



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/>

Table of contents

Introduction.....	3
1) Telemedicine & eHealth Systems.....	4
2) Data Health Management & Privacy.....	24
3) Digital Health Applications.....	33
4) Assistive Technologies & Accessibility.....	49
5) Ethical and Legal Aspects.....	63
6) Ongoing Support Resources.....	77
7) Assessment Tool for self-evaluation.....	91



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



Co-funded by
the European Union





MODULE OVERVIEW

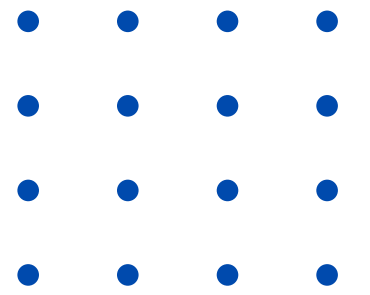


- E-Health infrastructure and strategy

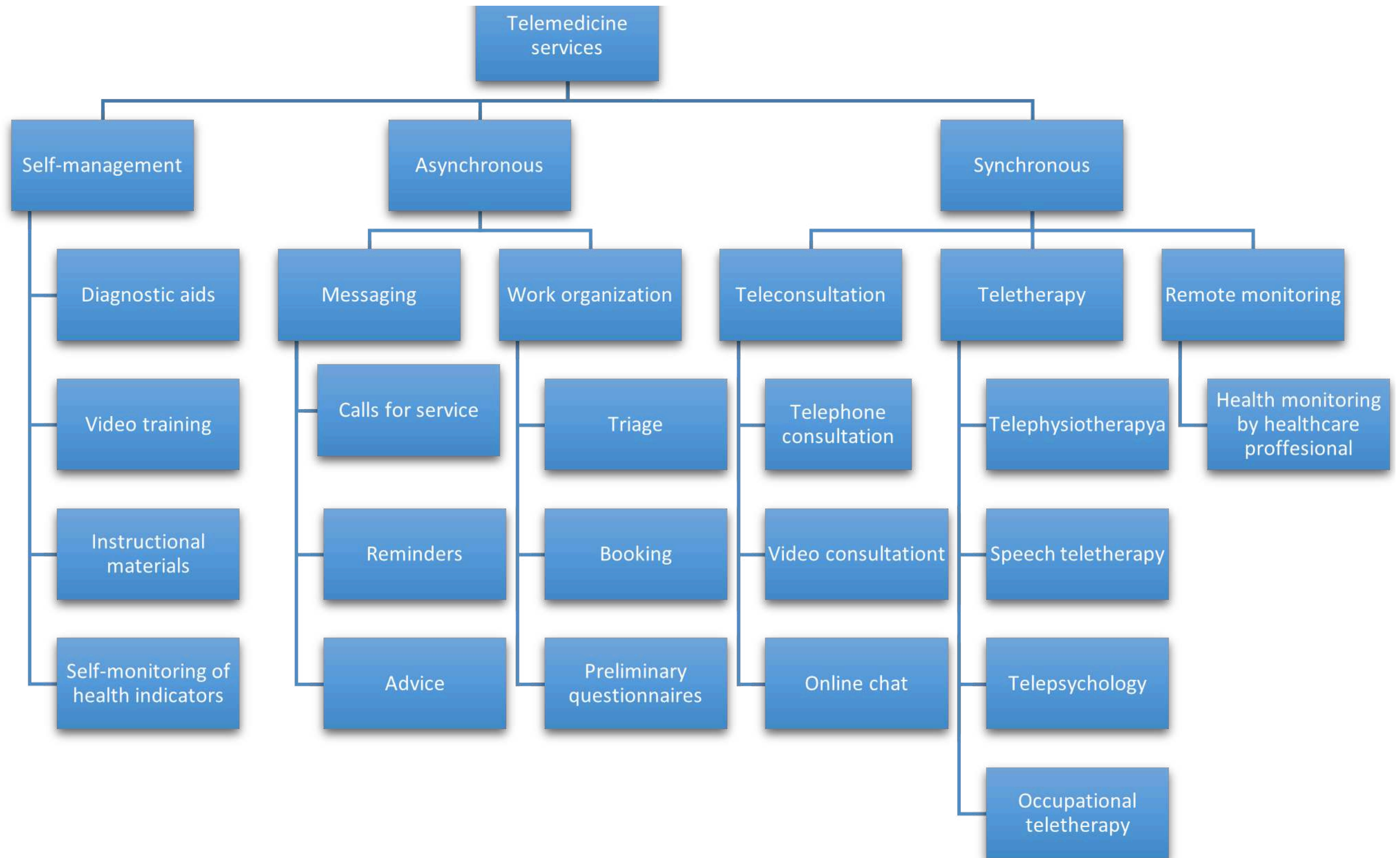
- Learning objectives:

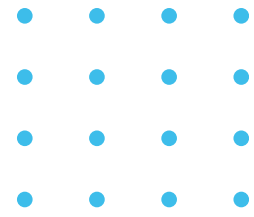
- to learn about national e-health systems;
- to learn about telemedicine;
- to learn how to navigate existing portals and links.



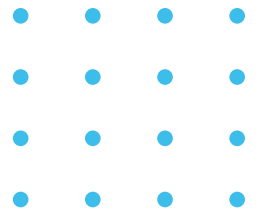


Teleconsultation is a remote consultation between a healthcare professional and a patient by means of a secure ICT solution that allows synchronous communication between the parties via telephone, video or web chat.





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.

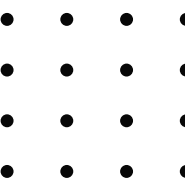
The National Health Information System (EHIS) serves as a central backbone for storing medical data such as clinical summaries, lab results, prescriptions, and imaging.



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](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>

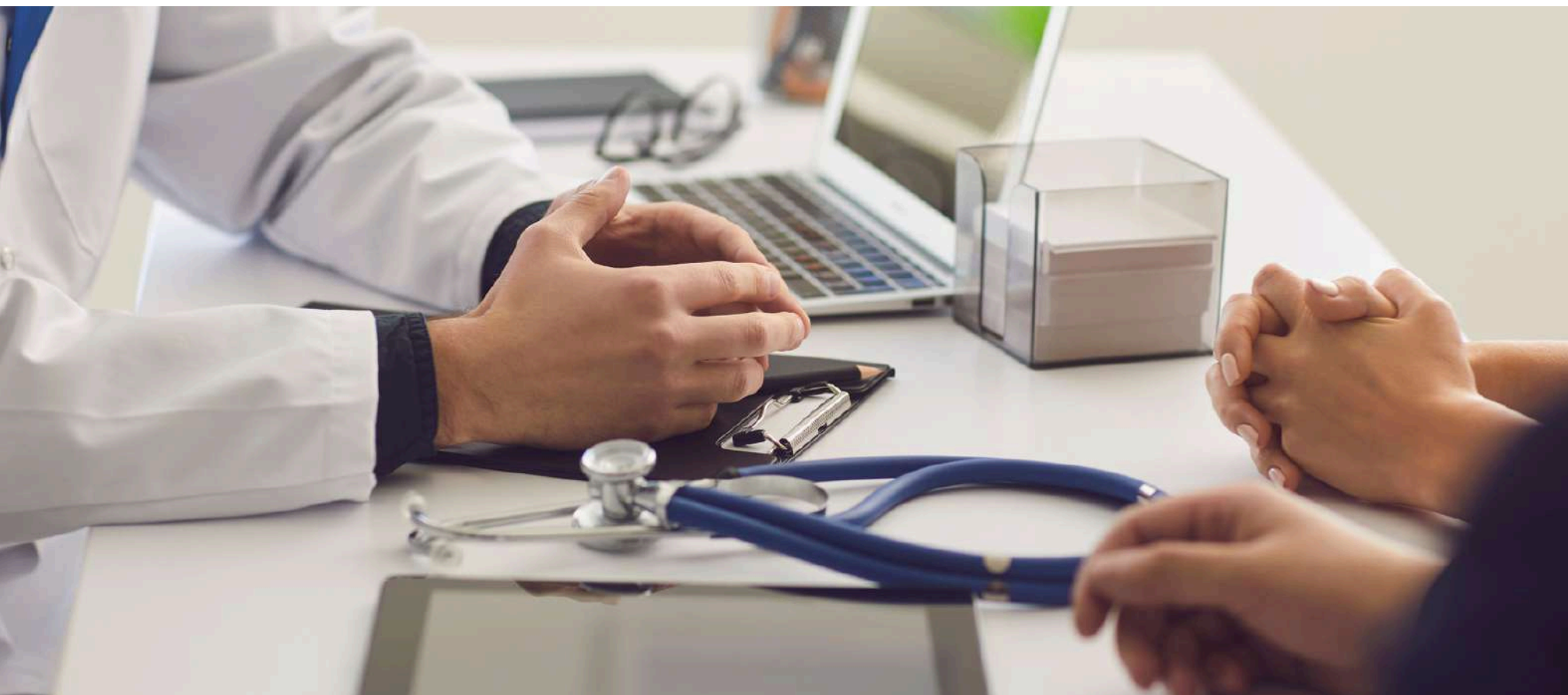
The Estonian digital prescription is also valid in few EU countries.

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.](https://www.tehik.ee/en/cross-border-digital-prescription)

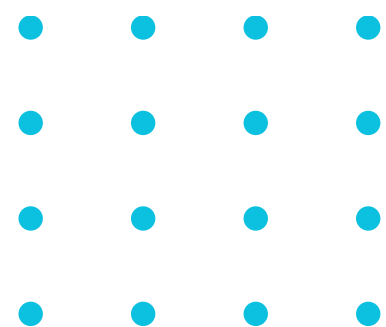
Video '[How to buy medicinal products with a digital prescription?](https://www.youtube.com/watch?v=MOa8oLyVbRI)'

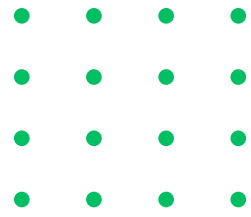
<https://www.youtube.com/watch?v=MOa8oLyVbRI>



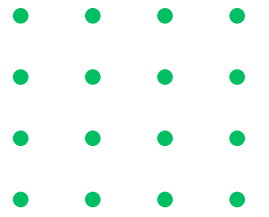
Remote consultations via phone, video, and online platforms are widely used and reimbursed by the Estonian Health Insurance Fund.

[HTTPS://TERVISEKASSA.EE/EN/PARTNER/MEDICAL-INSTITUTIONS/DEVELOPMENT-TELEMEDICINE/TELECONSULTATIONS](https://tervisekassa.ee/en/partner-medical-institutions/development-telemedicine/teleconsultations)





GREECE



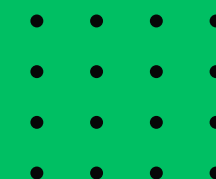
The National Telemedicine Network (EDIT) currently includes the following:

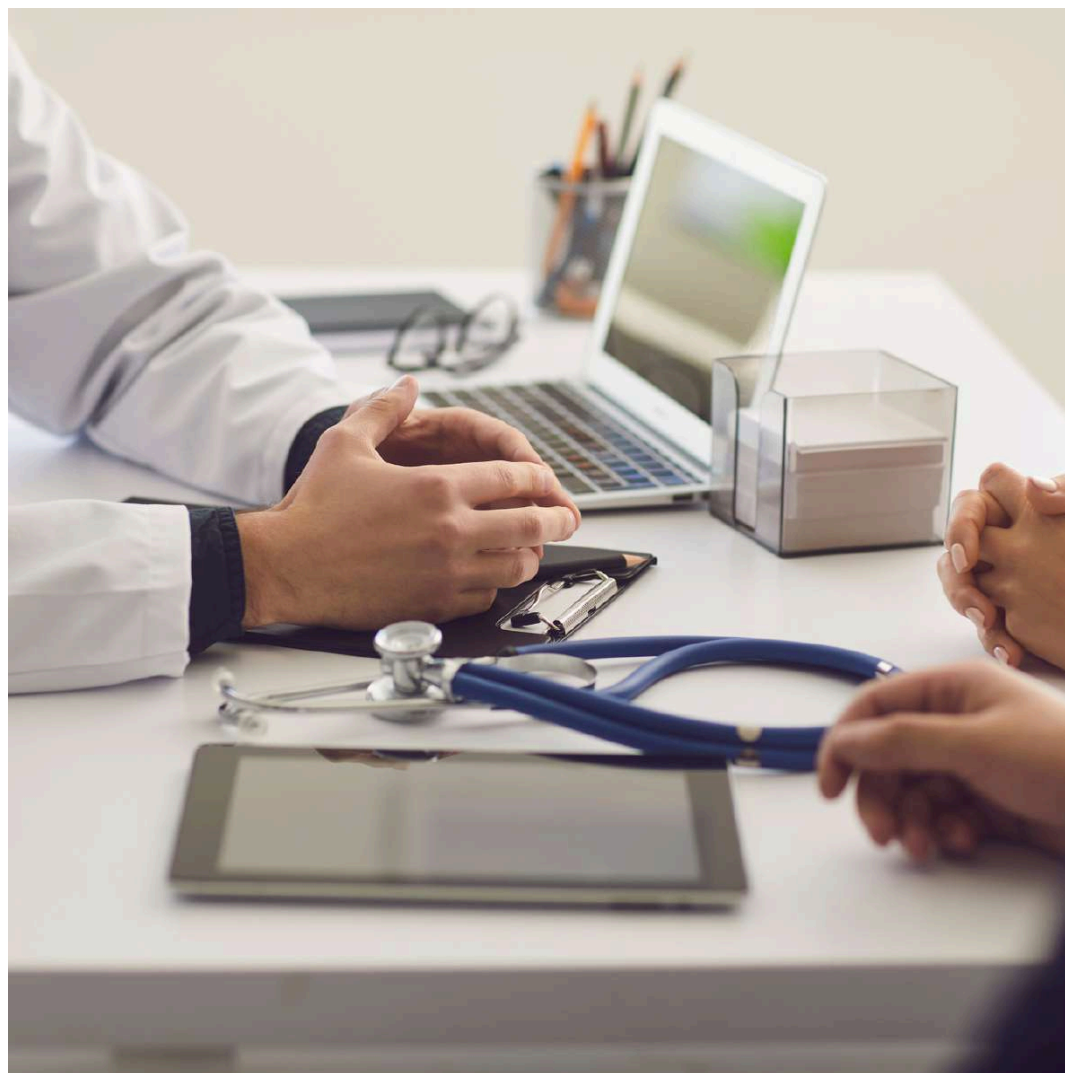
- 66 Patient-Doctor Telemedicine Stations (STIA) covering hospitals, health centers, and multi-purpose regional clinics.
- 21 Telemedicine Consultant Physician Stations (TCPS), which are installed in 12 hospitals of the 2nd Regional Health Authority and in the National Ambulance Service.
- 70 Home Care 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.

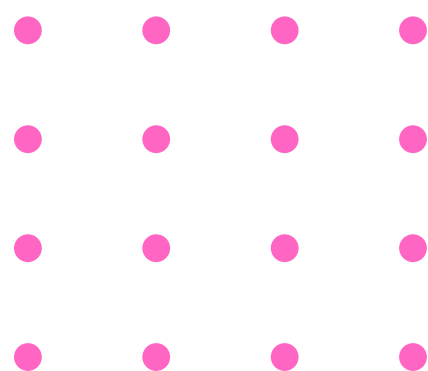




Through the public health system

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 session:
treatment instructions
medical report (PDF)
referral for tests

What's included in the €49 service?

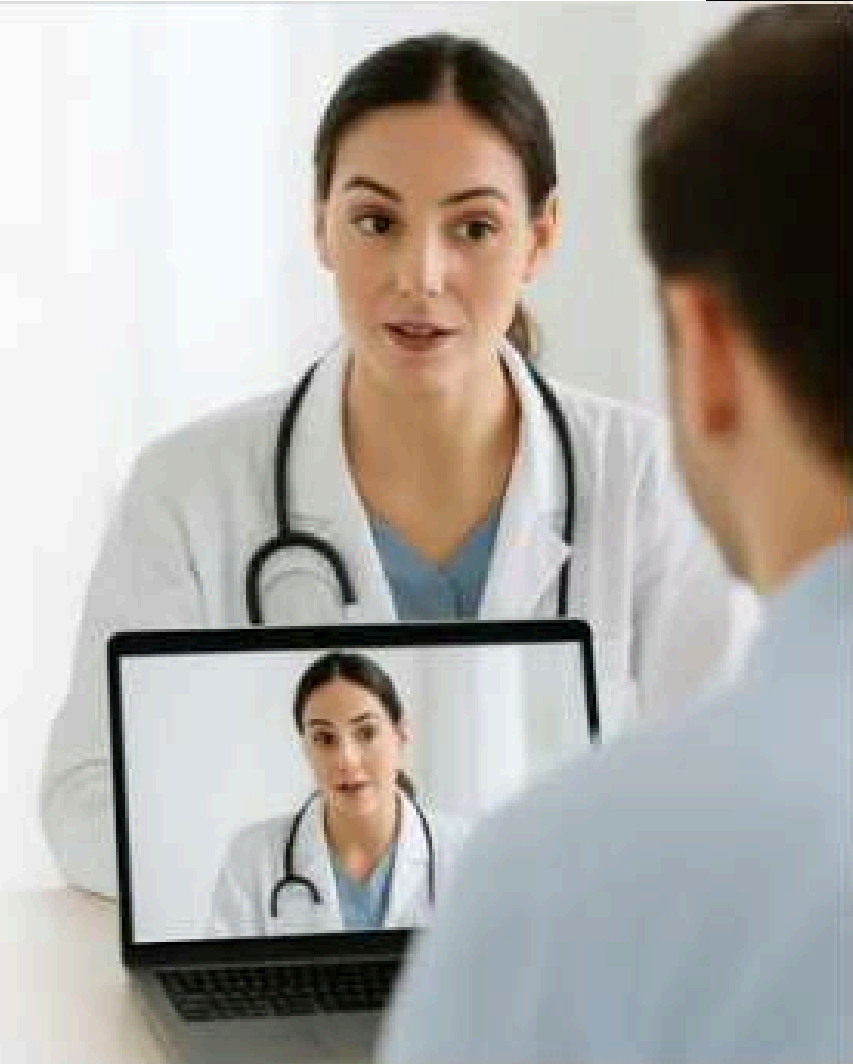
- One-on-one video consultation with a certified doctor
- Review of your symptoms and health history
- Diagnosis and treatment recommendations
- Prescriptions or referrals if required
- 100% private and secure communication

Affordable Telemedicine in Greece

€49

- ✓ Licensed doctor
- ✓ Safe, private, and secure
- ✓ Fast service from your phone or computer

[Book Your Appointment](#)



Specialized In-Home Medical Care | Doctors in Athens

Discover how HOMED provides specialized medical care directly to your home in Athens. Learn more about our personalized in-home healthcare services.

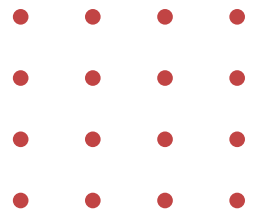
 HOMED / Jun 6, 2025

<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.

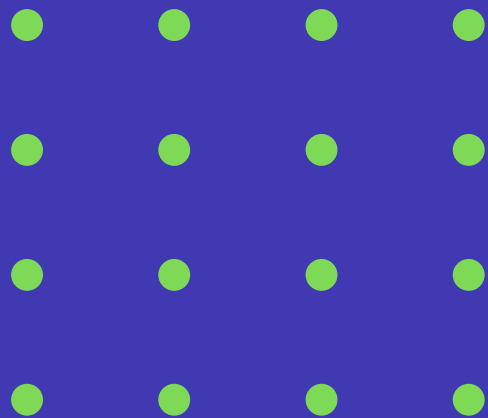
Cross-border eHealth: Slovenia participates in EU infrastructure (SiNCP) so health data can be exchanged securely with other EU countries when needed.

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.

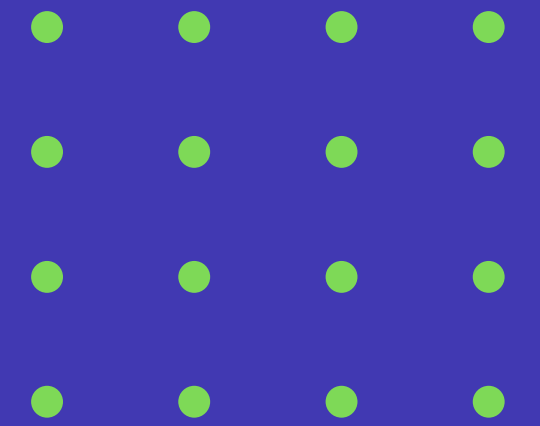


Providers like Telekom Slovenije offer telemedicine platforms connected to national eHealth infrastructure, enabling remote monitoring of vital signs and communication between patients and health professionals via smartphone or tablet applications.

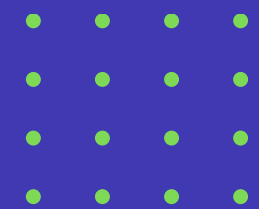
These systems were used, for example, during the COVID-19 pandemic to monitor patients at home and reduce physical contact.



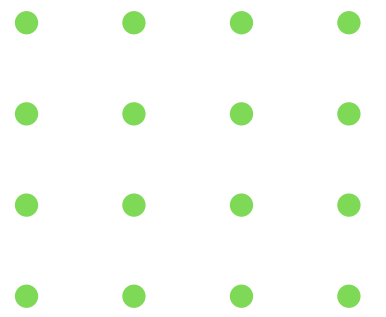
A national project „Zdravje na daljavo in telemedicina“ is underway (financed by EU Recovery and Resilience funds) to integrate telemedicine services with the existing national eHealth platform (zVEM) and the Central Registry of Patient Data. This will enable secure remote communication between patients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

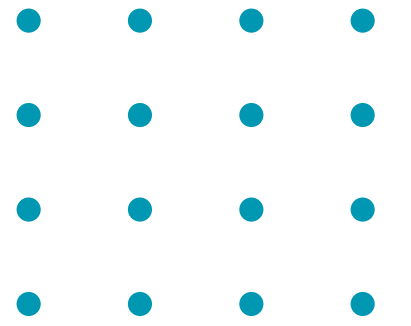


Telemedicine is being used in family medicine and chronic disease care as a complement to in-person services. Early studies suggest positive patient experiences but also highlight the importance of personalised assessment and support, particularly for older or less digitally proficient patients. Remote 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



Co-funded by
the European Union





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.



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

Personal Health Record



• • • •

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

Five risks the healthcare industry faces:

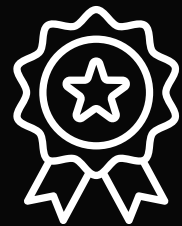


Healthcare risk report:

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

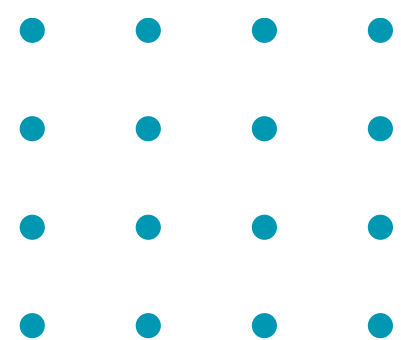
TYPICAL DATA PROTECTION PROBLEMS AT THE RECEPTION

- 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).





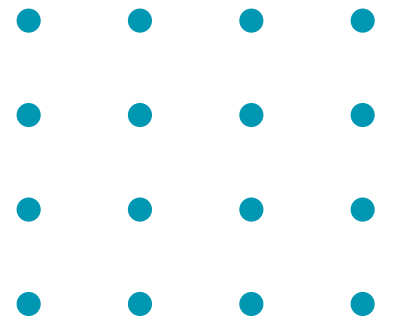
DIGITAL SAFETY



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



Co-funded by
the European Union

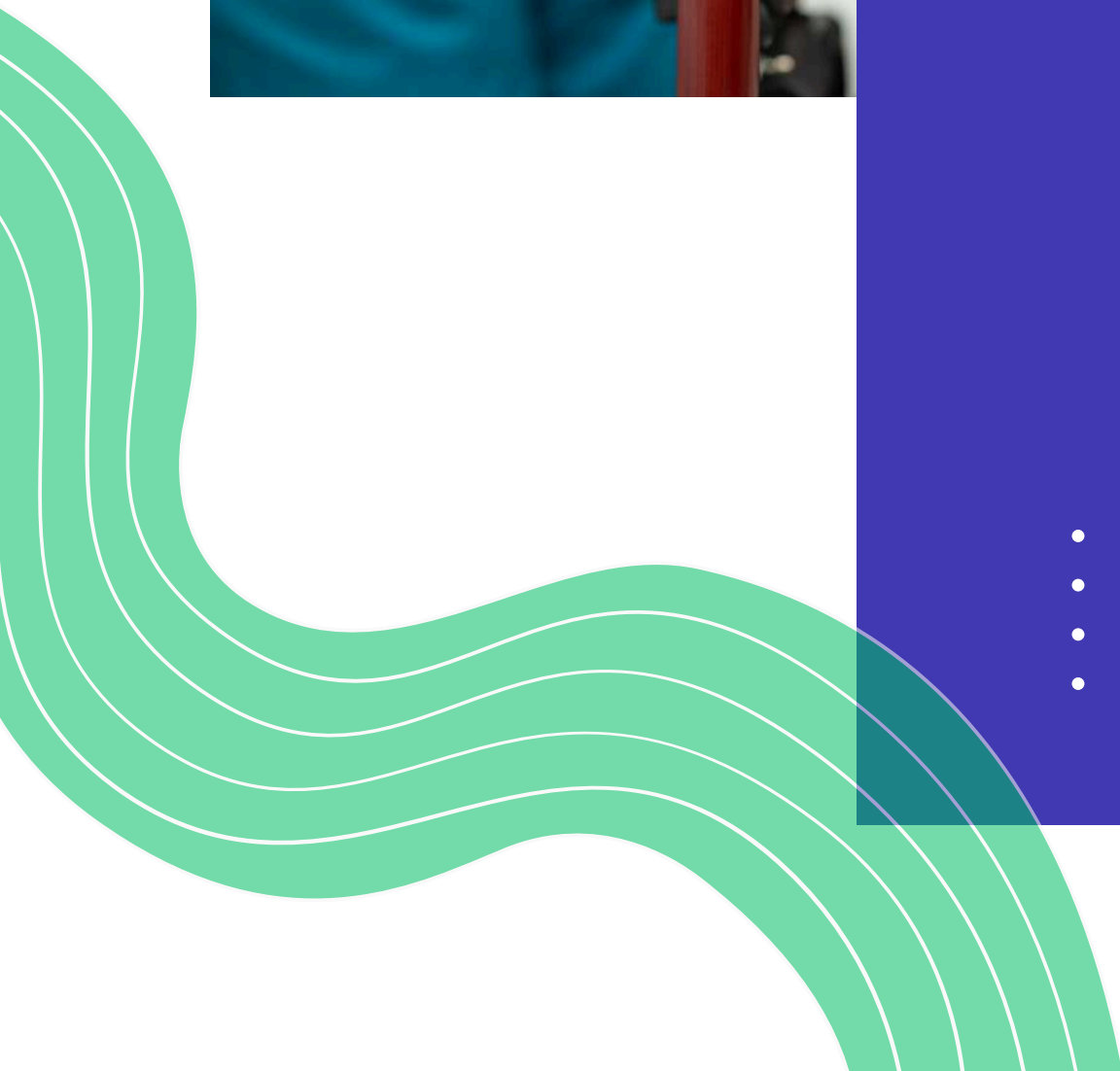


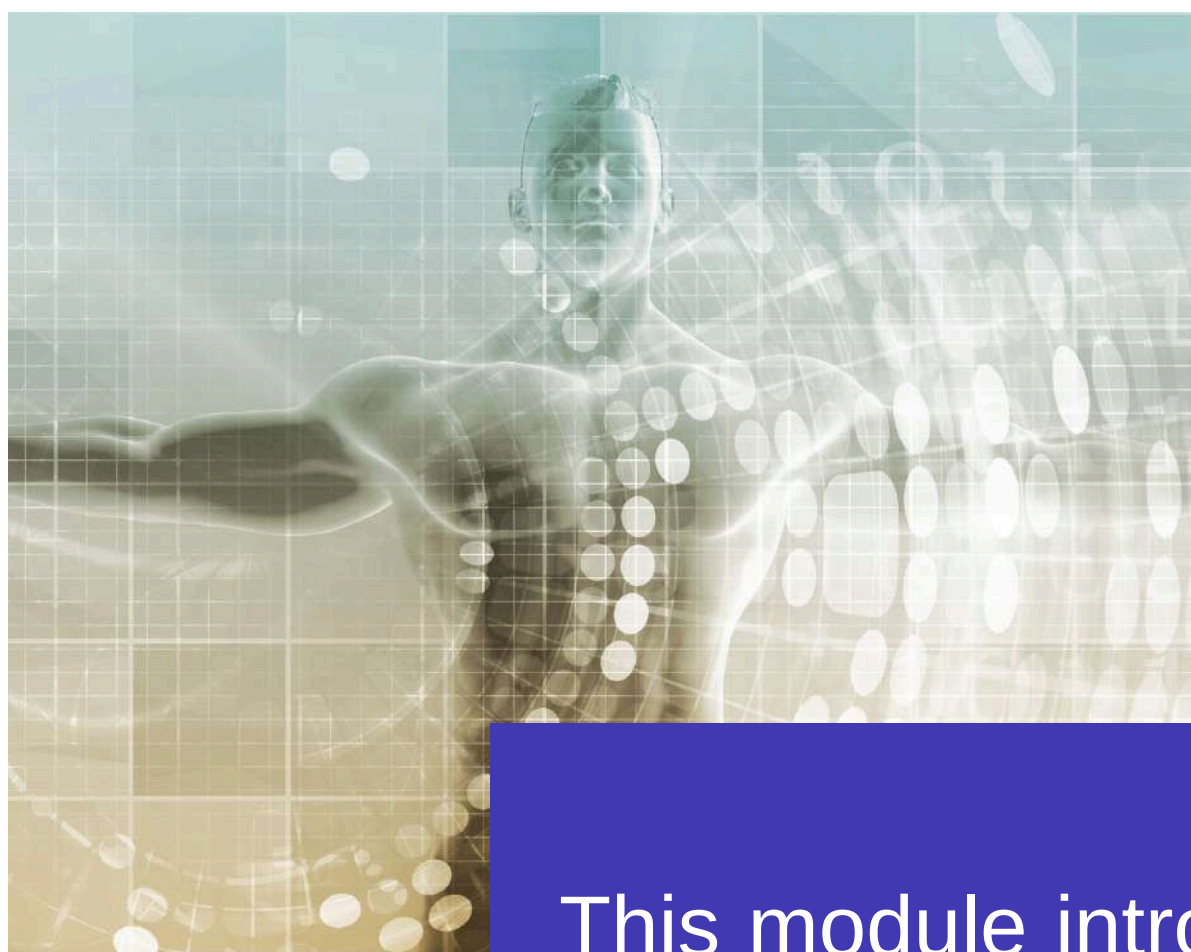


MODULE OVERVIEW



- 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
-

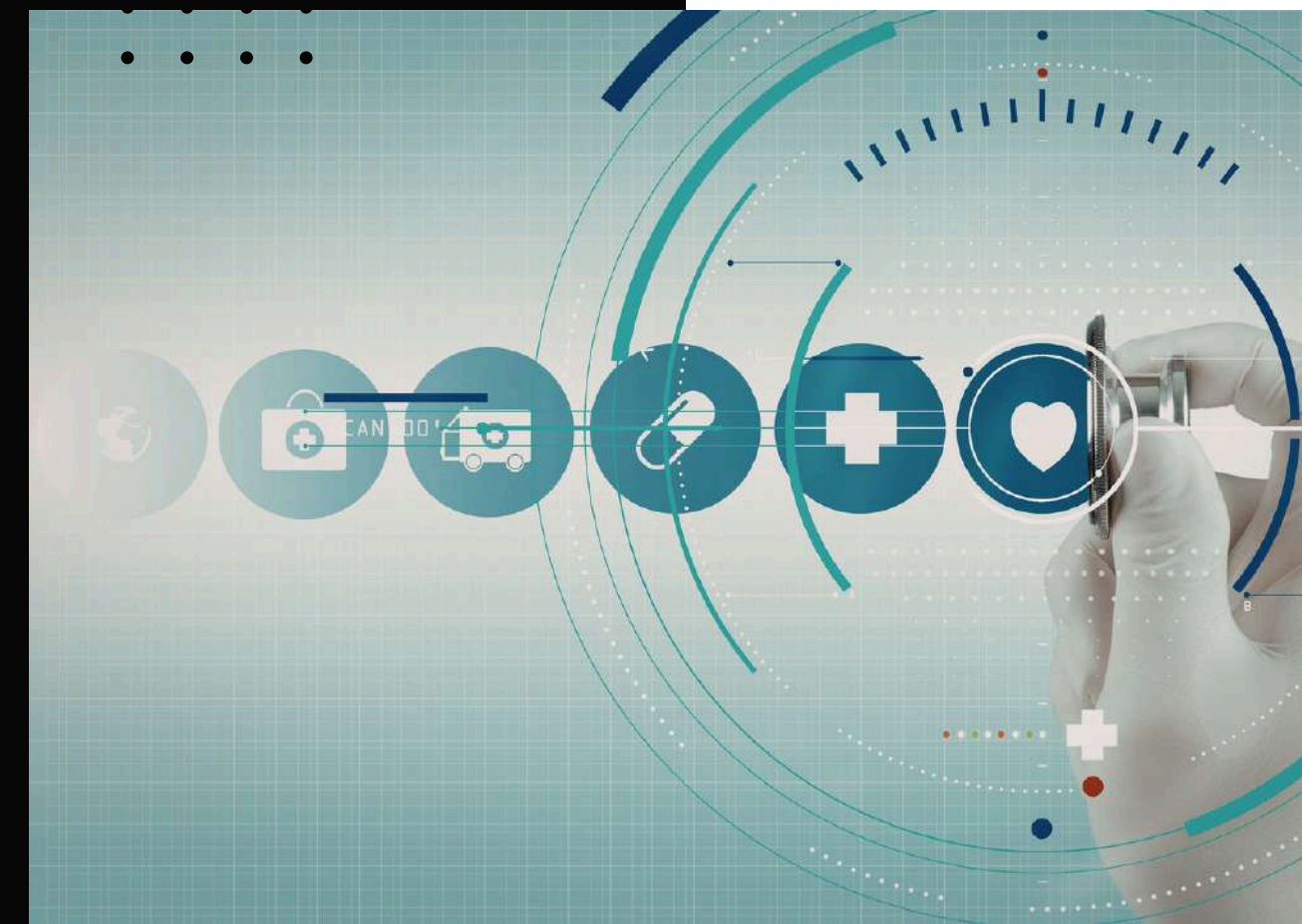
WHY DIGITAL HEALTH APPLICATIONS MATTER?

Digital tools can help you take care of your health.

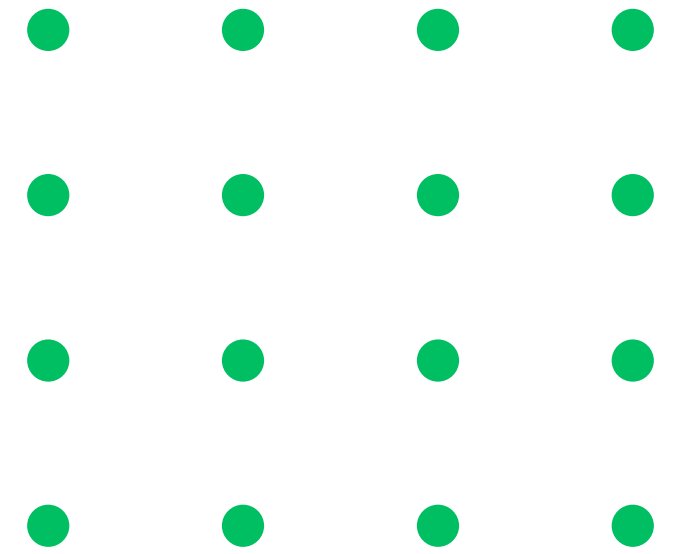
They support healthy habits

- Help monitor your condition
- Make daily health management easier

You can take a more active role in your health



WHAT ARE HEALTH APPS?

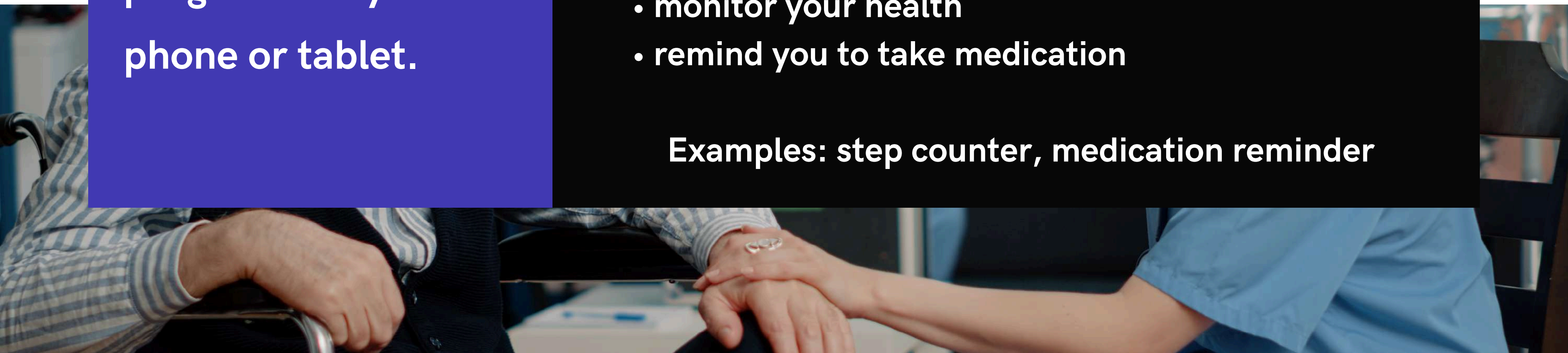


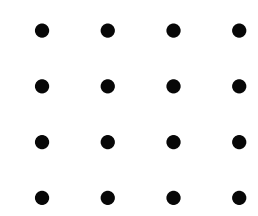
Health apps are programs on your phone or tablet.

They can help you:

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

Examples: step counter, medication reminder





WHAT ARE WEARABLES?

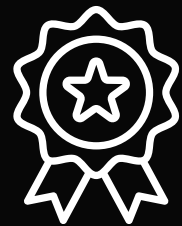
Wearables are devices you wear on your body.

Examples:

- smartwatches
- fitness trackers

They can measure:

- steps
- heart rate
- sleep



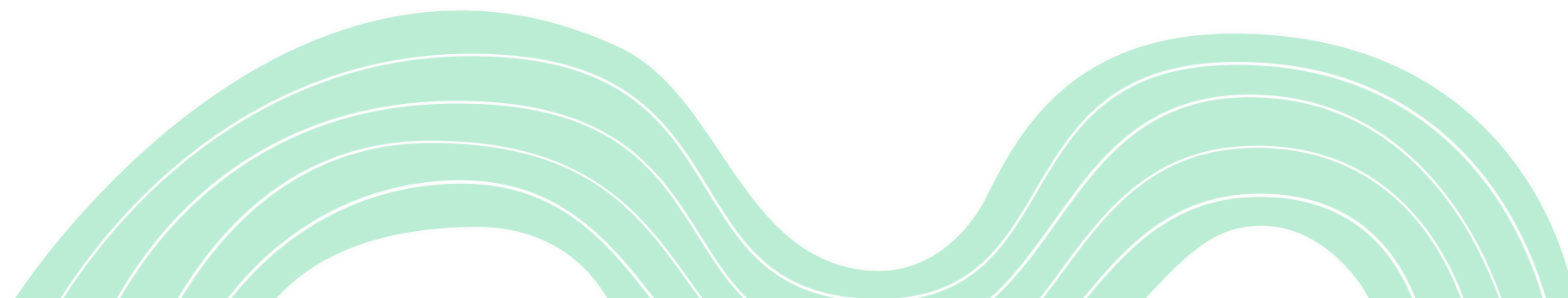
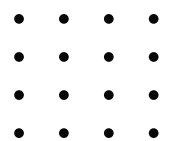


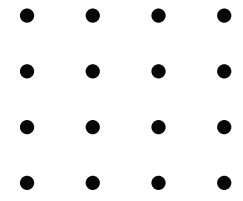
TYPES OF HEALTH APPS

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



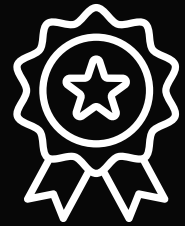


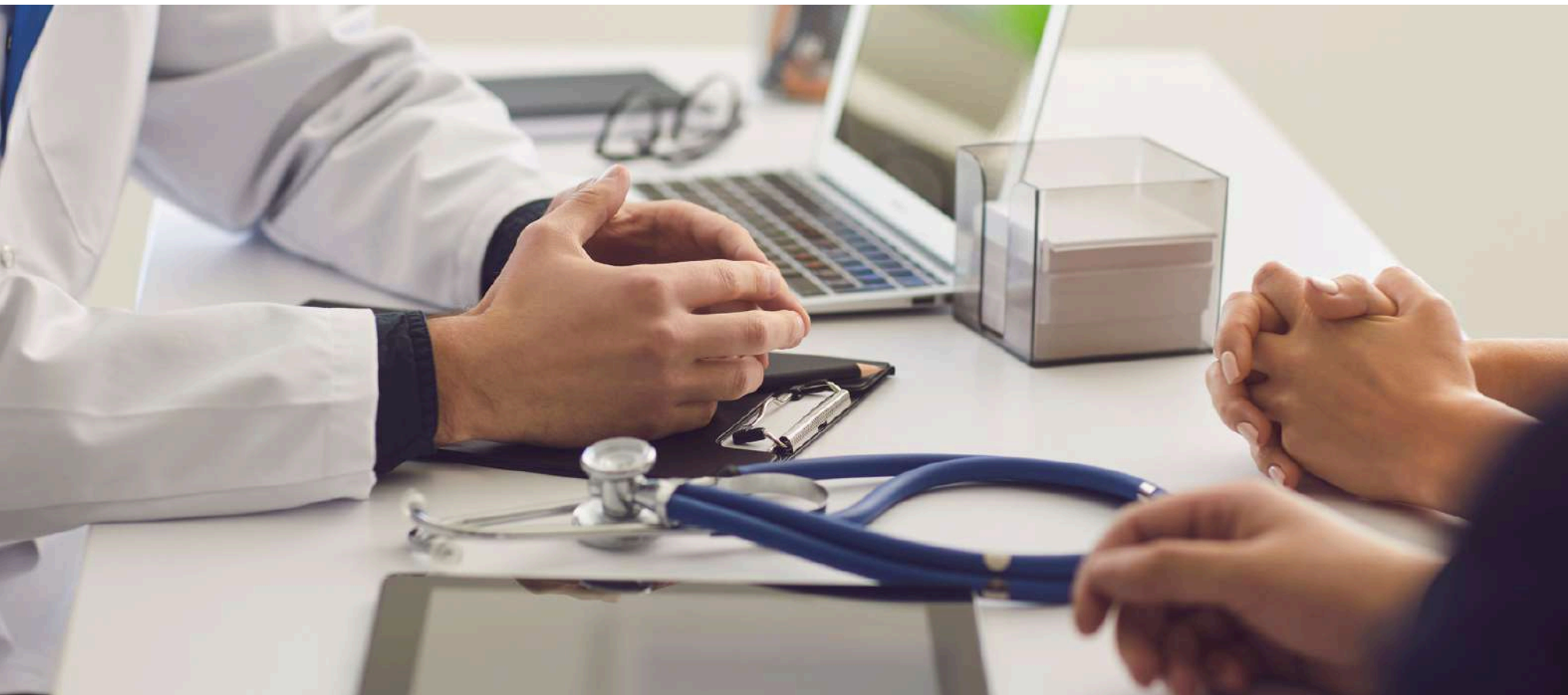
USING HEALTH APPS

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





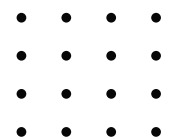
UNDERSTANDING YOUR DATA

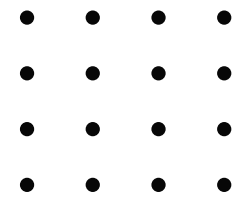
Apps show simple health information:

- 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

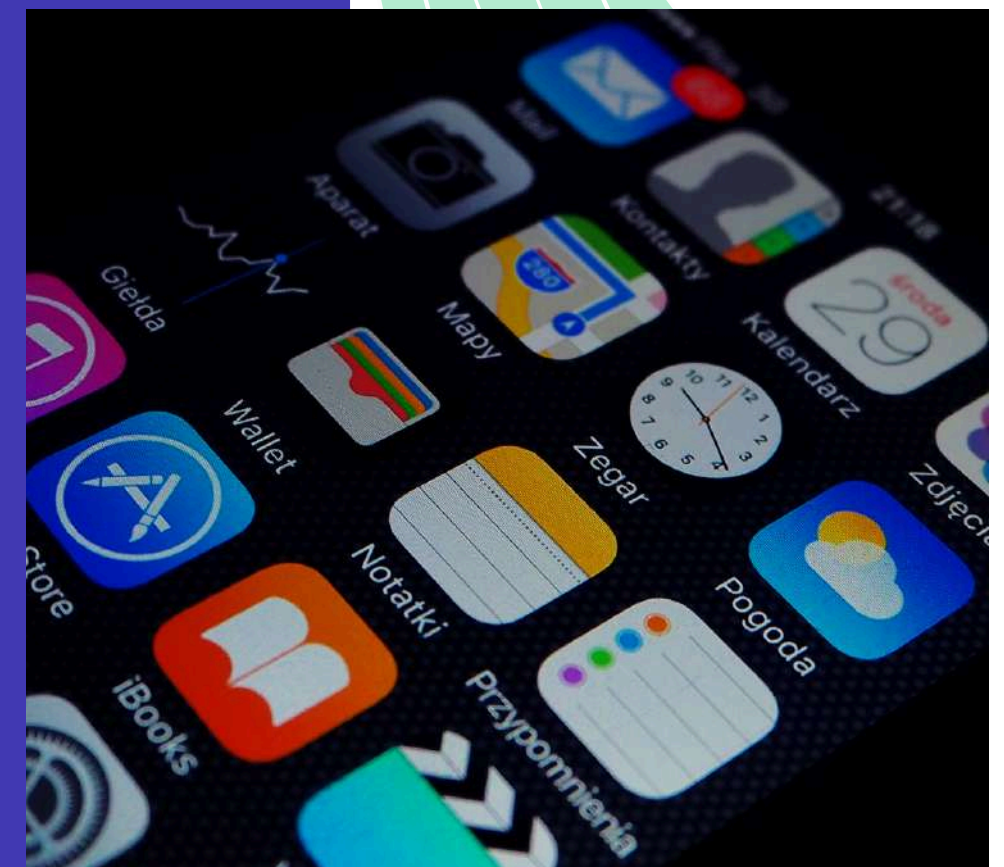
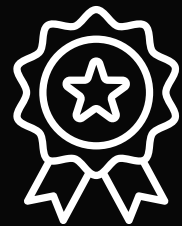
Be careful when choosing apps.

Use trusted sources (official stores)

Check reviews

Avoid unknown apps

Ask a doctor or family member if unsure






HELPFUL TIPS

PRACTICAL TIPS



5 tips for using health apps:

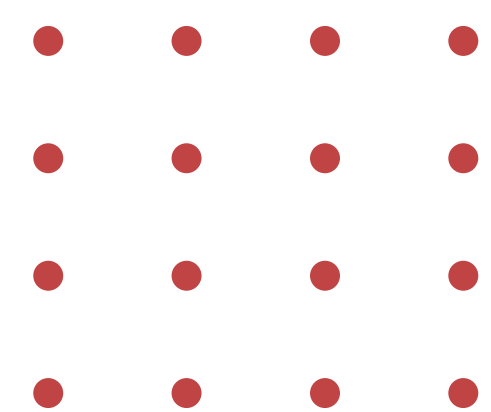
1. Start simple
 2. Set realistic goals
 3. Use apps regularly
 4. Do not replace medical advice
 5. Share useful data with your doctor
- 



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

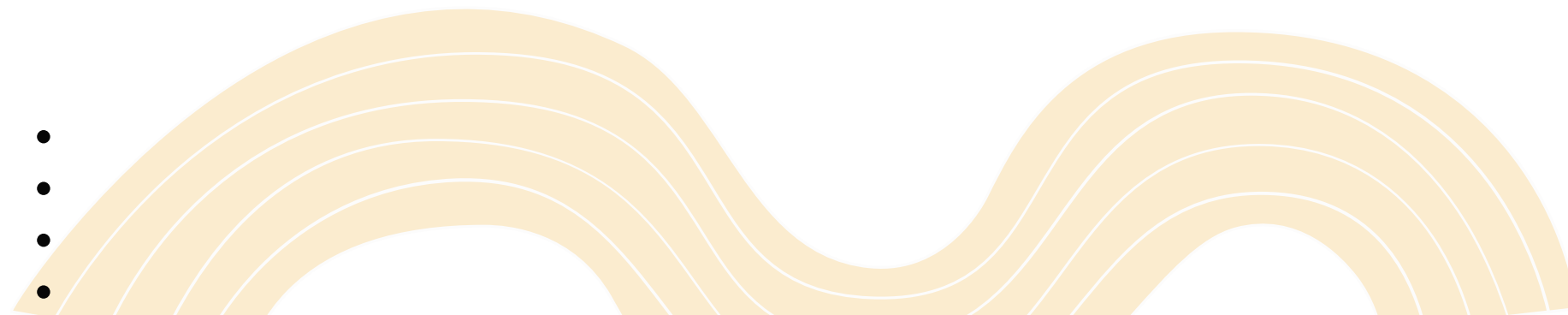
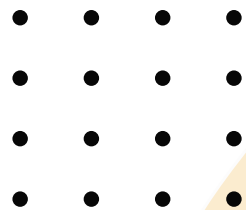




Think about this:

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

REFLECTION





MINI QUIZ OR SELF-ASSESSMENT



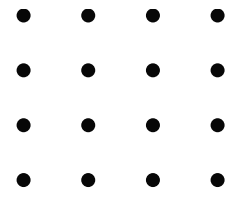
What is a
wearable
device?

Can apps
replace a
doctor?

What should you
check before
installing an app?

Should you share
your health data
with any app?

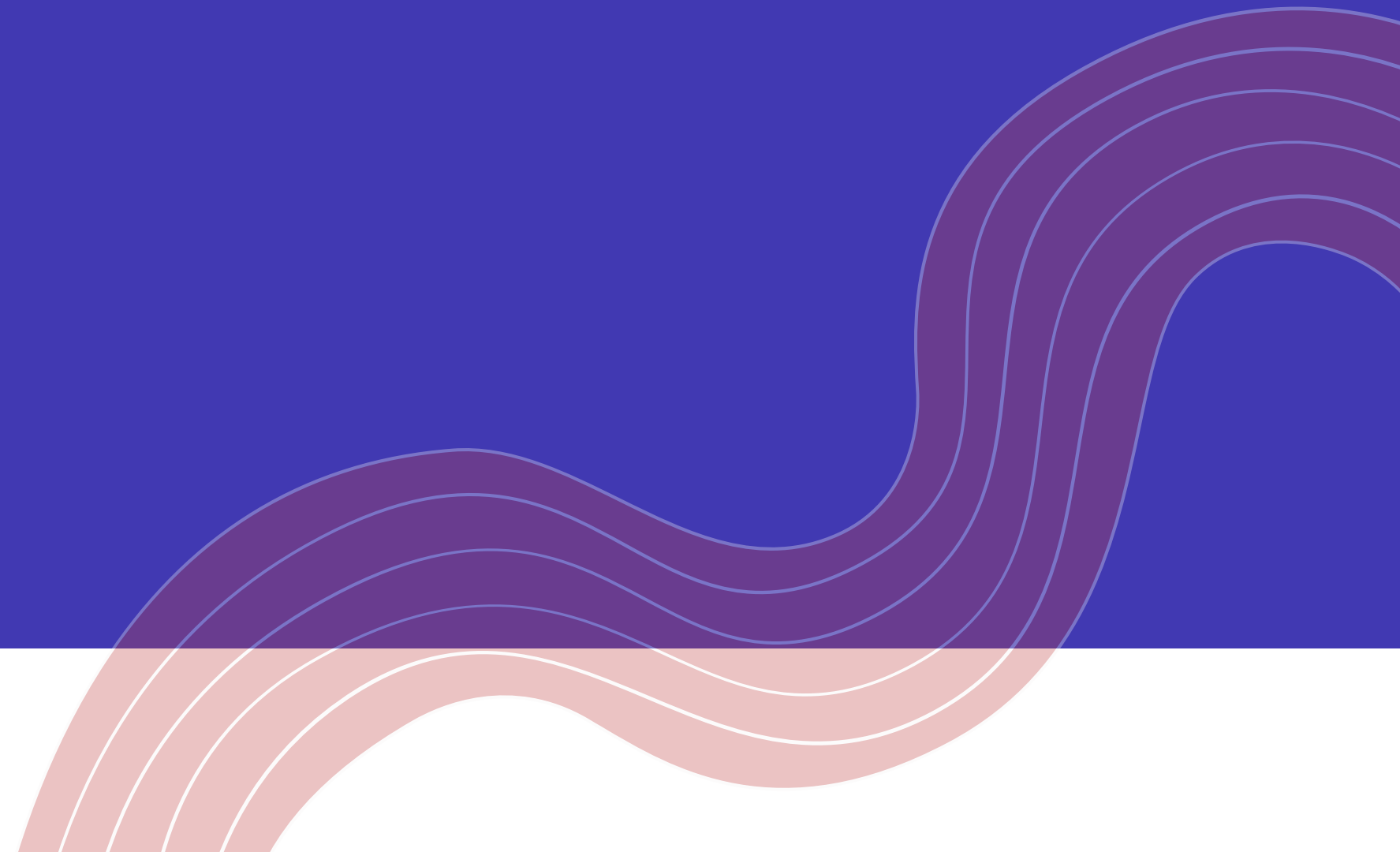
KEY MESSAGE



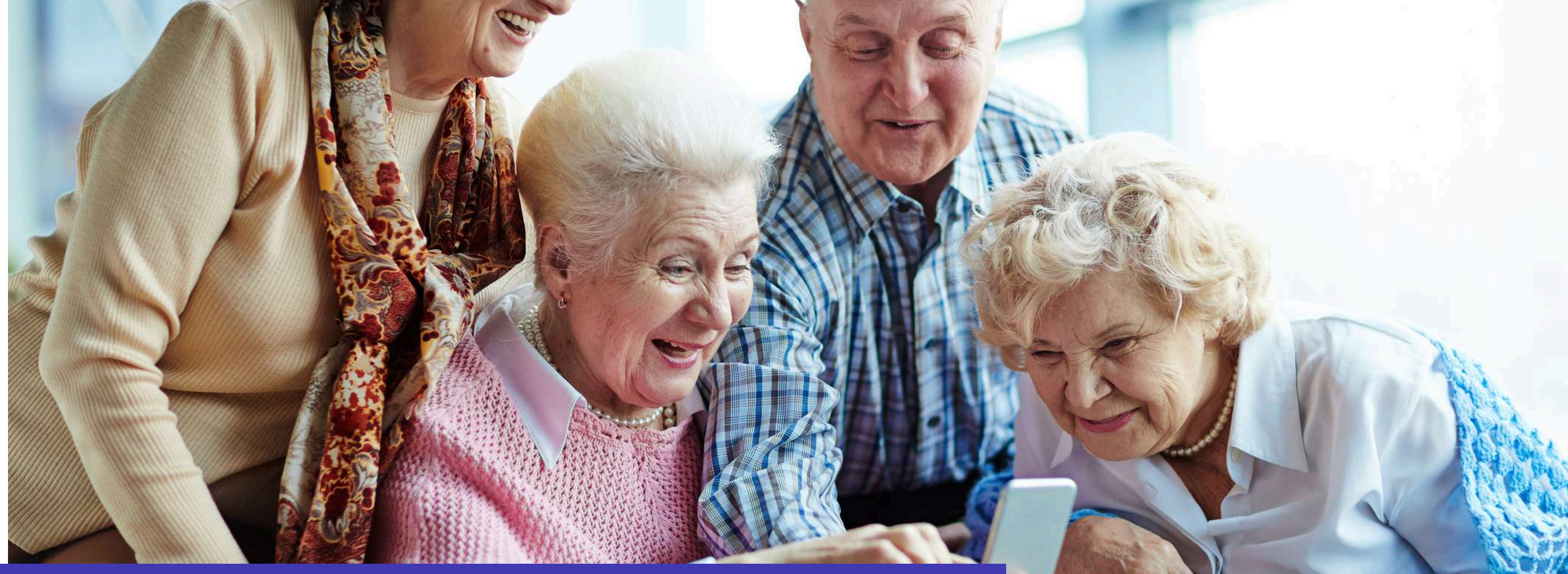
Digital tools can support your health

Start simple and go step by step

Use them safely and with confidence



4



ASSISTIVE TECHNOLOGIES AND ACCESSIBILITY



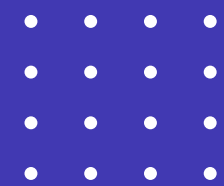
Co-funded by
the European Union





MODULE OVERVIEW

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



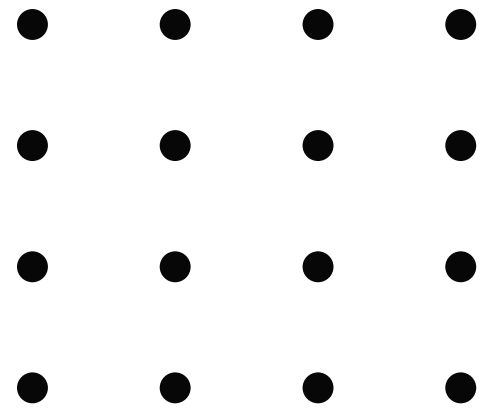


SHORT DESCRIPTION

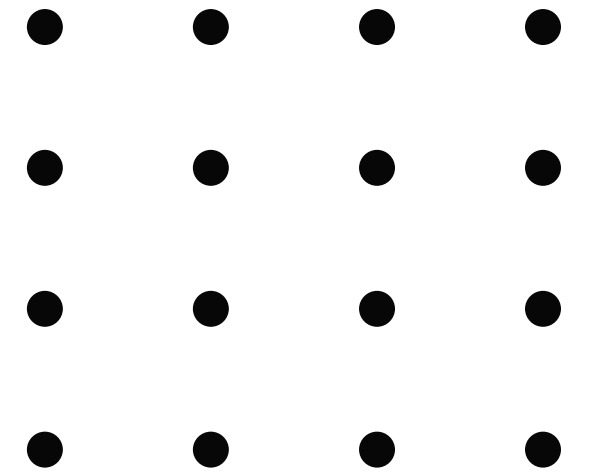


Assistive Technologies & Accessibility is a practical, senior-friendly module that introduces older adults to simple digital tools that support access to eHealth services. The module explains how screen readers, voice assistants, and adaptive devices can help seniors use smartphones, tablets, and online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



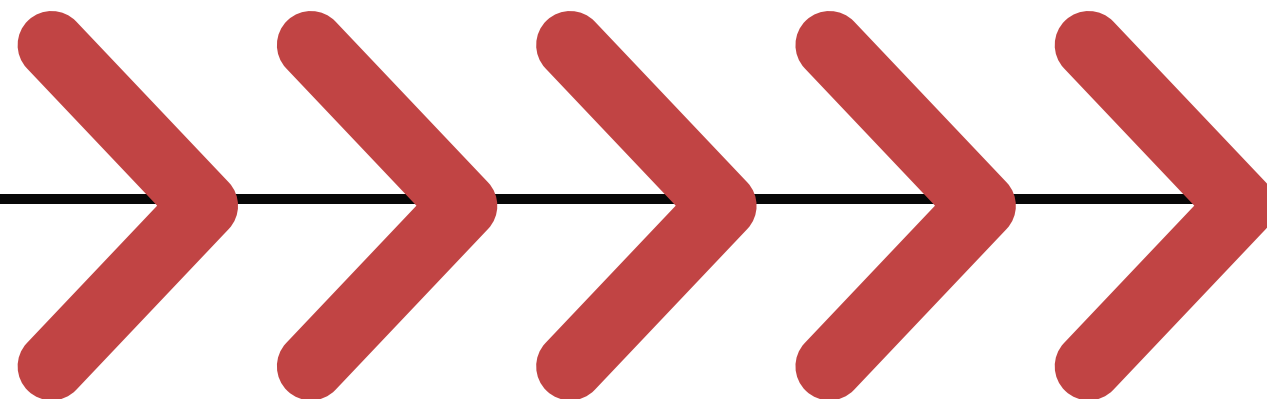
LEARNING OBJECTIVES



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

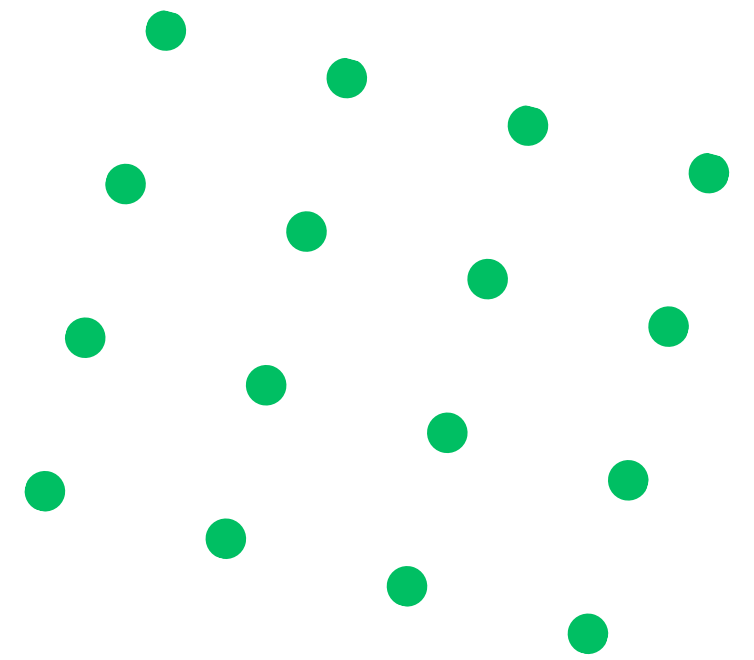
Assistive technologies are tools that help people:

- 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

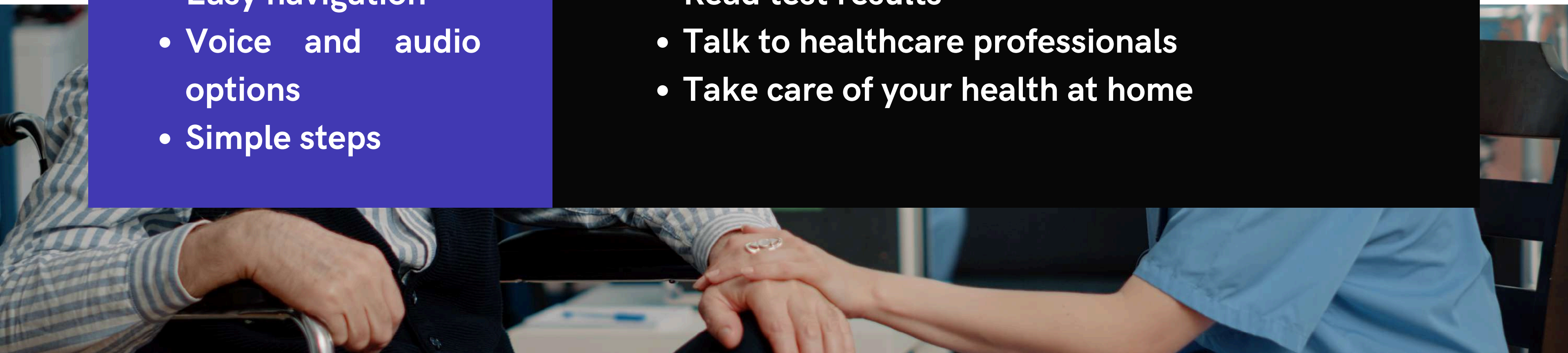


Accessibility means:

- 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:

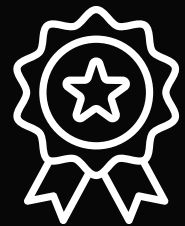
- Text is too small
- Vision is reduced
- Eyes get tired easily

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

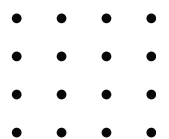
Open Settings

Select Accessibility

Choose Screen Reader /
VoiceOver / TalkBack

Turn it ON

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:

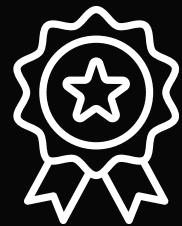
- “Hey Google”
- “Siri”
- “Alexa”

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:

Activate the assistant
(button or voice)

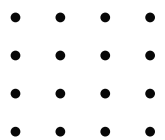
Speak clearly and slowly

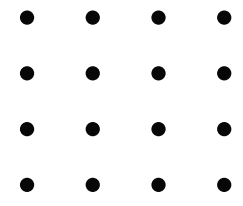
Give a short command

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?

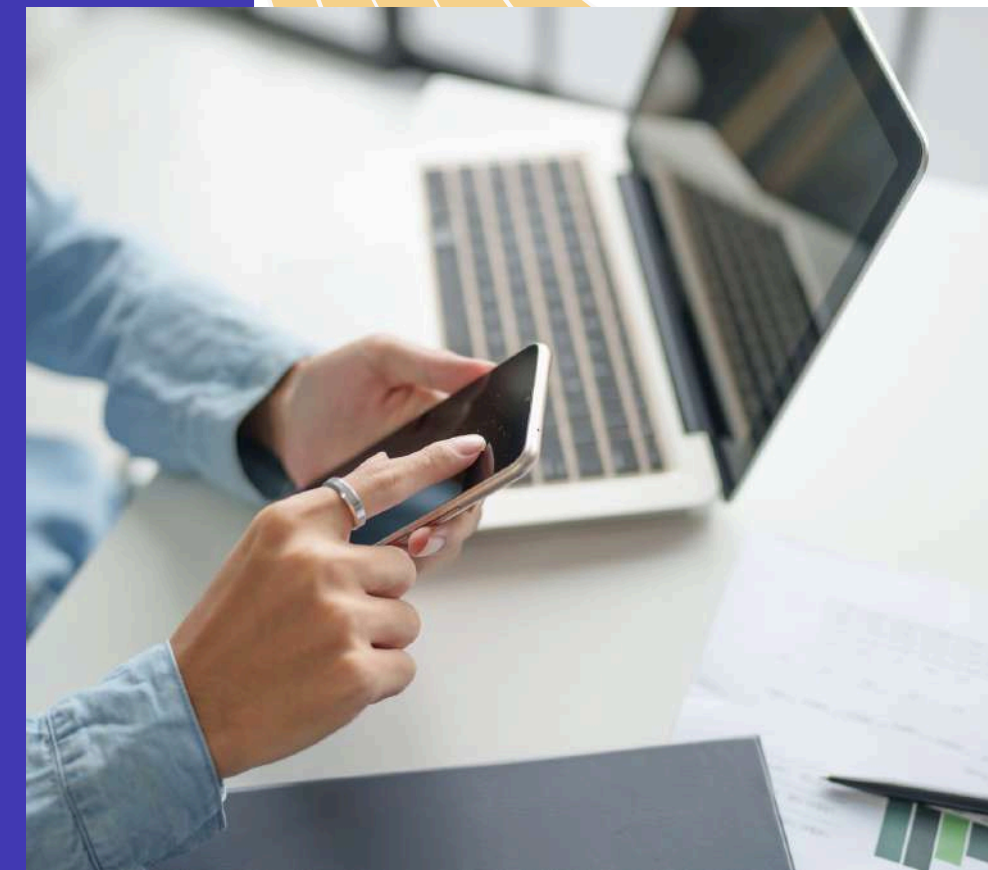
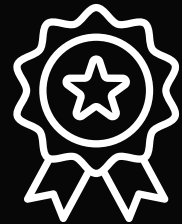
Tools that make devices easier to touch, see, or hear.

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:

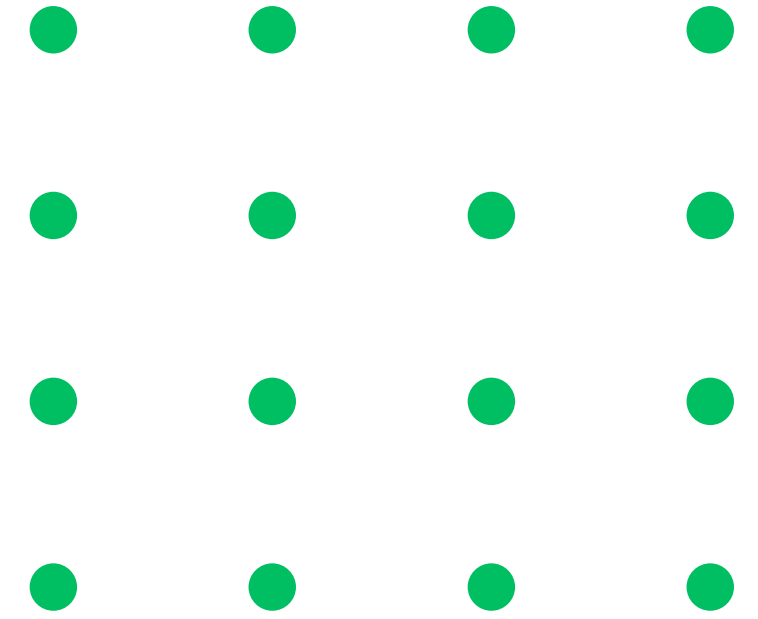
- Book appointments online
- Join video doctor visits
- Read prescriptions
- Track health data

Key message:

Assistive technologies increase your independence and reduce the need for help.



REFLECTION QUESTIONS



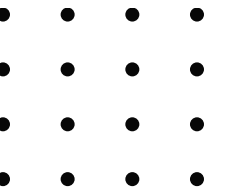
ASK YOURSELF:

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



Co-funded by
the European Union





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



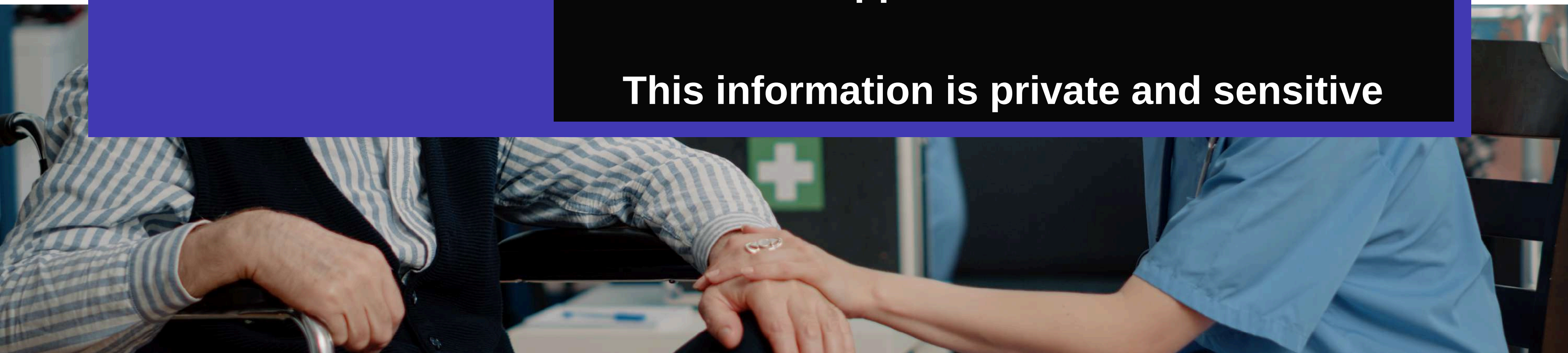
WHAT IS PERSONAL HEALTH DATA?

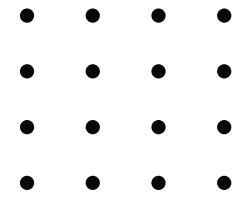


**PERSONAL HEALTH
DATA INCLUDES:**

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

This information is private and sensitive



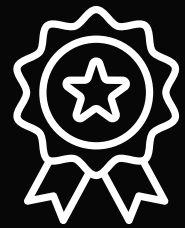


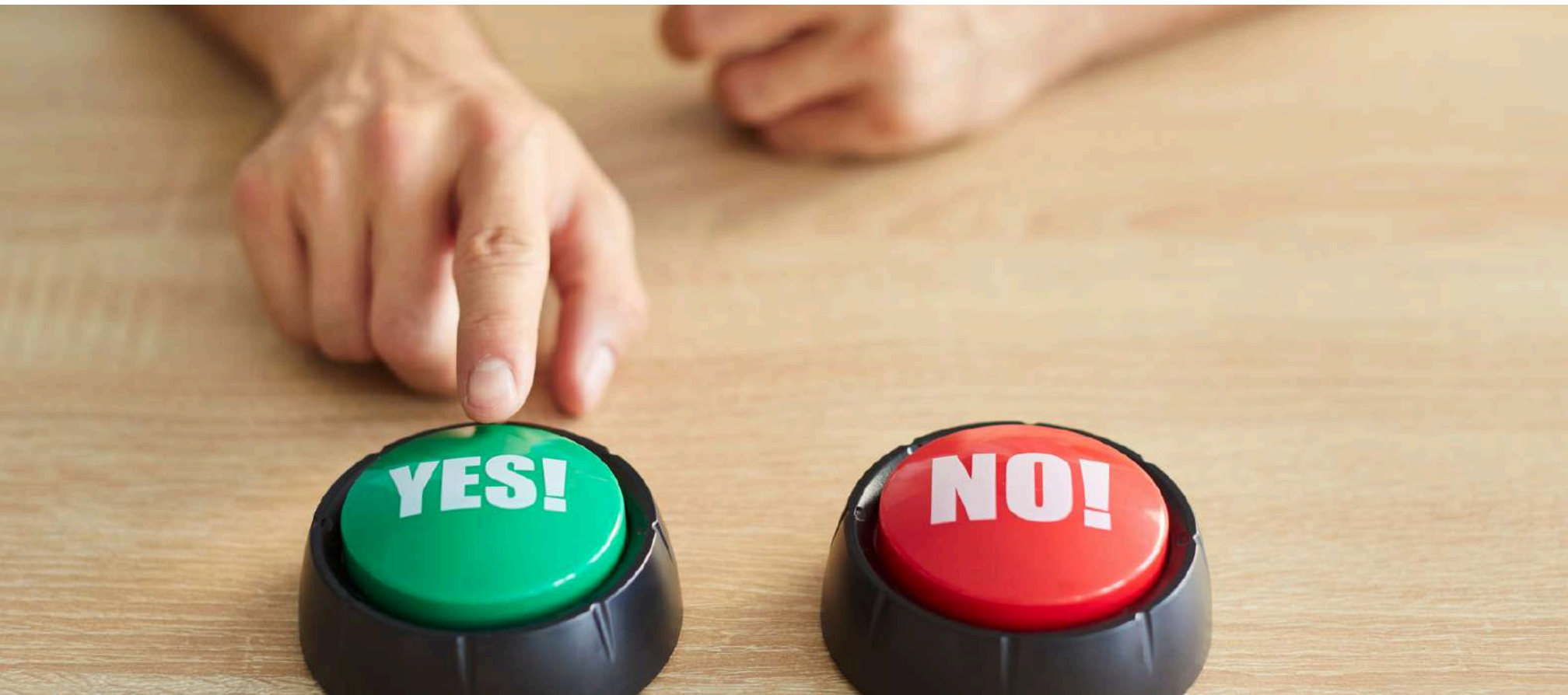
YOUR RIGHTS

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?

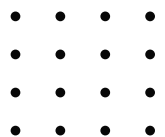
**Consent means
giving permission.**

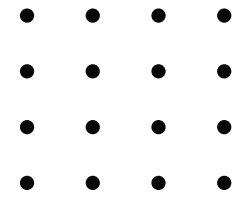
You may be asked when:

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

✓ You can say YES or NO

✓ You can change your mind



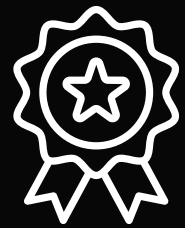


BE CAREFUL ONLINE

Possible risks:

fake websites
suspicious messages
unknown apps

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

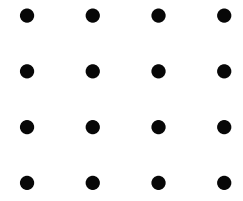




5 GOLDEN RULES

Protect your health data:

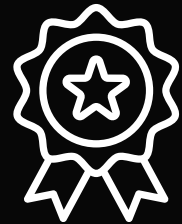
- 1. Use trusted platforms**
- 2. Protect your passwords**
- 3. Read before accepting**
- 4. Avoid public Wi-Fi**
- 5. Ask for help**



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

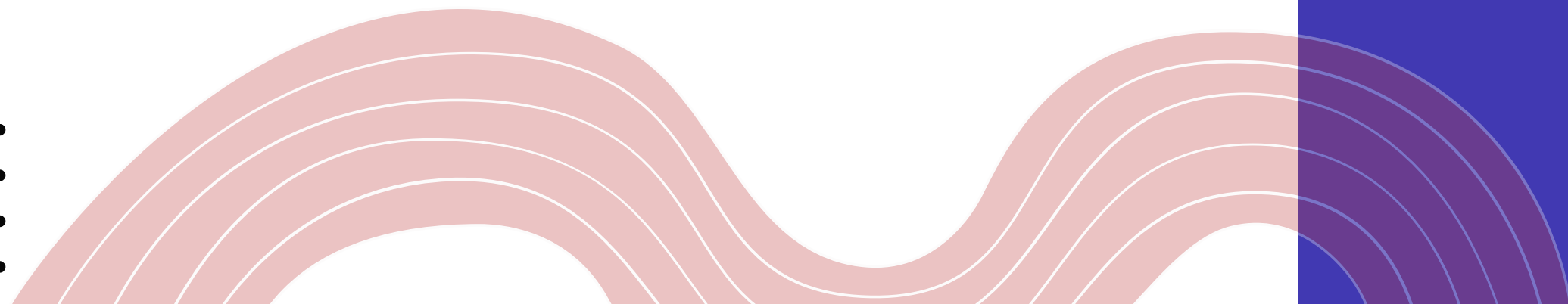
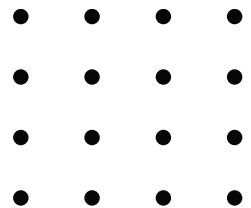




Think about this:

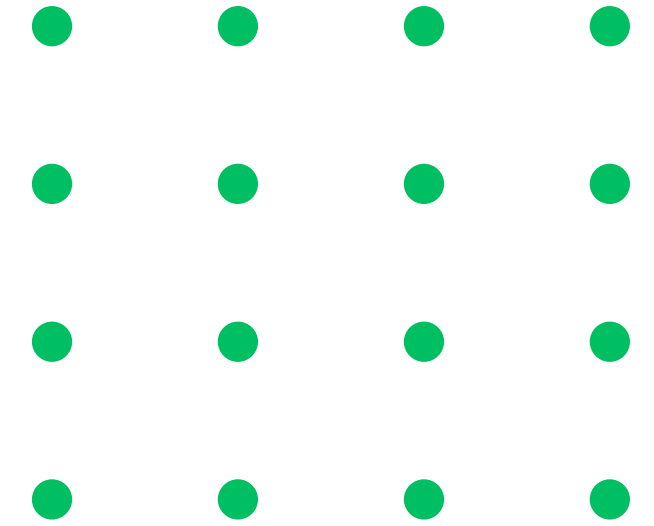
- Have you shared information online?
- Do you feel safe doing it?
- What would you do if something feels wrong?

REFLECTION





MINI QUIZ



Can you refuse to share your data?

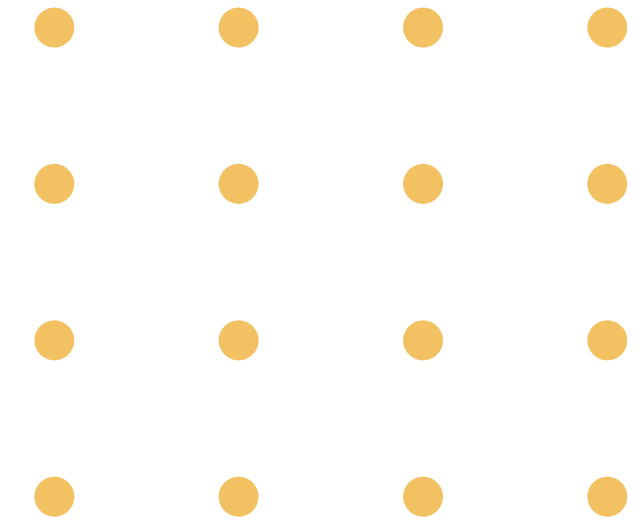
Is every website safe?

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



Co-funded by
the European Union





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

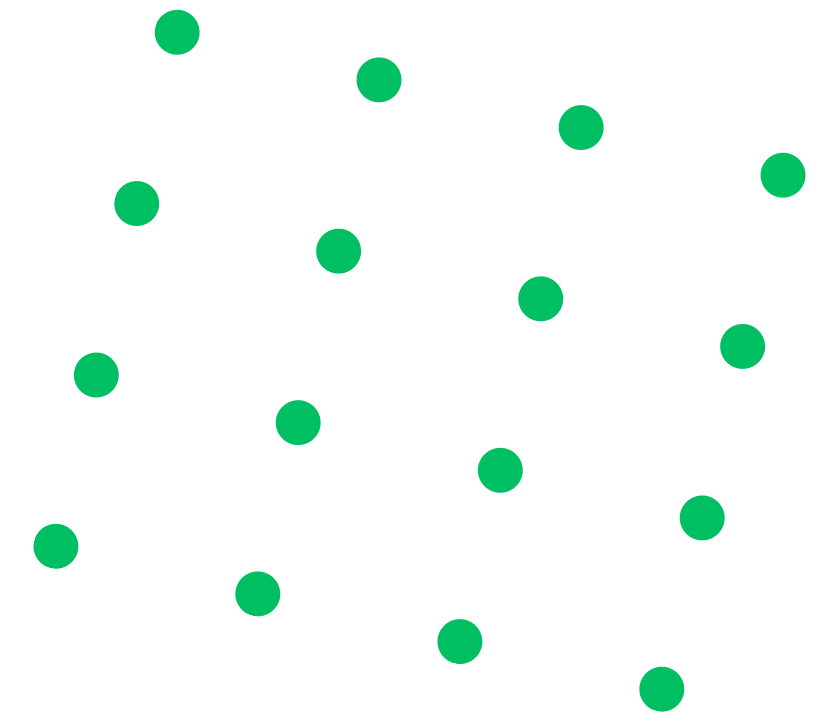
Keep using eHealth tools

Stay independent

Feel confident, not frustrated



TYPES OF SUPPORT YOU CAN USE



There are many ways to get help:

Local helpdesks

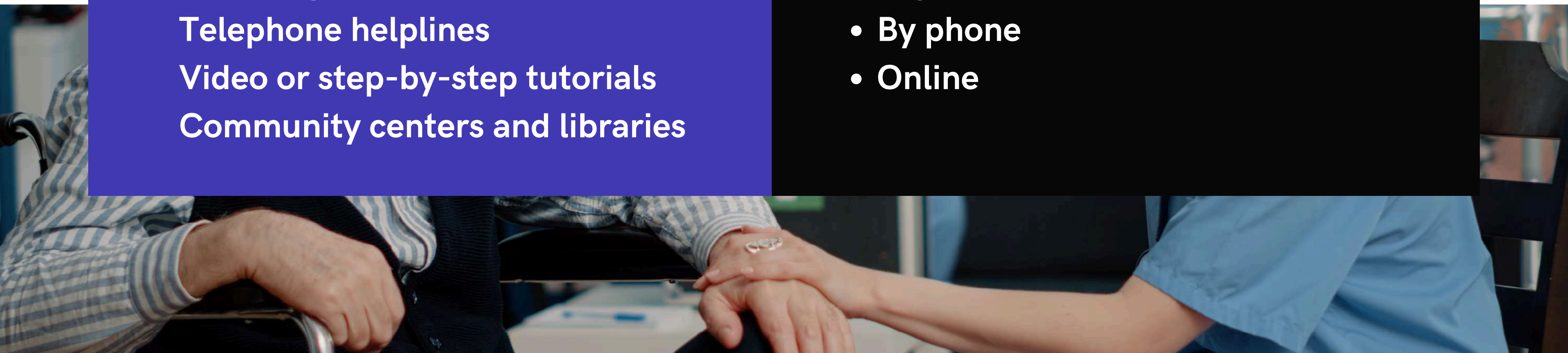
Telephone helplines

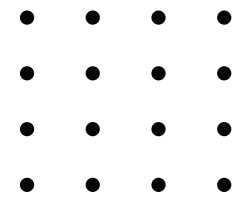
Video or step-by-step tutorials

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

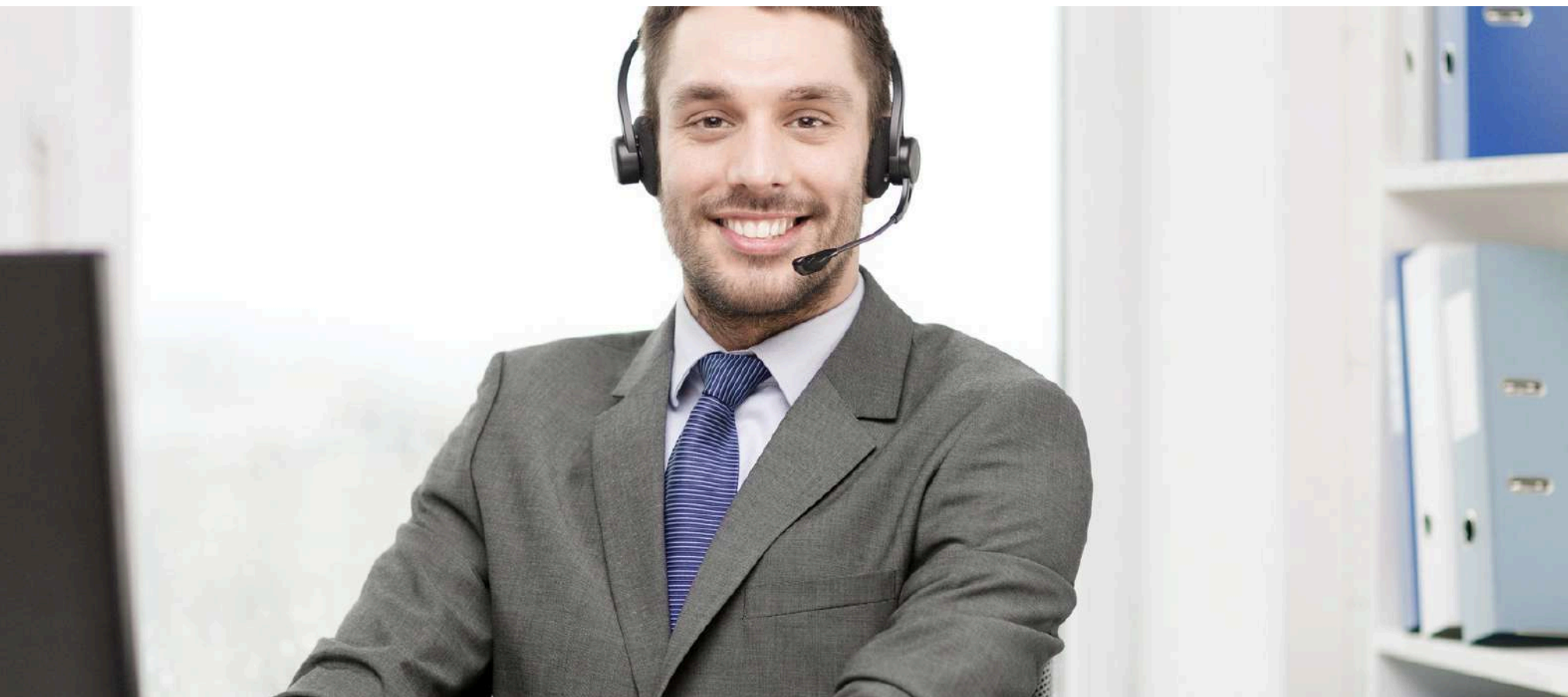
Where to find them:

- 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

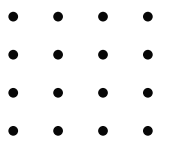
How to prepare for a call:

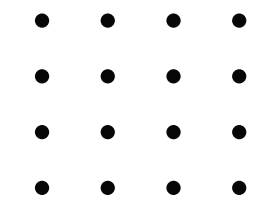
Have your phone or tablet nearby

Write down your question

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:

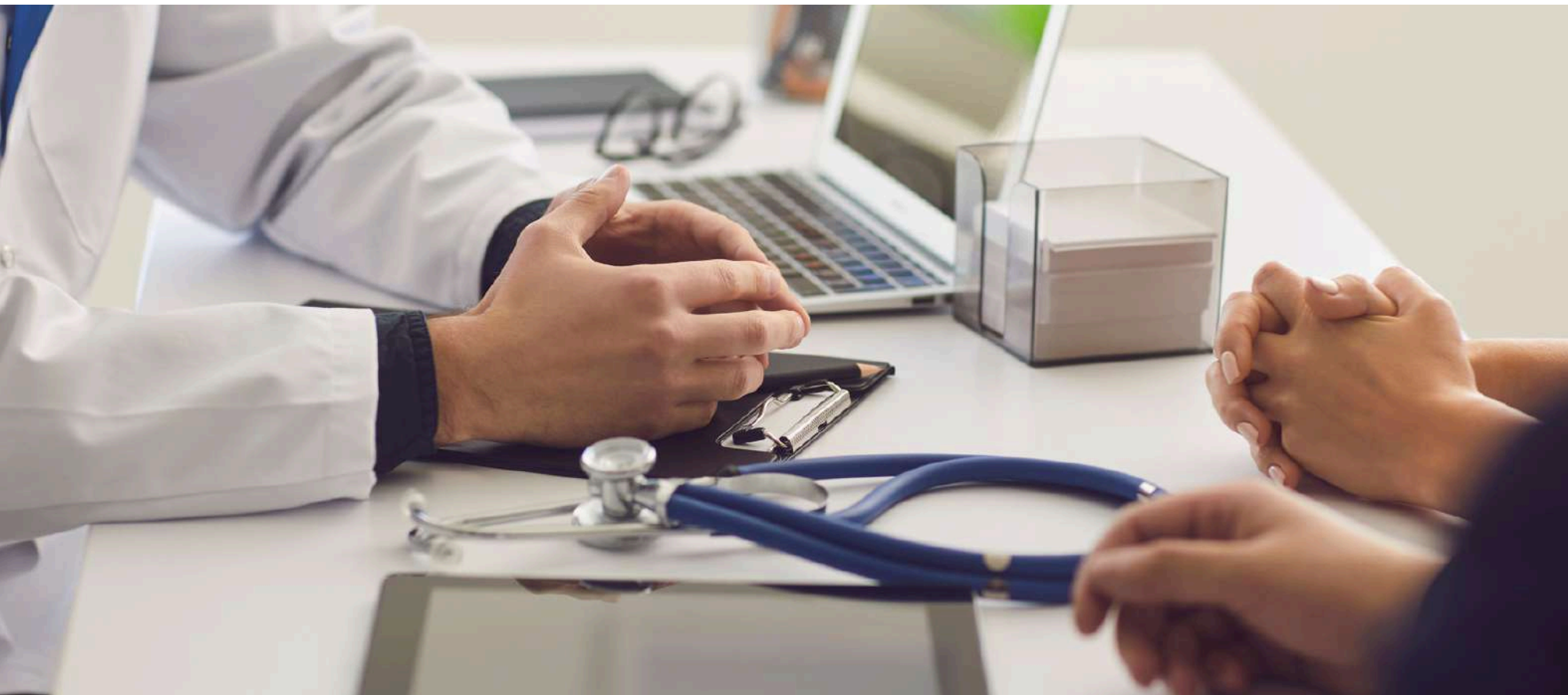
Pause

Repeat

Practice

Tutorials are great if you prefer learning calmly at home.



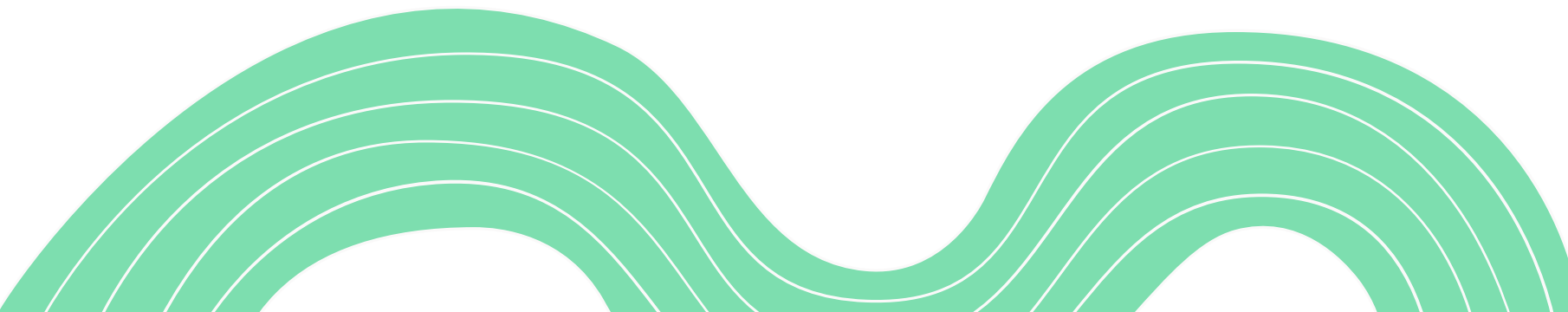
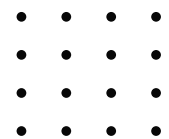


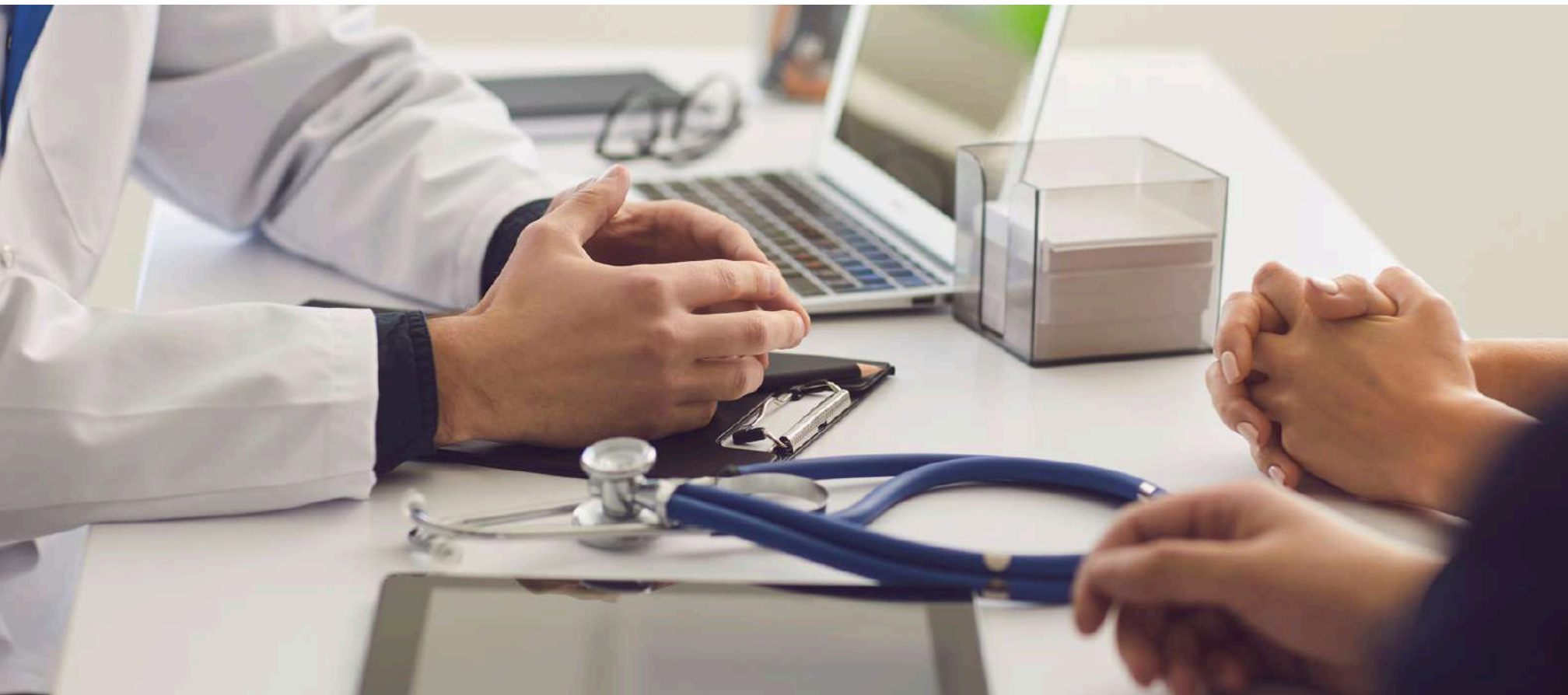
SUPPORT EXAMPLES IN GREECE

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.



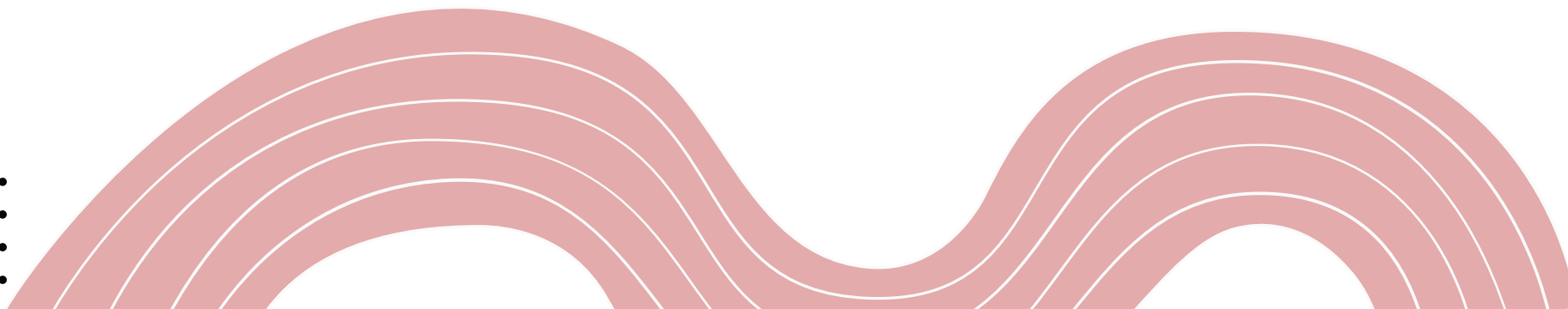
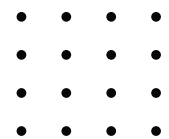


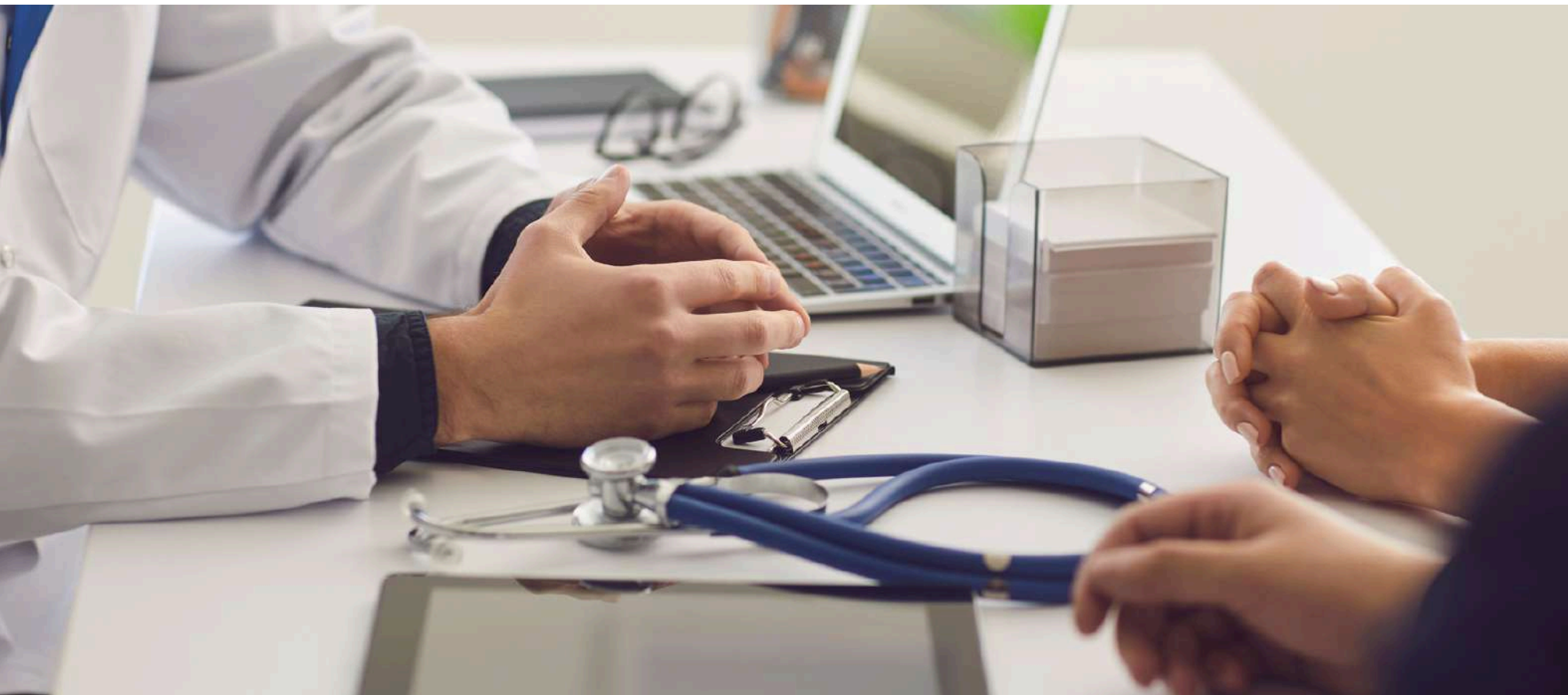
SUPPORT EXAMPLES IN ESTONIA

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.



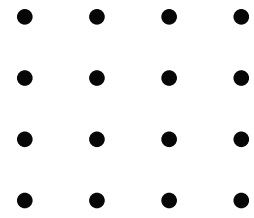


SUPPORT EXAMPLES IN SLOVENIA

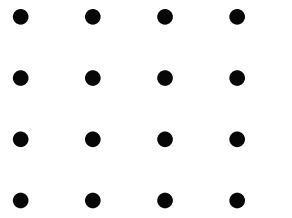
In Slovenia, seniors can access:

- 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:

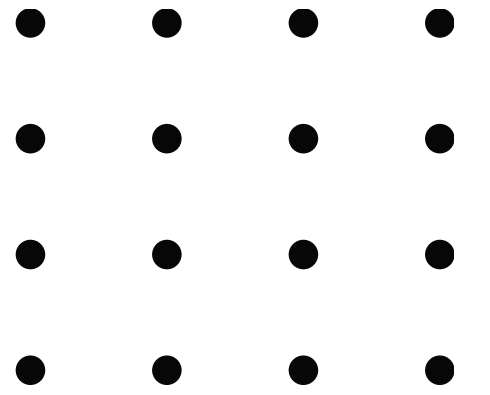
I know where to
get help if I have
problems with
eHealth tools

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

ASSESSMENT TOOL FOR SELF-EVALUATION



Co-funded by
the European Union

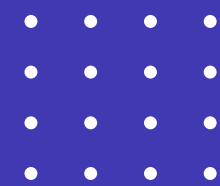


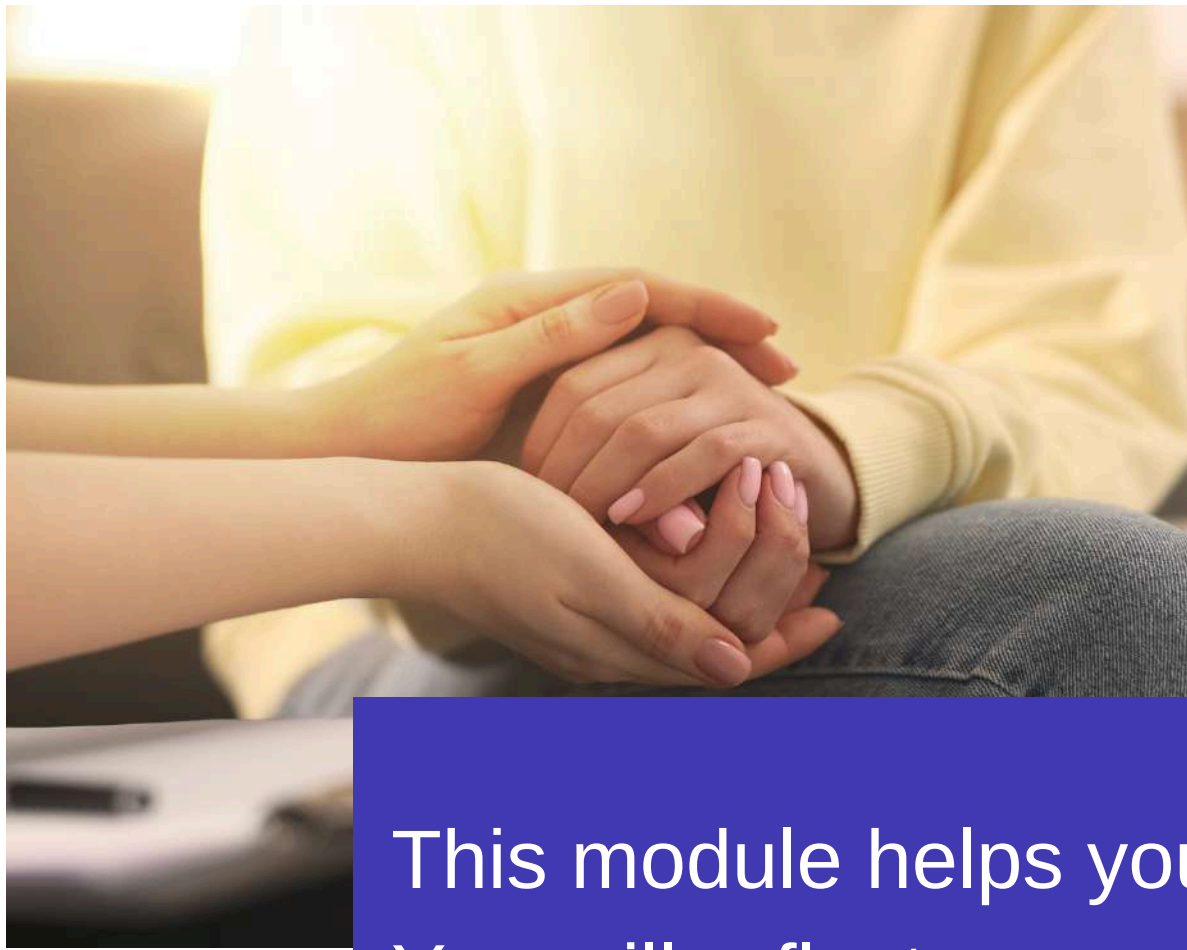


MODULE OVERVIEW



- 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

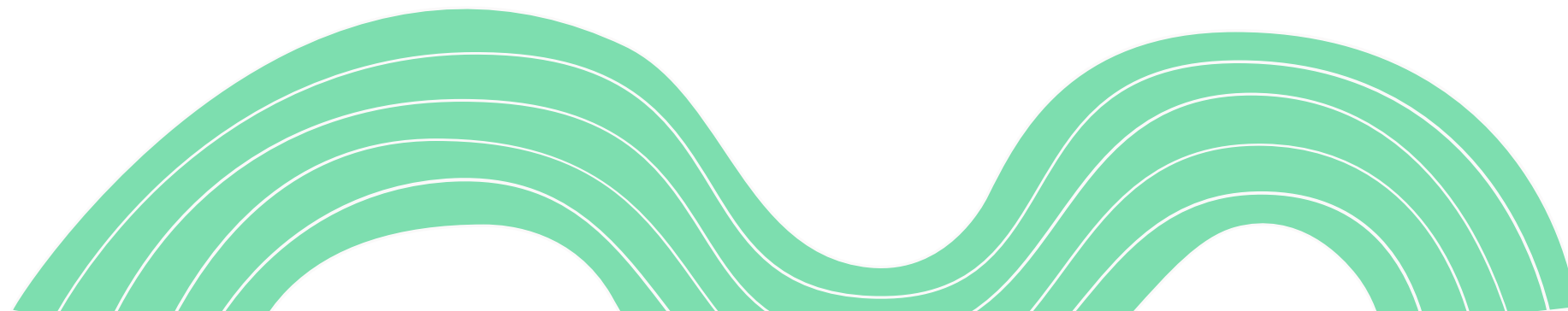
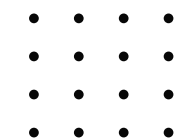
Thinking about what you learned

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



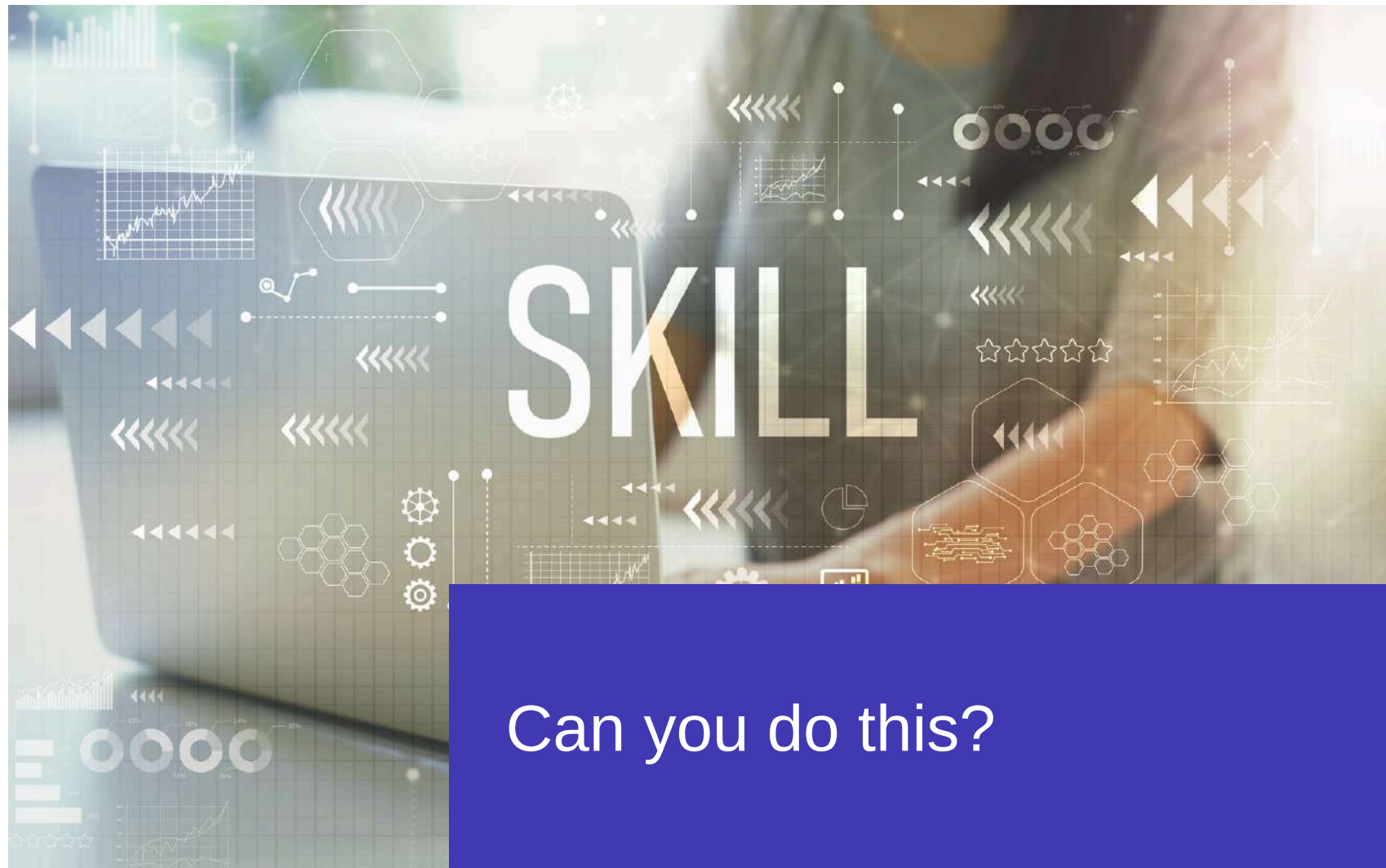
Self-evaluation helps you:

- 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

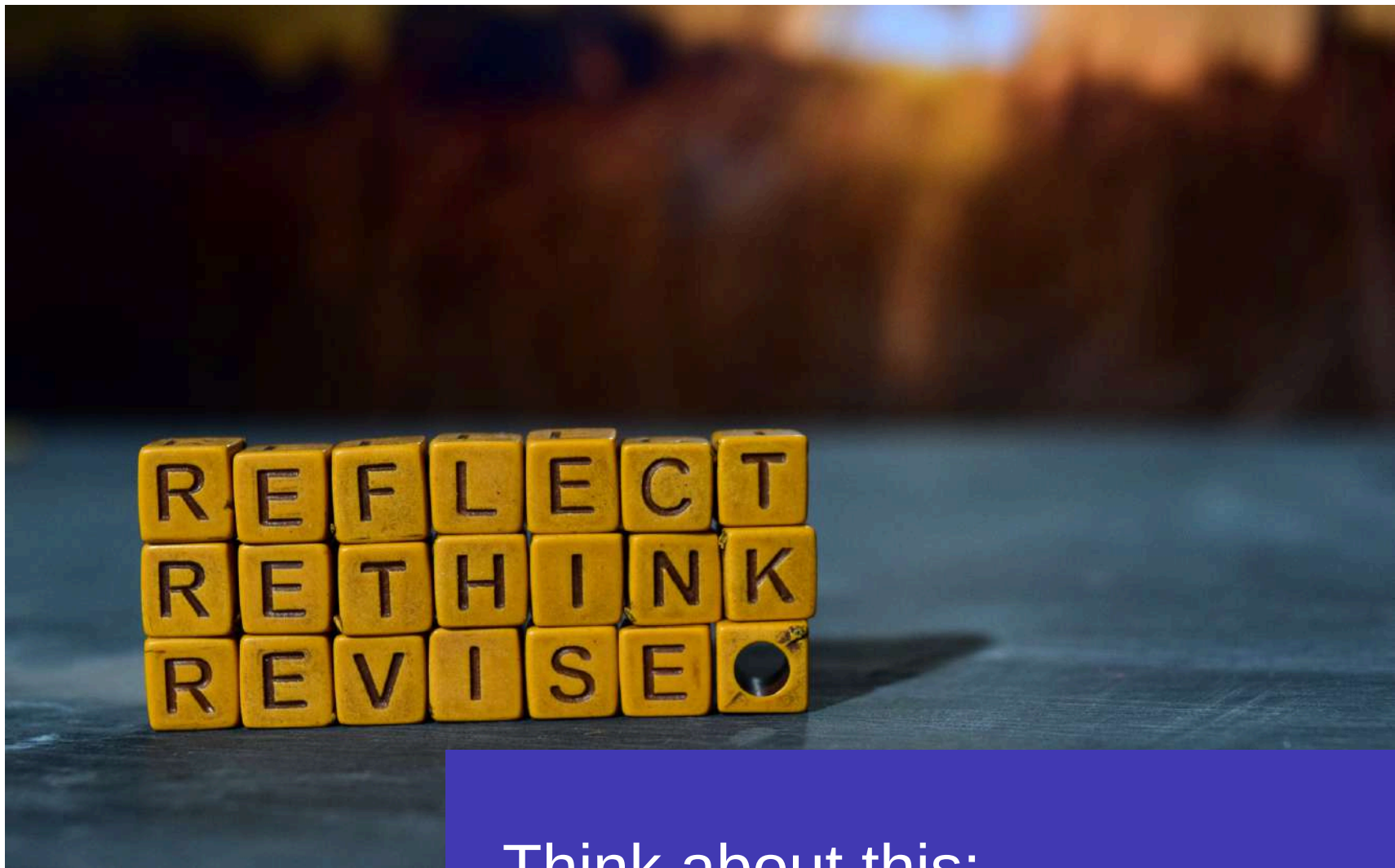


Can you do this?

- 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



Funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the National Agency. Neither the European Union nor National Agency can be held responsible for them.



EMONICUM



**Co-funded by
the European Union**

