials or mobile health, need robust data protection safeguards in order to maintain the trust and confidence of individuals in the rules designed to protect their data.

European Data Protection Supervisor

https://www.edps.europa.eu/data-protection/our-work/subjects/health_en



PROTECTING PERSONAL INFORMATION, MEDICAL HISTORIES, AND FINANCIAL DATA IS NOT JUST A LEGAL REQUIREMENT BUT ALSO AN ETHICAL OBLIGATION.

EFFECTIVE DATA PROTECTION MEASURES HELP:

- Maintain patient trust and confidentiality
- Ensure compliance with regulations
- Protect against cyber threats and data breaches
- Maintain the integrity and availability of critical healthcare information
- Support continuous, uninterrupted patient care

https://www.hycu.com/blog/what-you-need-know-about-data-protection-healthcare

Data protection is not a one-time effort but an ongoing process that requires continuous evaluation, improvement, and adaptation to the evolving threat landscape and technological advancements in healthcare.

UNDERSTANDING AND MANAGING THE CHANGING TYPES OF RISKS IN HEALTHCARE IS IMPORTANT FOR PROVIDING SAFE, COMPLIANT, AND EFFICIENT CARE



Healthcare risk report:

https://www.marshmma.com/us/insights/details/healthcare-risk-report.html

TYPICAL DATA PROTECTION PROBLEMS AT THE RECEPTION

- **Conversations at reception: One or more people can listen in on conversations**
- **Transmission of diagnoses: Diagnoses are transmitted unprotected at reception or unencrypted by email**
- **Unattended reception: Reception remains unattended, allowing unauthorized access to files and PCs**
- Lack of information for patients: Patients must always be informed about the processing of their data in the practice. This is often not done (sufficiently).





DIGITAL SAFETY

Phishing is the fraudulent attempt to steal user data such as login credentials, credit card information, or even money using social engineering techniques.

This type of attack is usually launched through e-mail messages, appearing to be sent from a reputable source, with the intention of persuading the user to open a malicious attachment or follow a fraudulent URL.

EVALUATION QUESTIONS

1. What is personal health record?
2. Why data protection is important?
3. What are risks?
4. What can you do for the data protection?

3



DIGITAL HEALTH APPLICATIONS

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MODULE OVERVIEW

- Short description
- Learning objectives
- Main Content
- Reflection
- Mini Quiz or Self-assessment



SHORT DESCRIPTION

This module introduces you to health apps and wearable devices that can support your health and wellbeing. You will learn how these tools work, how to use them in daily life, and how to choose safe and reliable applications.

👉 The goal is to help you use simple digital tools to stay active, healthy, and independent.

LEARNING OBJECTIVES

- Understand what health apps and wearables are
- Recognise different types of health applications

- Learn how to use simple apps
- Understand basic health data

- Choose safe and useful tools

WHY DIGITAL HEALTH APPLICATIONS MATTER?

Digital tools can help you take care of your health.

They support healthy habits

- Help monitor your condition
- Make daily health management easier

👉 You can take a more active role in your health



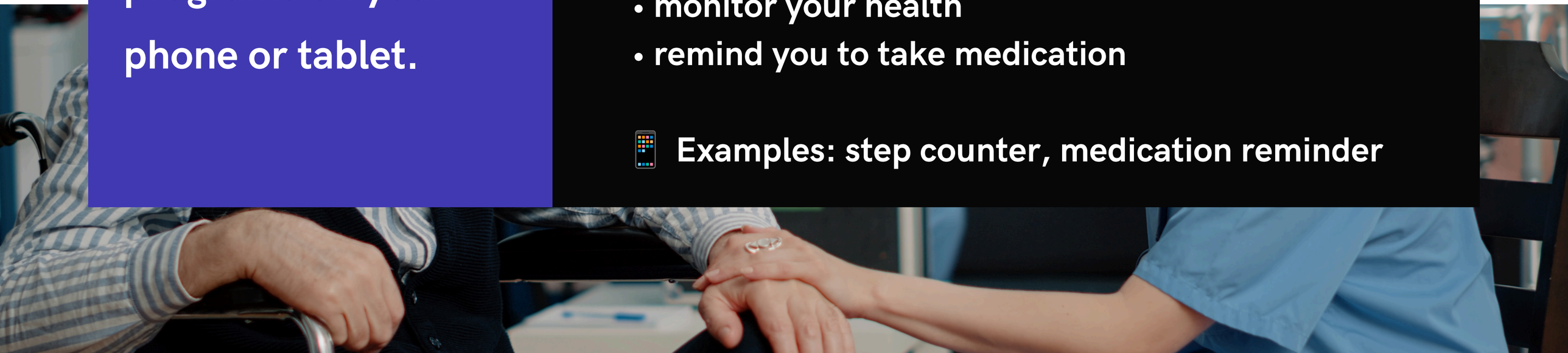
WHAT ARE HEALTH APPS?

Health apps are programs on your phone or tablet.

They can help you:

- track your activity
- monitor your health
- remind you to take medication

📱 Examples: step counter, medication reminder



WHAT ARE WEARABLES?

Wearables are devices you wear on your body.

Examples:

- smartwatches
- fitness trackers

They can measure:

- steps
- heart rate
- sleep





TYPES OF HEALTH APPS

There are many types of apps:

- Physical activity (walking, exercise)
- Nutrition and healthy lifestyle
- Medication reminders
- Chronic disease management
- Mental wellbeing

👉 Choose what fits your needs

USING HEALTH APPS

Basic steps:

1. Download the app
2. Open and set up your profile
3. Enter simple information
4. Start tracking your activity

👉 Start with simple apps



HEALTH APPLICATIONS

Medication Reminder Apps:

- **Medisafe**
- **MyTherapy**

Mental Wellbeing Apps:

- **Calm**
- **Headspace**



📱 MyHealth App

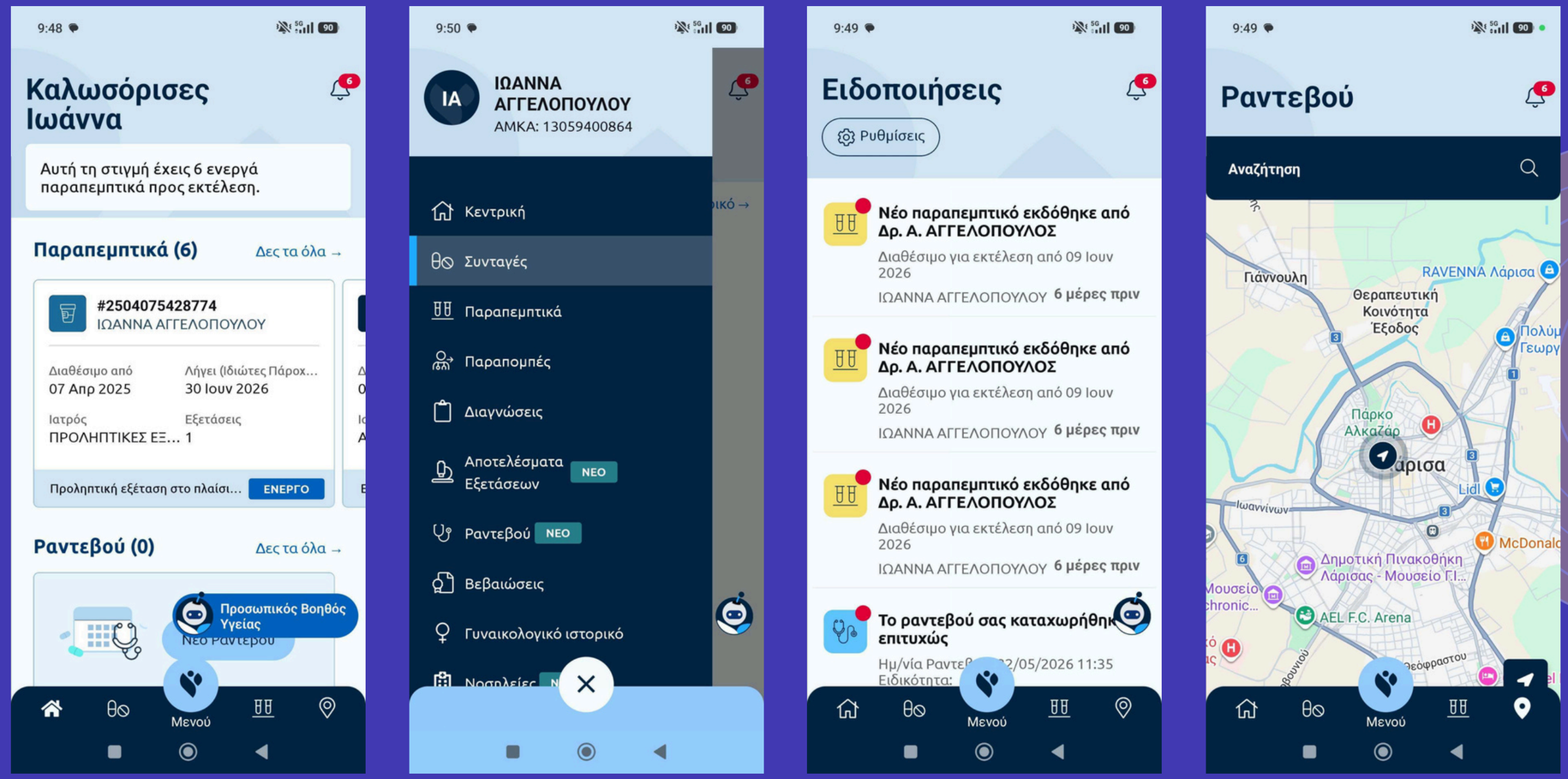
MyHealth App is the official digital health application of the Greek state. It gives citizens the ability to easily access electronic prescriptions, referrals and important information regarding their health, directly from their mobile phone.

Key benefits:

- Access to prescriptions and referrals
- Easy health information management
- Secure access via TaxisNet codes
- Availability of information anytime and from anywhere

To log in to the MyHealth App, you need:

1. Download the application on your mobile phone (Android or iPhone).
2. Must have TaxisNet codes.
3. Must have a social security number.
4. Have activated Physical Prescription (recommended for full utilization of the services).


9:48
Καλωσόρισες Ιωάννα
Αυτή τη στιγμή έχεις 6 ενεργά παραπεμπτικά προς εκτέλεση.
Παραπεμπτικά (6)
Δες τα όλα →
#2504075428774
ΙΩΑΝΝΑ ΑΓΓΕΛΟΠΟΥΛΟΥ
Διαθέσιμο από
07 Απρ 2025
Λήγει (Ιδιώτες Πάροχ...
30 Ιουν 2026
Ιατρός
ΠΡΟΛΗΠΤΙΚΕΣ ΕΞ...
Εξετάσεις
1
Προληπτική εξέταση στο πλαίσι...
ΕΝΕΡΓΟ
Ραντεβού (0)
Δες τα όλα →
Προσωπικός Βοηθός Υγείας
Νέο Ραντεβού
Μενού
9:50
IA
ΙΩΑΝΝΑ ΑΓΓΕΛΟΠΟΥΛΟΥ
ΑΜΚΑ: 13059400864
Κεντρική
Συνταγές
Παραπεμπτικά
Παραπομπές
Διαγνώσεις
Αποτελέσματα Εξετάσεων
ΝΕΟ
Ραντεβού
ΝΕΟ
Βεβαιώσεις
Γυναικολογικό ιστορικό
9:49
Ειδοποιήσεις
Ρυθμίσεις
Νέο παραπεμπτικό εκδόθηκε από Δρ. Α. ΑΓΓΕΛΟΠΟΥΛΟΣ
Διαθέσιμο για εκτέλεση από 09 Ιουν 2026
ΙΩΑΝΝΑ ΑΓΓΕΛΟΠΟΥΛΟΥ 6 μέρες πριν
Νέο παραπεμπτικό εκδόθηκε από Δρ. Α. ΑΓΓΕΛΟΠΟΥΛΟΣ
Διαθέσιμο για εκτέλεση από 09 Ιουν 2026
ΙΩΑΝΝΑ ΑΓΓΕΛΟΠΟΥΛΟΥ 6 μέρες πριν
Νέο παραπεμπτικό εκδόθηκε από Δρ. Α. ΑΓΓΕΛΟΠΟΥΛΟΣ
Διαθέσιμο για εκτέλεση από 09 Ιουν 2026
ΙΩΑΝΝΑ ΑΓΓΕΛΟΠΟΥΛΟΥ 6 μέρες πριν
Το ραντεβού σας καταχωρήθηκε επιτυχώς
Ειδικότητα:
9:49
Ραντεβού
Αναζήτηση
Γιάννουλη
RAVENNA Λάρισα
Θεραπευτική Κοινότητα Έξοδος
Πολύμ Γεωργ
Πάρκο Αλκαζάρ
Lidl
Ιωαννίνων
McDonald
Δημοτική Πινακοθήκη Λάρισας - Μουσείο Γ.Ι...
AEL F.C. Arena
Μενού

Doctoranytime

Doctoranytime is an online platform that allows users to search for doctors, compare reviews, and book appointments quickly and easily. It also provides teleconsultation, allowing communication with healthcare professionals via video call from home.

Key features:
- Search for doctors by specialty
- Online appointment booking
- Teleconsultation via video call
- Patient ratings and comments
- Access from computer, tablet or mobile

How do I log in to Doctoranytime?
- I visit the website www.doctoranytime.gr or download the application to my mobile phone.
- Select "Login" or "Register".
- I create a free account using my email or Google, Apple or Facebook account.
- I fill in my basic personal information.
- After logging in, I can search for a doctor, see available appointments, and book a visit or teleconsultation.

Important: Creating an account is free. There is a charge only if I book a medical appointment or use a paid service provided by the doctor.

💊 MyTherapy

MyTherapy is a free health app that helps users manage their medication and track important health data. The app acts as a personal health assistant, sending reminders to take medication and allowing the recording of measurements such as blood pressure, sugar, weight and physical activity.

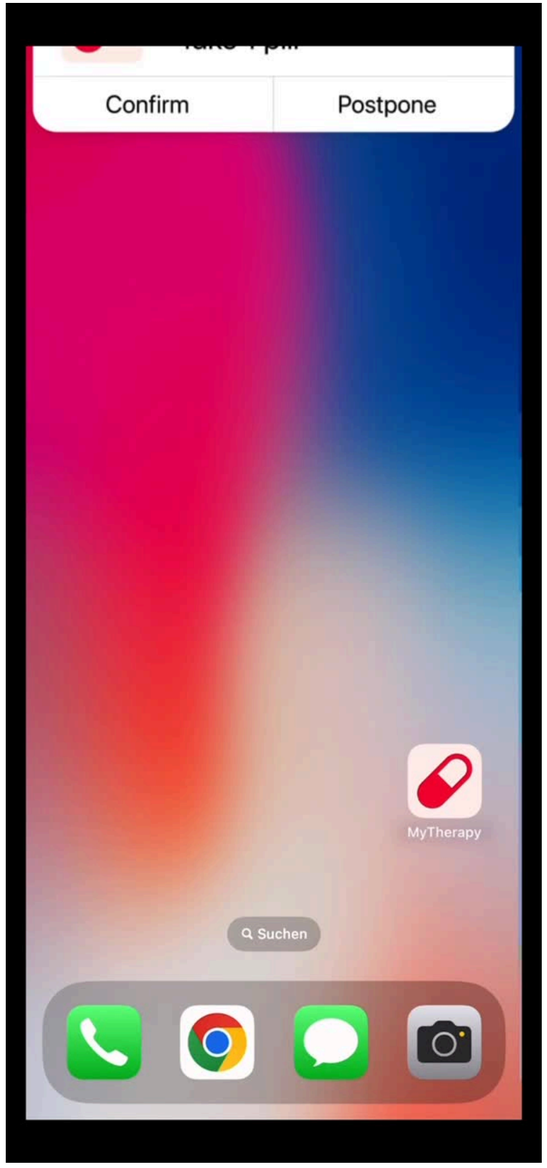
Key features:

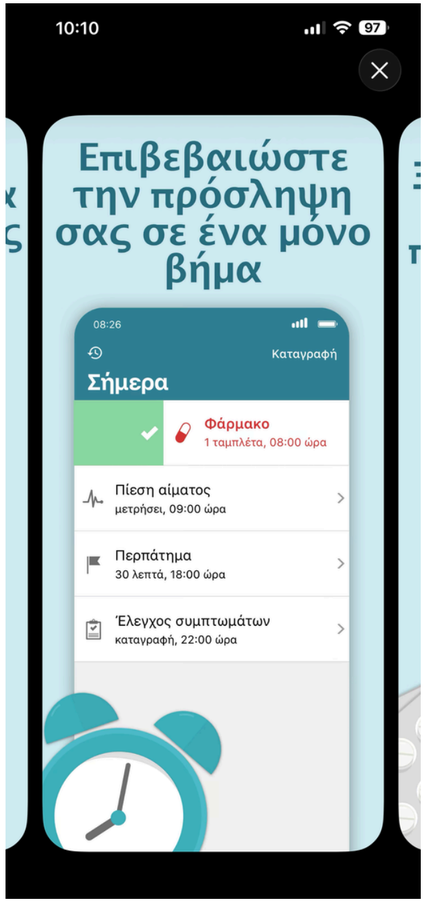
• Medication reminders
• Blood pressure, sugar and weight recording
• Monitoring symptoms and treatment
• Create a health diary
• Reports that can be shared with the doctor. The application is particularly useful for older people and people with chronic diseases, as it helps them to properly follow their treatment and monitor the course of their health in an easy and organized way.

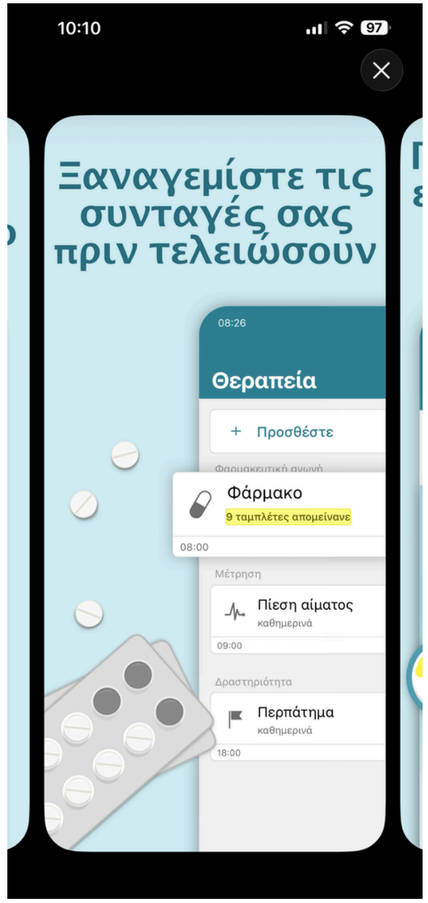
How do I connect?

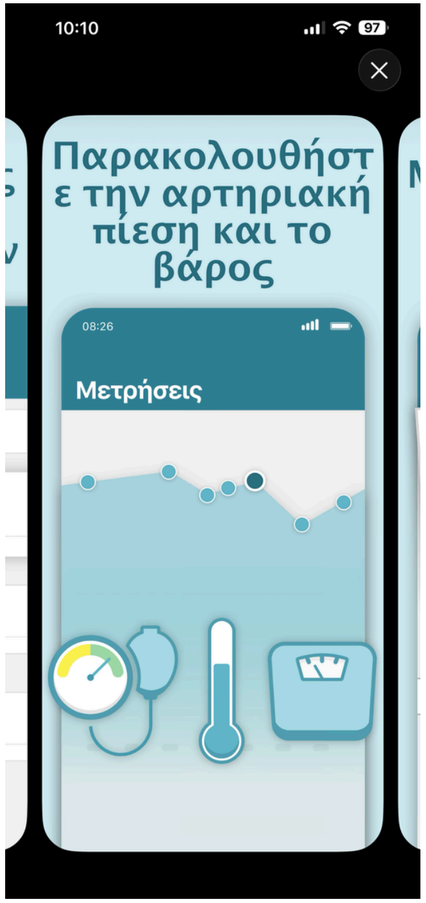
- I download the MyTherapy app from Google Play or the App Store.

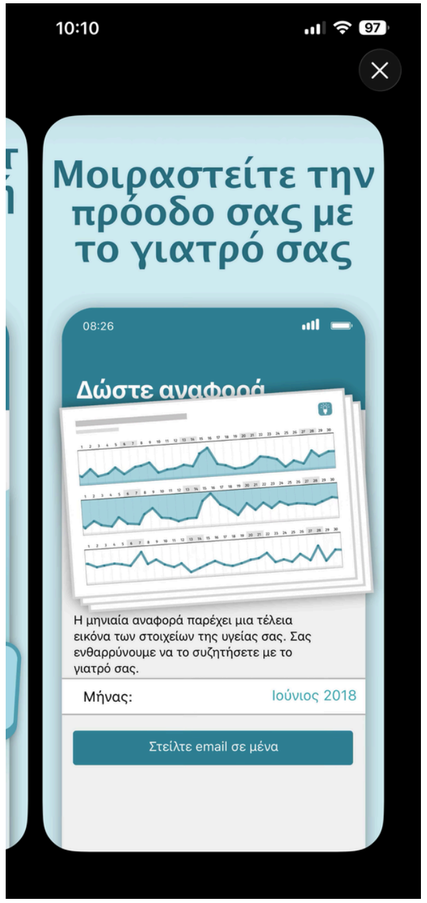
• Create a free account with an email or Google/Apple account.
• I record my medications and the times I take them.
• I optionally add measurements such as blood pressure, sugar or weight.
• The app notifies me when I need to take my medication and stores my measurement history.


Confirm
Postpone
MyTherapy
Suchen


10:10
97
Επιβεβαιώστε την πρόσληψη σας σε ένα μόνο βήμα
08:26
Καταγραφή
Σήμερα
Φάρμακο
1 ταμπλέτα, 08:00 ώρα
Πίεση αίματος
μετρήσει, 09:00 ώρα
Περπάτημα
30 λεπτά, 18:00 ώρα
Έλεγχος συμπτωμάτων
καταγραφή, 22:00 ώρα


10:10
97
Ξαναγεμίστε τις συνταγές σας πριν τελειώσουν
08:26
Θεραπεία
Προσθέστε
Φάρμακο
9 ταμπλέτες απομείνανε
08:00
Μέτρηση
Πίεση αίματος
καθημερινά
09:00
Δραστηριότητα
Περπάτημα
καθημερινά
18:00


10:10
97
Παρακολουθήστε την αρτηριακή πίεση και το βάρος
08:26
Μετρήσεις


10:10
97
Μοιραστείτε την πρόοδο σας με το γιατρό σας
08:26
Δώστε αναφορά
Η μηνιαία αναφορά παρέχει μια τέλεια εικόνα των στοιχείων της υγείας σας. Σας ενθαρρύνουμε να το συζητήσετε με το γιατρό σας.
Μήνας:
Ιούνιος 2018
Στείλτε email σε μένα

💊 Medisafe

Medisafe is one of the most popular medication management apps. It helps users remember when to take their medications by sending timely reminders to their phone or tablet.

Key features:

• Medication reminders
• Creation of a personalized medication plan
• Missed dose notifications
• Monitoring medication adherence
• Ability to share information with family members or caregivers. The application is particularly useful for those who take many medications daily, as it contributes to proper adherence to treatment and the reduction of errors or omissions.

How do I connect?

- I download the Medisafe app from Google Play or the App Store.

• Select “Create Account”.
• I register with my email or through a Google or Apple account.
• I fill in the medications I take and the times they are taken.
• The app automatically creates a reminder schedule and notifies me when it's time to take my medication.

10:06
App Store
98
Katerina
Mon Tue Wed Thu Fri Sat Sun
15 16 17 18 19 20 21
Today, 15 Jun



Monitor your med schedule

View your daily schedule and mark your meds when taken

Add a med

Home Updates Medications Manage

10:06
App Store
98
Katerina



Welcome to Medisafe!

Medisafe helps you remember when to take your meds, see the doctor, and keep track of your health.
Need help? Just ask our support team!

Learn more



Medisafe Subscription

Enjoy Medisafe with no ads, unlimited

Home Updates Medications Manage

10:06
App Store
98



Welcome aboard, Katerina !

You've completed your Medisafe profile. Now, let's add your medication to create your very first reminder.

Add my med

10:06
App Store
98
Katerina

Medisafe Subscription
Medications
Health Trackers & Measurements
Appointments
Diary Notes
Health Contacts
Report

Settings

Home Updates Medications Manage

📱 Health Apps on Mobile Phones

Modern mobile phones have built-in health apps that help users monitor their fitness and better manage their health. The most well-known apps are Apple Health (iPhone), Samsung Health (Samsung devices) and Google Fit (Android devices).
These apps can automatically record data such as steps, physical activity, heart rate, sleep hours and other key health indicators. They also allow users to set personal wellness goals, track their progress through graphs and gain a comprehensive picture of their daily activity.
For people, health apps can be a useful tool for adopting healthier habits, tracking important health indicators, and maintaining their independence. Additionally, many of these apps can be connected to smartwatches or other health monitoring devices, providing even more detailed information and making it easier to communicate with healthcare professionals when needed.







Key features:
- Step and physical activity tracking
- Heart rate monitoring
- Sleep monitoring
- Recording weight and other health indicators
- Connection with smartwatches and wearable devices
- Track progress through graphs and reports
- Support healthy habits and an active lifestyle

Application examples:
- 🍏 **Apple Health (iPhone)**
- 🤖 **Google Fit (Android)**
- 📱 **Samsung Health (Samsung Galaxy)**
- ⌚ **Fitbit App (for Fitbit devices)**
- 🏃 **Garmin Connect (for Garmin devices)**



UNDERSTANDING YOUR DATA

Apps show simple health information:

- number of steps
- heart rate
- sleep patterns

👉 This helps you see your progress and improve habits

💡 If unsure, ask a healthcare professional

CHOOSING SAFE APPS

Be careful when choosing apps.

- ✔️ Use trusted sources (official stores)
- ✔️ Check reviews
- ✔️ Avoid unknown apps

👉 Ask a doctor or family member if unsure





PRACTICAL TIPS

5 tips for using health apps:

1. Start simple
2. Set realistic goals
3. Use apps regularly
4. Do not replace medical advice
5. Share useful data with your doctor



PRACTICAL CHECKLIST

Can you do this?

- □ I know what a health app is
- □ I understand wearable devices
- □ I can use a simple app
- □ I understand basic health data
- □ I can choose a safe app



REFLECTION

Think about this:

- Would you use a health app?
- What would you use it for?
- What concerns do you have?

MINI QUIZ OR SELF-ASSESSMENT

What is a wearable device?

Can apps replace a doctor?

What should you check before installing an app?

Should you share your health data with any app?

KEY MESSAGE

👉 Digital tools can support your health

👉 Start simple and go step by step

👉 Use them safely and with confidence

4



ASSISTIVE TECHNOLOGIES AND ACCESSIBILITY

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MODULE OVERVIEW

- Short description
- Learning objectives
- Main Content
- Reflection
- Mini Quiz or Self-assessment



SHORT DESCRIPTION

Assistive Technologies & Accessibility is a practical, senior-friendly module that introduces older adults to simple digital tools that support access to eHealth services. The module explains how screen readers, voice assistants, and adaptive devices can help seniors use smartphones, tablets, and online health applications more easily and confidently.

Through visual, step-by-step guidance and hands-on examples, participants strengthen their digital skills, enhance independence, and gain confidence in managing their health using accessible and inclusive digital technologies.

LEARNING OBJECTIVES

What assistive technologies are

How they help you use eHealth services

How to use simple tools step by step

WHAT ARE ASSISTIVE TECHNOLOGIES?

They help you:

- ✔ Access online health services
- ✔ Communicate with doctors
- ✔ Stay independent

Assistive technologies are tools that help people:

- See better
- Hear better
- Move more easily
- Use smartphones, tablets, and computers



Good to know: Many assistive tools are already built into your phone or tablet.

WHY ACCESSIBILITY MATTERS FOR E-HEALTH

Accessibility means:

- Clear text
- Easy navigation
- Voice and audio options
- Simple steps

Accessible eHealth tools help you:

- Book medical appointments
- Read test results
- Talk to healthcare professionals
- Take care of your health at home



SCREEN READERS (LISTENING INSTEAD OF READING)

What is a screen reader?

A screen reader reads aloud what is on the screen.

Useful if:

- Text is too small
- Vision is reduced
- Eyes get tired easily

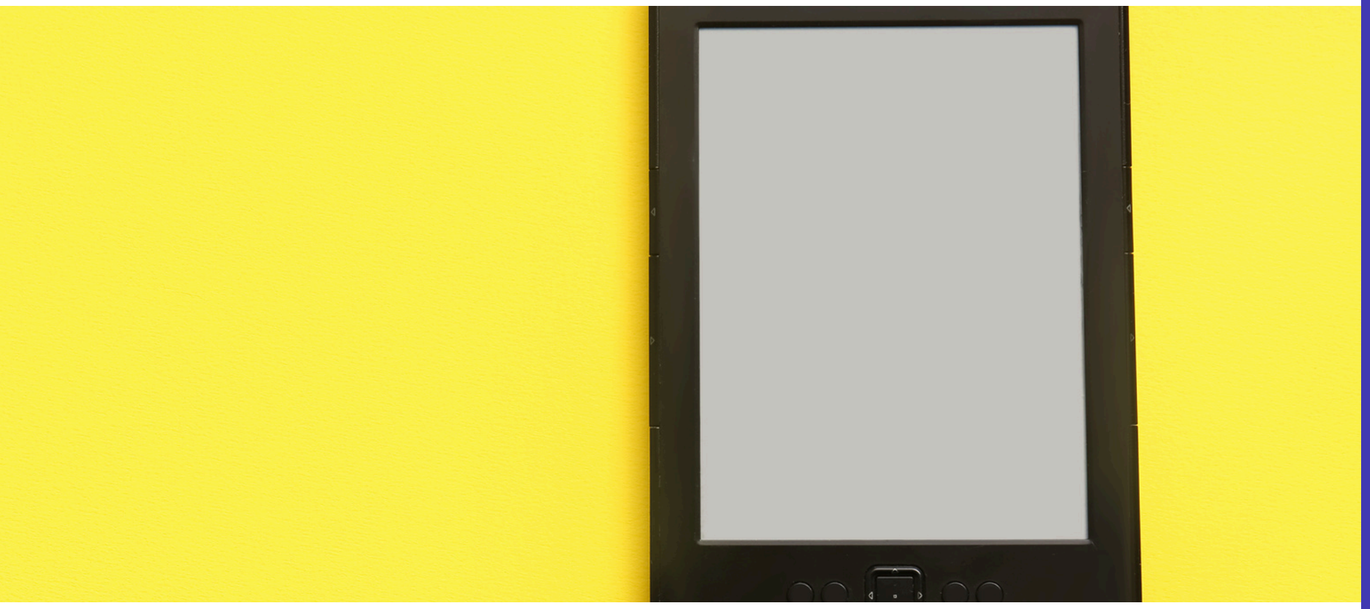
Examples:

- Smartphones (Android & iPhone)
- Tablets
- Computers

How it helps in eHealth:

- Reads messages from doctors
- Reads appointment details
- Reads medication instruction





HOW TO USE A SCREEN READER (SIMPLE STEPS)

Example: On a smartphone

1️⃣ Open Settings

2️⃣ Select Accessibility

3️⃣ Choose Screen Reader / VoiceOver / TalkBack

4️⃣ Turn it ON

5️⃣ Tap once to hear, double-tap to select

VOICE ASSISTANTS (USING YOUR VOICE)

What is a voice assistant?

It lets you talk to your device instead of typing.

Examples:	• “Hey Google” • “Siri” • “Alexa”
What you can say:	• “Call my doctor” • “Open my health app” • “Set a reminder to take my medicine”
Voice assistants are great for:	✔️ Limited mobility ✔️ Vision difficulties ✔️ Hands-free use





HOW TO USE A VOICE ASSISTANT

Step by step:

1️⃣ Activate the assistant (button or voice)

2️⃣ Speak clearly and slowly

3️⃣ Give a short command

4️⃣ Listen to the response

💬 **Example:**

“Set a reminder for my blood pressure medication at 9 a.m.”

ADAPTIVE DEVICES (PHYSICAL SUPPORT)

What are adaptive devices?

Tools that make devices easier to touch, see, or hear.

Examples:

- Larger keyboards
- Stylus pens
- Phone holders
- Headphones
- Tablets with large screens

They help you:

✔️ Avoid mistakes
✔️ Reduce strain
✔️ Feel more comfortable





USING ASSISTIVE TECHNOLOGIES WITH E-HEALTH TOOLS

You can use assistive tools to:

- Book appointments online
- Join video doctor visits
- Read prescriptions
- Track health data

🟢 Key message:
Assistive technologies increase your independence and reduce the need for help.

REFLECTION QUESTIONS

ASK YOURSELF:

I know what assistive technologies are

I can turn on larger text or audio on my device

I can use a voice assistant to ask for help

I feel more confident using eHealth tools

MINI QUIZ OR SELF-ASSESSMENT

1) Which tool reads text aloud for you?

2) Can you name one way technology helps you manage your health?

3) Do you know where to find Accessibility settings on your device?

5



ETHICAL AND LEGAL ASPECTS OF DIGITAL HEALTH

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E-HEALTH 4 SENIORS

Overview



MODULE OVERVIEW

- Short description
- Learning objectives
- Main Content
- Reflection
- Mini Quiz or Self-assessment



SHORT DESCRIPTION

This module helps you understand how to use digital health services safely and confidently. You will learn what personal health data is, what rights you have, and how to protect your privacy when using health apps, patient portals, or telemedicine services.

👉 The goal is to help you feel in control of your information and safe online.

LEARNING OBJECTIVES

- Understand what personal health data is
- Know your rights

- Understand consent
- Recognise safe and unsafe situations

- Know how to protect your information

WHY ETHICAL AND LEGAL ASPECTS OF DIGITAL HEALTH MATTER

Digital health is becoming part of our everyday life.

- We use online health services more often
- We share personal health information
- It is important to stay safe and informed

👉 You have the right to protect your data



WHAT IS PERSONAL HEALTH DATA?

PERSONAL HEALTH DATA INCLUDES:

- medical records
- prescriptions
- test results
- data from apps or wearable devices

💡 This information is private and sensitive



YOUR RIGHTS

You have the right to:

- ✔️ access your health data
- ✔️ know who uses your data
- ✔️ correct your information
- ✔️ decide who can see your data

👉 **You are in control**





WHAT IS CONSENT?

Consent means giving permission.

You may be asked when:

- **using a health app**
- **registering online**
- **having a telemedicine visit**

✔️ **You can say YES or NO**
✔️ **You can change your mind**

BE CAREFUL ONLINE

Possible risks:

⚠️ fake websites
⚠️ suspicious messages
⚠️ unknown apps

✔️ Use trusted services
✔️ Do not share personal data
✔️ Ask for help if unsure





5 GOLDEN RULES

Protect your health data:

1. **Use trusted platforms**
2. **Protect your passwords**
3. **Read before accepting**
4. **Avoid public Wi-Fi**
5. **Ask for help**

PRACTICAL CHECKLIST

CAN YOU DO THIS?

- ☐ I understand my health data
- ☐ I know my rights
- ☐ I understand consent
- ☐ I can recognise risks
- ☐ I know how to stay safe





REFLECTION

Think about this:

- **Have you shared information online?**
- **Do you feel safe doing it?**
- **What would you do if something feels wrong?**

MINI QUIZ

Can you refuse to share your data?

Is every website safe?

What is consent?

Can you change your consent later?

KEY MESSAGE

👉 You are in control of your data
👉 Stay informed and stay safe
👉 Ask for help when needed

6



ONGOING SUPPORT RESOURCES

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MODULE OVERVIEW

- Short description
- Learning objectives
- Main Content
- Reflection
- Mini Quiz or Self-assessment



SHORT DESCRIPTION

Ongoing Support Resources is a practical module that helps senior citizens identify and use reliable support when accessing eHealth tools and digital health services. The module introduces local and community helpdesks, telephone helplines, and easy-to-follow tutorials, showing participants how and where to ask for assistance.

Through simple, visual, step-by-step guidance and country-specific examples from Greece, Estonia, and Slovenia, the module strengthens seniors' confidence, supports independent use of eHealth services, and reinforces the message that help is always available as part of inclusive digital health systems.

LEARNING OBJECTIVES

Where to get help with eHealth tools

How to ask for support confidently

How local services can support you

You don’t need to remember everything — support is part of the journey.

WHY ONGOING SUPPORT MATTERS

🌍 In Europe, digital health inclusion means no one is left behind — especially older adults.

Learning digital health tools takes time.
That’s normal.

Support helps you to:

- ✔️ Solve problems calmly
- ✔️ Keep using eHealth tools
- ✔️ Stay independent
- ✔️ Feel confident, not frustrated



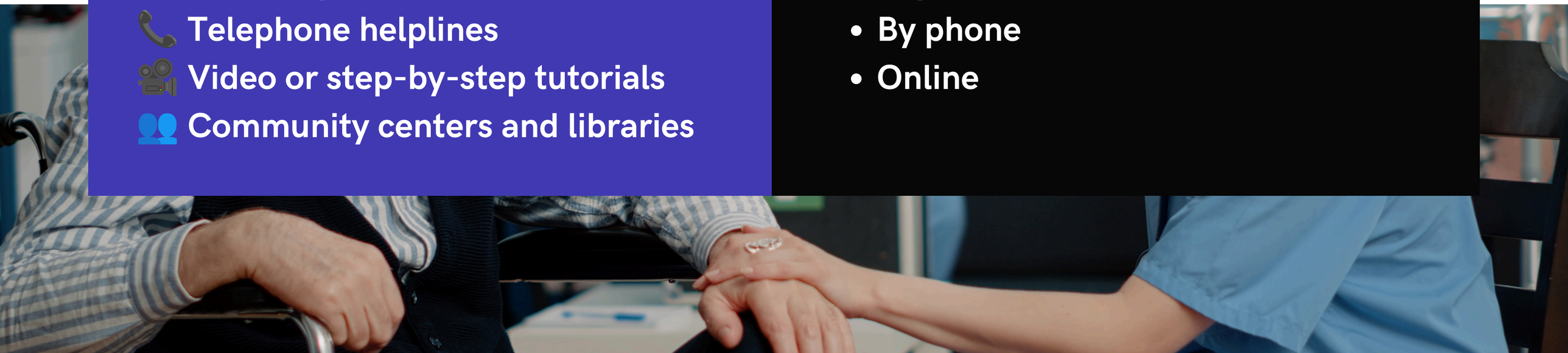
TYPES OF SUPPORT YOU CAN USE

There are many ways to get help:

🟢 Local helpdesks
📞 Telephone helplines
📹 Video or step-by-step tutorials
👥 Community centers and libraries

You can choose:

- In person
- By phone
- Online



LOCAL AND COMMUNITY HELPDESKS

What is a helpdesk?

A place where someone helps you:

- Use a smartphone or tablet
- Access health apps
- Log in to online services

Where to find them:

- Municipal centers
- Community centers
- Senior clubs
- Libraries

🟢 Good news:

You can ask the same question more than once.





HELPLINES (HELP BY PHONE)

What is a helpline?
A phone number you can call for help.
They help with:

- eHealth portals
- App problems
- Password or login issues

How to prepare for a call:
1️⃣ Have your phone or tablet nearby
2️⃣ Write down your question
3️⃣ Speak slowly — that’s okay

📞 Tip: Ask the person to repeat or explain again if needed.

TUTORIALS AND LEARNING MATERIALS

Tutorials help you learn at your own pace.

Types of tutorials:

- Short videos
- Step-by-step guides
- Pictures with instructions

You can:

✔️ Pause

✔️ Repeat

✔️ Practice

🟢 Tutorials are great if you prefer learning calmly at home.





SUPPORT EXAMPLES IN GREECE 🇬🇷

In Greece, seniors can find support through:

- Municipal community centers (ΚΑΠΗ)
- Family members supported by local services
- Public health services offering digital guidance
- Libraries and local NGOs with digital inclusion actions

🟢 Many services offer face-to-face help, which is ideal for beginners.



SUPPORT EXAMPLES IN ESTONIA 🇪🇪

In Estonia, support often includes:

- Local municipality digital support points
- Telephone assistance for e-services
- Public tutorials for online health platforms
- Community-based digital mentors

🟢 Estonia focuses on step-by-step guidance for using digital public services.



SUPPORT EXAMPLES IN SLOVENIA 🇸🇮

In Slovenia, seniors can access:

- Community learning centers
- Libraries offering digital help
- Local support initiatives for older adults
- Public awareness programs on digital health

🟢 Many programs encourage learning together with peers.

REFLECTION QUESTIONS

ASK YOURSELF:

I know where to get help if I have problems with eHealth tools

I can contact a local helpdesk or community service

I know that helplines are available if I need quick support

I can use tutorials to learn at my own pace

MINI QUIZ OR SELF-ASSESSMENT

1) Where can you ask for help if an eHealth app is difficult to use?

2) What kind of support can a helpline give you?

3) Is it okay to ask the same question more than once?

7



ASSESSMENT TOOL FOR SELF-EVALUATION

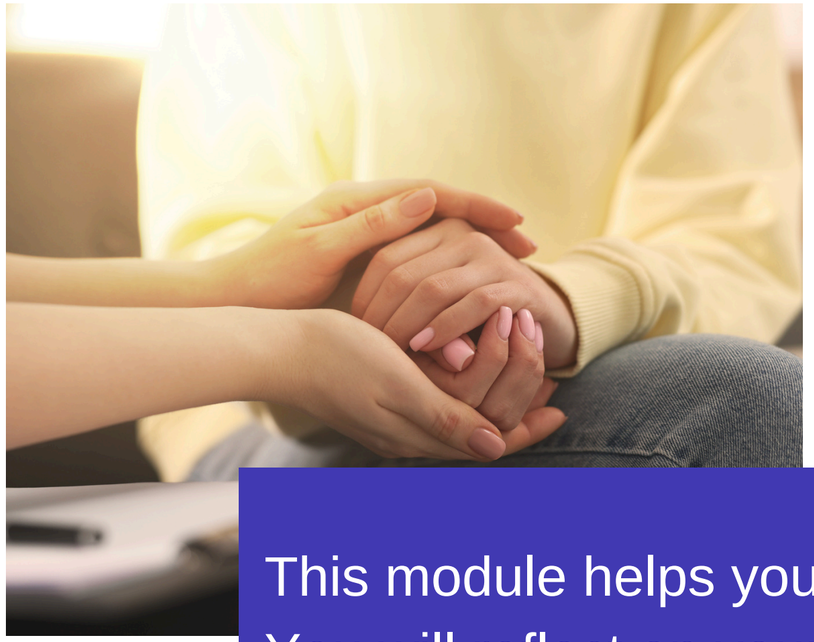
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MODULE OVERVIEW

- Short description
- Learning objectives
- Main Content
- Reflection
- Mini Quiz or Self-assessment



SHORT DESCRIPTION

This module helps you check what you have learned about digital health tools.
You will reflect on your skills, confidence, and progress.
The goal is to help you:

- Feel more confident
- Understand your strengths
- Identify what you want to improve

💬 Learning is a journey — every step counts.

LEARNING OBJECTIVES

Understand what self-evaluation means

Recognise your digital health skills

Identify what you can do independently

Feel more confident using e-Health tools

💙 Check your progress 💙 Build your confidence 💙 Keep learning step by step



WHAT IS SELF-EVALUATION?

Self-evaluation means:

✔️ Checking what you can do

✔️ Thinking about what you learned

✔️ Understanding your progress

It helps you:

- Learn better
- Feel more confident
- Take control of your learning

💡 There are no wrong answers.

WHY SELF-EVALUATION MATTERS

Self-evaluation helps you:

- See your progress
- Feel proud of your achievements
- Understand what to practice more
- Use eHealth tools with confidence

💙 You don’t need to be perfect
💙 You just need to keep trying





SKILLS CHECKLIST

Can you do this?

- □ I can use basic eHealth services (appointments, apps)
- □ I understand how to stay safe online
- □ I can use simple digital health tools
- □ I know how to make technology easier (accessibility)
- □ I know where to find help when needed

💬 Tick what you can do — this is your progress!



REFLECTION

Think about this:

- What did I learn in this course?
- What was easy for me?
- What was difficult?
- What would I like to practice more?

💡 It’s okay if something feels difficult — learning takes time.

MINI QUIZ
OR SELF-ASSESSMENT

Think about this:

- What did I learn in this course?
- What was easy for me?
- What was difficult?
- What would I like to practice more?

💡 It’s okay if something feels difficult — learning takes time.

MINI QUIZ – SELF-CHECK (MULTIPLE CHOICE)

1. What is telemedicine?

A. Visiting a doctor in person

B. Talking to a doctor online or by phone

C. Buying medicine at a pharmacy

2. What is a health app?

A. A game on your phone

B. A program that helps you manage your health

C. A TV channel

MINI QUIZ – SELF-CHECK (MULTIPLE CHOICE)

3. Why is it important to protect your personal health data?

A. It is private information

B. It is not important

C. Everyone should see it

4. What should you do if a website looks suspicious?

A. Enter your personal information

B. Ignore it or ask for help

C. Click everything

MINI QUIZ – SELF-CHECK (MULTIPLE CHOICE)

5. What does a screen reader do?

A. Makes the screen brighter

B. Reads text aloud

C. Takes photos

6. What is a voice assistant?

A. A person helping you

B. A tool that lets you use your voice to control a device

C. A TV remote

MINI QUIZ – SELF-CHECK (MULTIPLE CHOICE)

7. What is one benefit of digital health tools?

A. They make life more difficult

B. They help you manage your health

C. They replace doctors completely

8. Where can you get help if you have problems with eHealth tools?

A. Nowhere

B. Helpdesks, helplines, or community centers

C. Only on television

MINI QUIZ – SELF-CHECK (MULTIPLE CHOICE)

9. What should you do if you don’t understand how to use a tool?

A. Stop trying

B. Ask for help or try again

C. Ignore it forever

10. What is the most important thing to remember?

A. You must know everything immediately

B. Learning takes time and practice

C. Technology is only for young people



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