

DIGITAL INCLUSION FRAMEWORK FOR HEALTH AND CARE

A SERVICE USER'S JOURNEY FOR DIGITAL HEALTH SERVICES/TECHNOLOGIES

ENABLERS AND FACILITATORS OF DIGITAL INCLUSION

ACCESS AND AFFORDABILITY

SKILLS AND SUPPORT

MOTIVATION

TRUST

AWARENESS

A Am I aware of the digital health and care service/pathway/technology and its relevance to me?

CONSIDERATION

B Do I have, or I can get, suitable and affordable access to device(s) and/or the internet for digital health and care?

C Do I have the necessary literacy, digital, and personal skills to effectively engage and/or do I feel that I will be able to get support when I need it?

D Can/do I see the value of this digital health and care service/pathway/technology, and do I feel that it will be worth the effort to engage in it?

E Can/do I trust the service/pathway/technology?

F Can/do I trust what will happen to my data and how it will be used?

USE

G I have reliable access to the device(s) and internet whenever I need if for my digital health and care.

H I can access and interact with digital health and care safely and effectively.

I I have access to reliable, trusted, support whenever I need it.

J I find digital health and care easy to use, convenient, and of personal benefit to me.

K I feel safe, and I feel that my data is secure.

POST-USE

L The service/pathway/technology was accessible, useable, and easy to interact with.

M The service/pathway/technology befitted me, and motivates me to continue to use other digital health and care services.

ACCESSIBILITY AND USABILITY

N I have the information and support I need across all aspects of the digital health service/pathway/technology.

GUIDANCE AND SUPPORT