

# TALK ABOUT

## LET'S TALK ABOUT...

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with healthcare in your community.

From 8 February until 15 March 2023 we want to TALK ABOUT what you think is working well and what you think could be done better to improve your health care experiences. Let's TALK ABOUT....

### DIGITAL HEALTH AWARENESS

Digital health awareness is about using technology to improve your well-being. This is more than access to the internet and using telehealth for a consultation. It also includes accessing information and advice to help make decisions about your health, and connecting services.

#### DID YOU KNOW?



9 in 10

people have a digital health record (My Health Record).



1 in 3

people accessed a telehealth consultation with their GP last year.



1 in 4

communities need some assistance with the quality of their internet, and skills to use technology.

#### DIGITAL HEALTH AWARENESS CAN:



Increase engagement in healthcare.<sup>2,3</sup>



Empower people and their carers to be more in control of their healthcare.<sup>1</sup>

[CLICK HERE TO COMPLETE OUR SHORT SURVEY](#)

[ddwmpnh.com.au/talk-about](http://ddwmpnh.com.au/talk-about)

1. Palumbo R, Nicola C, Adinolfi P. Addressing health literacy in the digital domain: insights from a literature review. *Kybernetes*. 2021;  
2. Magnani JW, Mujahid MS, Aronow HD, et al. Health Literacy and Cardiovascular Disease: Fundamental Relevance to Primary and Secondary Prevention: A Scientific Statement From the American Heart Association. *Circulation*. 2018;138(2):CIR.0000000000. doi:10.1161/cir.0000000000000579  
3. Kim H, Xie B. Health literacy in the eHealth era: A systematic review of the literature. *Patient Educ Couns*. 2017;06/01/ 2017;100(6):1073-

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## WHAT WE HEARD

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

From 8 February until 15 March 2023, you talked about your awareness of **DIGITAL HEALTH** within our region.

### We received responses from...



### This is WHAT WE HEARD...

Overall, you rate your confidence in using **DIGITAL HEALTH TOOLS** with a score of **6 OUT OF 10**.

#### What you thought worked well



##### You mentioned:

- you are mostly aware of online healthcare bookings, telehealth, and electronic prescriptions.
- you are somewhat aware of 13HEALTH, healthdirect online symptom checker, and mobile applications.
- you feel confident using these digital health tools.

##### You also mention that digital health tools...

- are useful, especially during times of ill health, and incapacity.
- help save time and travel costs for appointments.
- make life easier, especially if you are living with disability or chronic conditions.
- help manage your daily healthcare needs, for example to help you with exercise and managing your medications.

#### What you thought could be done better



##### You would like to...

- know what digital health tools are available by your healthcare providers.
- be more confident with data security and privacy.
- know more about how to use digital tools.

##### You typically receive information about digital health from...

- Government sources, such as Queensland Health.
- your health professional.
- your family or friends.

##### For health professionals, you typically seek information about digital health from...

- your own research, such as online sources.
- your professional peak body.
- Government sources, such as Queensland Health.