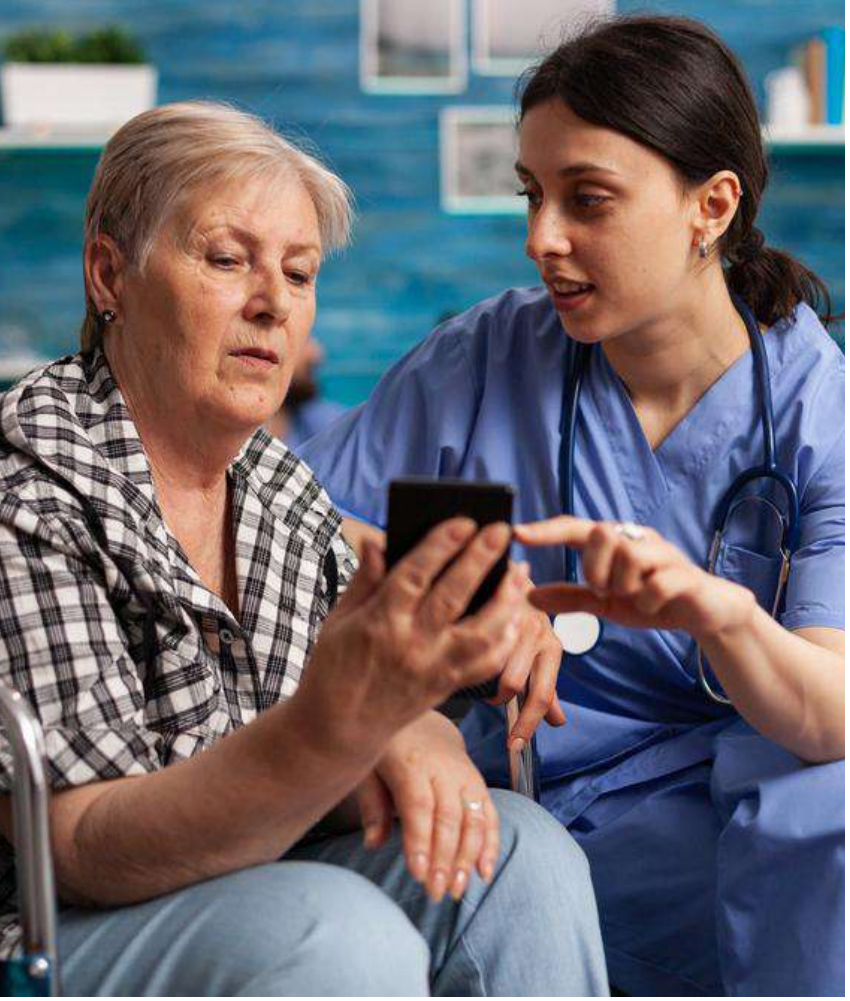
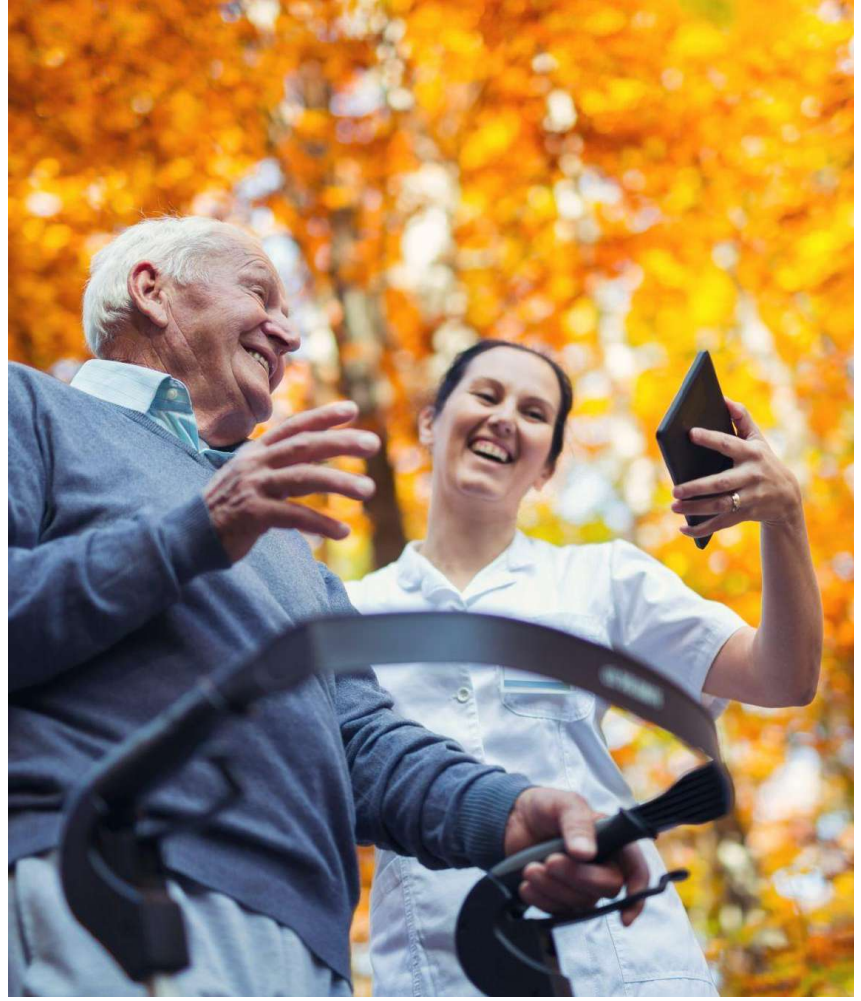


COUNTRY REPORTS

Digital Health Literacy to Increase the Resilience of the Disadvantaged Group

KA210-ADU - SMALL-SCALE PARTNERSHIPS IN ADULT EDUCATION / 2021-1-NL01-KA210-ADU-000034096

DIGITAL HEALTH LITERACY

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DIGITAL HEALTH LITERACY

COUNTRY REPORT: THE NETHERLANDS

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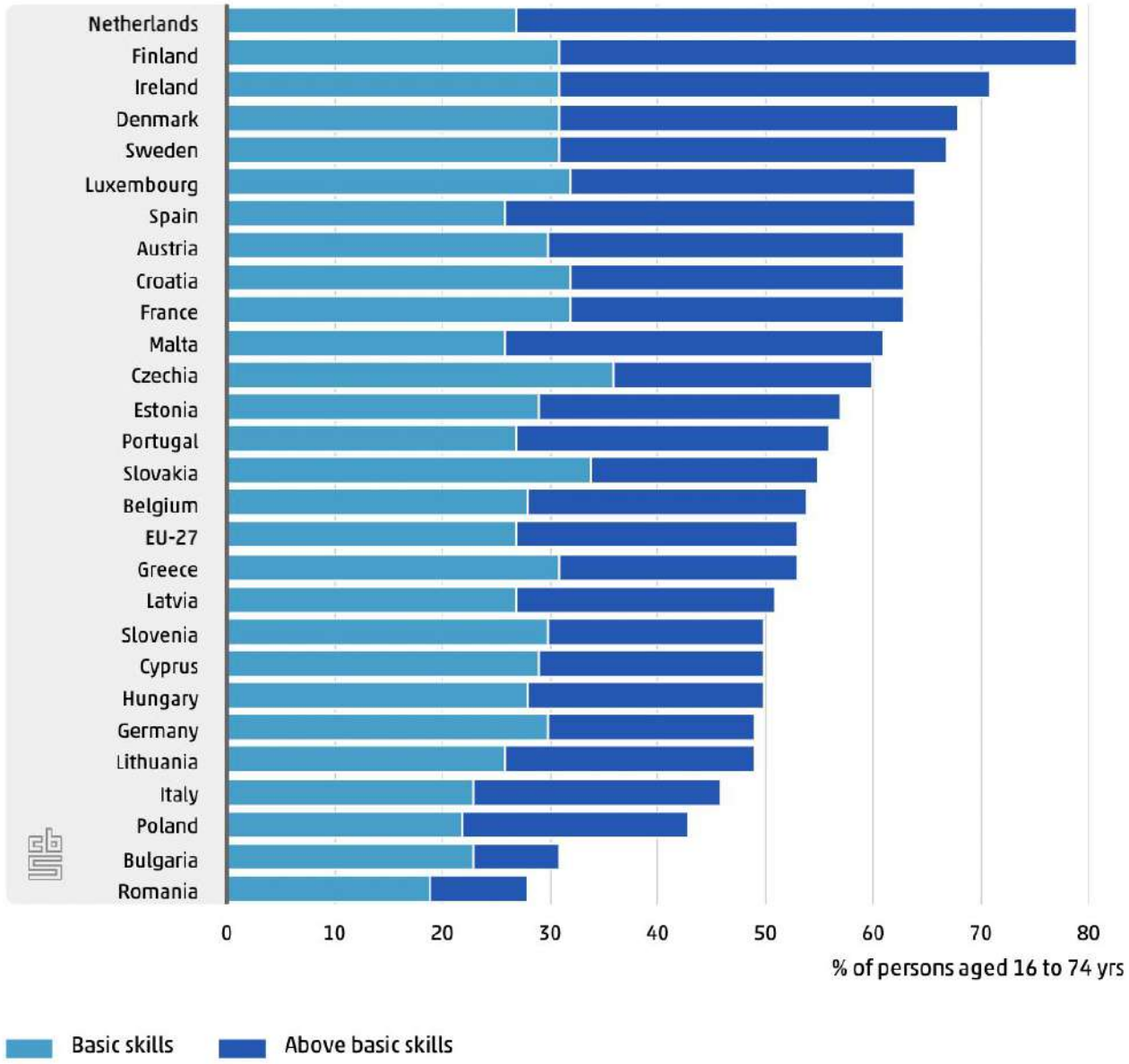

Source: CBS, Eurostat

Overall Digital Skills in the EU-27

The Netherlands ranks among the top of EU countries with the largest share of inhabitants who are proficient in using the internet, computers and software (digital skills).

In 2021, nearly 80 percent of the Dutch population aged 16 to 74 years had basic or above basic overall digital skills, versus an average 54 percent in the European Union.

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DIGITAL HEALTH LITERACY

Digital Skills Areas

- Information and data literacy skills
- Communication and collaboration skills
- Problem solving skills
- Safety skills
- Digital content creation skills.

A person has **basic digital skills** if he or she performs at least one activity in the areas of information and communication and one or two in the other areas.

A person has **above basic digital skills** if two or more activities are performed in the areas of information and communication and three or more in the other areas.

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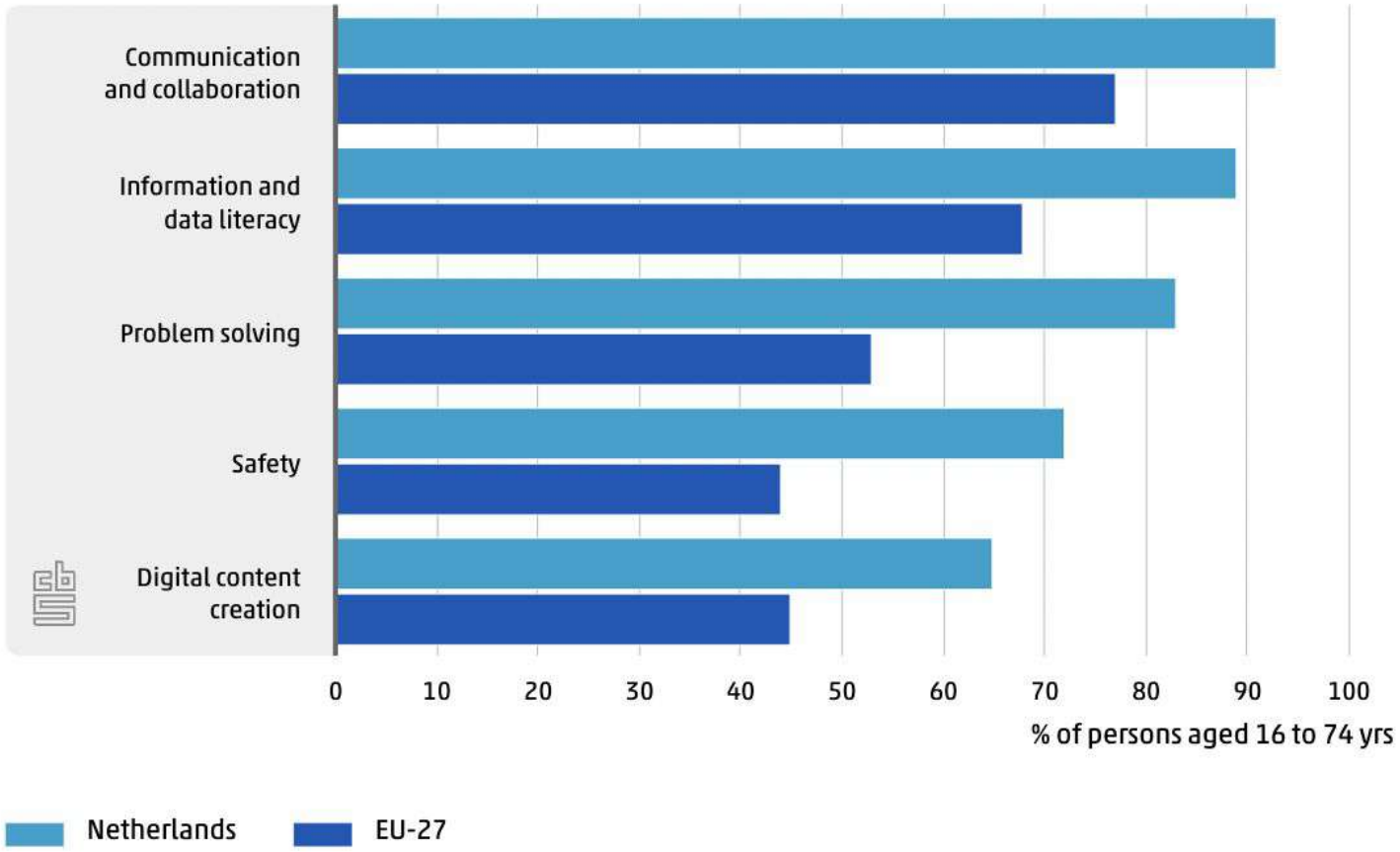
DIGITAL HEALTH LITERACY

Above Basic Overall Digital Skills



Source: CBS, Eurostat

In 2021, the share of Dutch citizens with above basic digital skills was higher (93 percent) in the area of communication and collaboration skills than in other areas.

Above basic skills were also present in the areas of information and data literacy skills these were shares of 89 and 83 percent, respectively.

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DIGITAL HEALTH LITERACY

Areas of Improvements

The areas safety and digital content creation are slightly more difficult for many Dutch and other European citizens. In the area of safety, 72 percent of the Dutch population had above basic skills; this was 65 percent in the area of digital content creation.

Age

The share of Dutch people with above basic skills was more than twice as high among 25 to 44-year-olds compared to 65 to 74-year-olds.
In the age group 25 to 44 years, 64 percent had above basic competences. Among 64 to 74-year-olds, this share was 28 percent.

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Education

Among the highly educated, 70 percent possessed digital skills exceeding the basic level.

This share is more than double the share among those with a low education level (31 percent).

Among medium-skilled people, half had above basic skills.

Gender

The digital gap is narrower between men and women. The share of men with above basic skills amounted to 56 percent, against 47 percent of women.

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DIGITAL HEALTH LITERACY

One in four adults in the Netherlands has limited health skills.

On average, people with a low level of education in the Netherlands live 7 years less than the more highly educated. The difference in healthy life expectancy is even larger-almost 19 years.

Health inequalities in the Netherlands associated with low income and lower levels of education, are influenced by various matters such as the possibility to participate in society, availability of a social network and a healthy living environment.

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A few years ago the Ministry of Health, Sports and Welfare started funding municipalities to stimulate a local integrated approach to reduce health inequalities as part of the National Prevention Programme called “Healthy in”

The Dutch government wants to encourage the use of digital applications for healthcare and support.

The website Zorg van Nu (eHealth Now) showcases many of the eHealth options already available to patients, healthcare providers and informal carers.

These include apps for getting in touch with your family doctor, or assistance that enables you to stay in your own home for longer.

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DIGITAL HEALTH LITERACY

Slimme Zorg Estafette

Dutch eHealth Week, which has now been superseded by the eHealth Rally (Slimme Zorg Estafette). During this month-long, region-by-region event, healthcare organisations across the Netherlands showcase the many opportunities that eHealth offers.

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DIGITAL HEALTH LITERACY

NZa

The Dutch Healthcare Authority (NZa) is increasing funding for eHealth. This important development means that the costs of telehealth – for example an online consultation by video link – can be reimbursed in the same way as face-to-face healthcare services provided by a general practitioner (GP) or a medical specialist.

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DIGITAL HEALTH LITERACY

NZa

In addition, speech therapists and medical specialists now have greater scope for providing therapy and care online. On its website for healthcare providers (de Wegwijzer), the NZa sets out all the details, including examples of different types of eHealth services and the rates paid.

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DIGITAL HEALTH LITERACY

Healthcare innovators who want more information or have encountered obstacles can go to zorgvoorinnoveren.nl for practical assistance with implementation and funding.

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DIGITAL HEALTH LITERACY

vipp

Good, timely exchange of information between healthcare providers and with patients is vital to the quality of care. The Ministry of Health, Welfare and Sport (VWS) has set up a range of special programmes (VIPP) to speed up patient-professional information exchange in various sectors.

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DIGITAL HEALTH LITERACY

MedMij

The MedMij website sets out the rules for safe electronic healthcare data exchange. MedMij is the Dutch standard for the secure exchange of health data between healthcare users and healthcare providers. This exchange takes place through a PBL, a personal health environment. A personal health environment (PBL) is a website or app in which people can keep track of information about their own health and can actively work on their health.

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DIGITAL HEALTH LITERACY

INFORMATIE BERAAD

eHealth services must meet certain requirements to ensure safe and reliable delivery. These include using information technology that is fit for purpose and properly integrated into work processes. The government has made agreements with various parties about this, for example in the Consultative Committee on healthcare information exchange.

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DIGITAL HEALTH LITERACY

DIGIVAARDIG IN DE ZORG

Healthcare professionals and members of the public who want to improve their digital skills in order to access eHealth services – for instance, using a smartphone or an iPad – can go to the website digivaardigindezorg.nl.

Healthcare institutions can also apply for a grant to train digicoaches. These are healthcare employees with digital knowhow who assist and train their colleagues.

ZonMw

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The government wants seniors and people with a chronic condition or disability to be able to stay at home for longer. To make this possible, home care organisations, nursing homes and other care providers can apply for a grant from the eHealth at Home Scheme (SET) to increase and sustain the use of eHealth applications. Tools like a medication management app, for instance, can help patients living at home adhere to their medication regime.

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DIGITAL HEALTH LITERACY

Stranger in Our Pocket

- Are we aware of the potential of what is with us?
- What is wearable tech?
- How we can use it?
- Best practices

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DIGITAL HEALTH LITERACY

Best Practices for e-Health in Smartphones

- Personal Fitness and Workout Apps
- Step Tracker and Activity Counter Apps
- Meditation and Mindfulness Apps
- Calorie Trackers and Personal Dietitians Apps
- Menstrual Cycle and Woman Healthy Apps
- Medication Reminder
- National Health Apps

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DIGITAL HEALTH LITERACY

Best Practices in Wearable Techs (Smartwatch etc.)

- Detailed Calorie and Activity Tracker Apps
- Sleep Tracker Apps
- Pulse, Blood Oxygen, Body Temperature Tracker Apps
- With GPS Real Time Location Tracking (Kids, Alzheimer etc.)
- Hearing Tracker Apps
- Activity Reminders (Stand Up, Make Exercises etc.)
- Fall Detection and Vital Situations

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DIGITAL HEALTH LITERACY

The Digital Health market in the Netherlands

Since the Netherlands is an important player in the ICT and health sector, this combination creates innovation opportunities with (governmental) institutions and the private sector to exchange experiences and collaborate on developing e-health practices.

These frameworks create different opportunities to work with partner countries.

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DIGITAL HEALTH LITERACY

The Digital Health market in the Netherlands

In the market the important actors are hospitals, general practitioners, educational institutions, software developers, engineers, government, insurances companies, pharmaceutical companies, researchers and patients.

Collaboration may be found in particular in the following areas:

- Mobile Health
- Personalized medicine
- Home care
- Elderly care
- E-mental health

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DIGITAL HEALTH LITERACY

The Digital Health market in the Netherlands

The Netherlands government focusses in its economic policies on promoting in particular innovative sectors of the Dutch economy (top sectors), which include **ICT**, Life Science and **Health**, **High Tech Systems** and Materials and the Chemical Industry.

In the context of this policy, the Dutch government supports companies that develop innovative products through tax benefits, innovation credit and grants.

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DIGITAL HEALTH LITERACY

The Digital Health market in the Netherlands

The LSH sector includes 2.500 active companies, mainly SME's, and 600 startups. LSH, Software and Cyber Security clusters are located in Amsterdam, Utrecht, Leiden, Rotterdam, Maastricht and Eindhoven. Nijmegen, Wageningen and Arnhem are strong in health and the Groningen region is specialized in Healthy Ageing.

Central mission: By 2040, all Dutch citizens will live at least five years longer in good health, while the health inequalities between the lowest and highest socioeconomic groups will have decreased by 30%.

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DIGITAL HEALTH LITERACY

Healthcare in the Netherlands

Healthcare in the Netherlands is of high quality and constantly listed in the top-three of the Euro Health Consumer Index. Life expectancy is high and healthcare is accessible and affordable.

In the Dutch health-care system the general practitioners play a very important role. They are generally the first point of contact for patients. This ensures that specialist care is only provided when necessary.

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DIGITAL HEALTH LITERACY

Research, development and innovation in E-Health

The Life Sciences & Health sector is one of the most research, development and innovation intense sectors in the Netherlands. Current research, development and innovation will lead to new eHealth insights, solutions and companies.

Main areas of research, development and innovation;

- The right care at the right place
- Patient empowerment
- Safely sharing patient medical data
- Using Artificial Intelligence and data analytics for prevention

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DIGITAL HEALTH LITERACY

Prevention and Care for Chronic diseases

People with little education and migrants more frequently suffer from chronic diseases such as diabetes, heart disease and depression. This programme shares knowledge about the prevention of these chronic diseases. Program trains care providers, disseminates good examples of effective prevention and care and develops appropriate interventions.

Safe and responsible use of medicines

Research shows that pharmacists have trouble recognising people with limited health literacy skills and lack the techniques to help these patients effectively. Program works with the pharmacists to improve the safe use of medicines among migrants and people with limited health literacy.

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DIGITAL HEALTH LITERACY

Healthy Child and Youth

Prevention and Care are not always sufficiently tailored to the needs of children from families with a migrant or low socioeconomic background. Program develops prevention programs for primary schools and tailors interventions to the needs of vulnerable groups in order for youth care professionals and institutions to improve their services.

Patient participation and self-management

Program strengthens patient self-management by improving the accessibility and comprehensibility of basic information about health and the health care system. Program provides health insurers and municipalities with information to enable them to purchase effective care and support for all.

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DIGITAL HEALTH LITERACY

Female genital mutilation

Program conducts research, disseminates fact and figures on FGM, supports the prevention of FGM and helps to improve the medical and psychosocial care for circumcised women.

Asylum seekers and refugees

For asylum seekers with permission to stay, maintaining good health is a condition for their successful integration into Dutch society. For asylum seekers who are refused asylum, good health is a condition for their sustainable return. This program improves the quality and effectiveness of (preventive) health care for these groups.

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DIGITAL HEALTH LITERACY

Health for the Elderly

Non-Western and less educated elderly people generally have poorer health. This programme supports the development of good, targeted and culturally sensitive care for elderly migrants.

Limited Health Literacy

Program helps health care professionals to communicate effectively with low-literacy patients. In addition program develops informative visual materials that can be used during conversations with patients/clients.

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DIGITAL HEALTH LITERACY

eHealth Solutions

eHealth applications are often not yet tailored to the needs of people with low health literacy. Program encourages eHealth developers to involve clients/patients in the development of eHealth initiatives. Program offers them know-how and help test their applications amongst people with limited health literacy.

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DIGITAL HEALTH LITERACY

Health Skills Alliance

In 2010 the Dutch Health Literacy Alliance was created to establish a more inclusive society by improving health literacy competencies for health and self management of the population.
The Alliance was started by a group of healthcare providers and researchers it now contains 80 partner organizations.

- to promote that clients and patients obtain higher levels of (health) literacy by taking courses and joining (online) training programmes that are available in the country.
- to support all health professionals in recognising and addressing health literacy issues in patients, in order to plan adequate treatments.
- to make written, digital and oral communication in health care understandable for everybody

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DIGITAL HEALTH LITERACY

General Data Protection Regulation (GDPR)

The General Data Protection Regulation is a regulation in EU law on data protection and privacy in the European Union and the European Economic Area. The GDPR is an important component of EU privacy law and of human rights law.

GDPR ensures the careful processing of personal data by businesses and organisations.

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DIGITAL HEALTH LITERACY

Who is liable for the GDPR?

If your business is located in one of the EU member states or in the EEA or your customers, suppliers or any other stakeholders are residents of an EU member state, you need to comply with the GDPR.

The GDPR applies to all companies who process personal data. It doesn't matter if company process the data by hand or by an automated process. Processing data means collecting, storing, using, forwarding, sharing, distributing and merging.

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DIGITAL HEALTH LITERACY

Who is the supervision authority of GDPR in the Netherlands?

The Dutch Data Protection Authority (Dutch DPA) supervises processing of personal data in order to ensure compliance with laws that regulate the use of personal data.

The tasks and powers of the Dutch DPA can be roughly divided into four sections:

- Supervision
- Providing advice
- Providing information, education and accountability
- International assignments

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DIGITAL HEALTH LITERACY

What Are the Rules of GDPR Compliance?

Processing Personal Data: Organisations must meet at least 1 of these 6 requirements to be allowed:

- You must have permission from the person involved
- You need the data in order to execute an agreement
- You need the data in order to meet a legal obligation
- You need the data to execute a task in the general interest
- You have a justified cause for processing the data
- You need the data in order to protect someone's life or health, and you cannot ask that person for permission

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DIGITAL HEALTH LITERACY

What Are the Rules of GDPR Compliance?

Informing People: Customers have extensive privacy rights and they should be able to:

- View, edit and delete their data
- Curb or withdraw any permissions previously given by them
- Request their data to facilitate their move to a different company/services provider.

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DIGITAL HEALTH LITERACY

What Are the Rules of GDPR Compliance?

Consider Privacy: When devising new products or services, ensure that personal data are already well-protected in the design phase. This is referred to as “privacy by design”. Organisations shouldn’t ask and process more personal data than absolutely necessary.

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DIGITAL HEALTH LITERACY

What Are the Rules of GDPR Compliance?

Hire Employee: If organisation process data on a large scale they may be obliged to employ a Data Protection Officer (DPO) according to the assessment of DPA.

A DPO is responsible for checking if the organisation acts in accordance with the GDPR. It is also the DPA's interlocutor within the organization.

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DIGITAL HEALTH LITERACY

What Are the Rules of GDPR Compliance?

Document and report data leaks: A data leak means personal data are released that shouldn't be. Organisations have to report every serious data leak to the DPA. Also, they must record and document every data leak in the organisation, even the internal ones that you do not have to report.

Another responsibility is notifying the persons whose data are involved in the data leak.

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DIGITAL HEALTH LITERACY

Staff Accessibility

Patient environment

Overview | Dates | Messages | Medicines | file | More | Log out

GP practice in Slag

Address

phone number

To website

Overview

Your last visit was on October 11, 2022, 10:08 PM (today)

Dates
View your appointment overview or make a new appointment

Messages
View your messages or start a new message

Medicines
View your medication overview and easily request medication

file
View your doctor's medical file

Corona question test
View information and advice about corona

Measurements
Trial version
View your measurements or enter a measurement yourself

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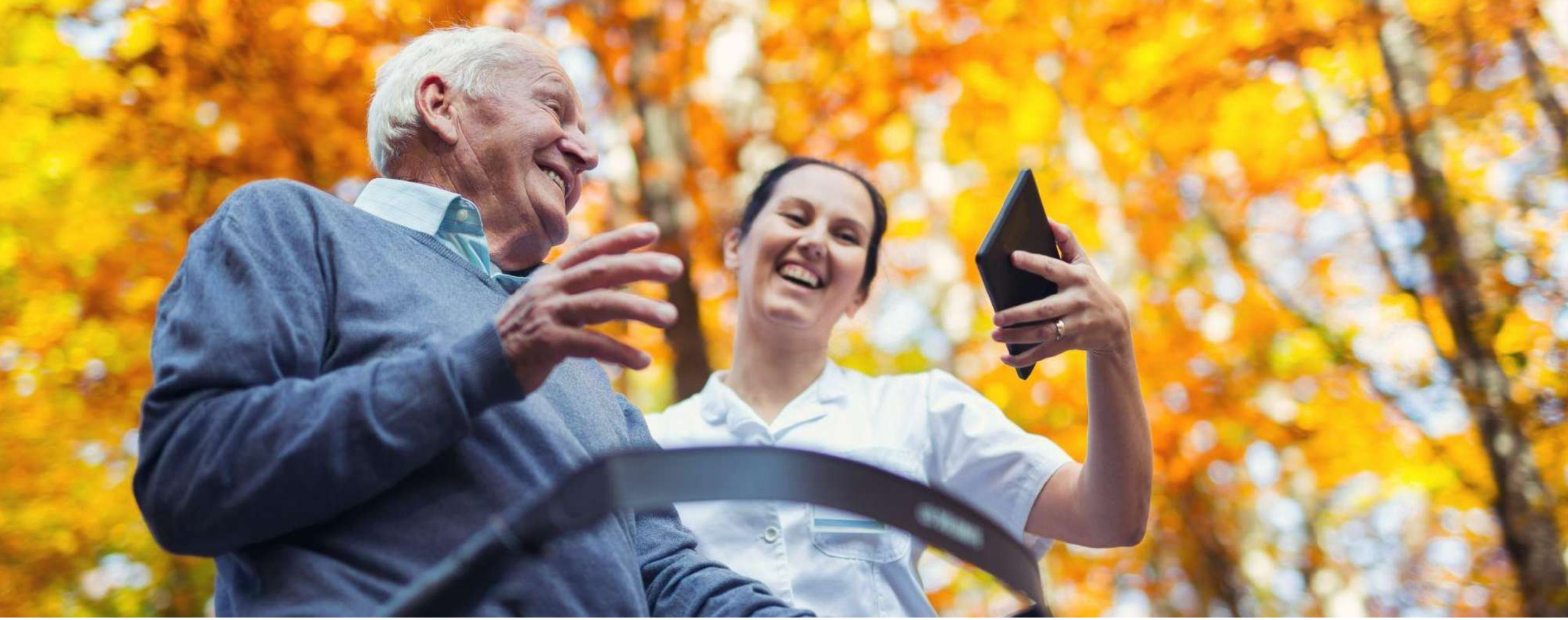

DIGITAL HEALTH LITERACY

COUNTRY REPORT: TURKIYE

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Literacy according to UNESCO's definition; It is the ability to identify, understand, interpret, put together, communicate and calculate different types of written sources using records.

The World Health Organization (WHO) defines health literacy as “an individual's ability to access, understand and use health information for the protection and maintenance of health.

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DIGITAL HEALTH LITERACY

What does Health Literacy include?

- Reading
- Listening
- Analyzing
- Participation in the decision
- Deciding
- Adaptation to life

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DIGITAL HEALTH LITERACY

Where Do We Use Health Literacy in Daily Life?

- On the label of a food product we buy
- Health-related news in newspapers
- Health-related internet, media and TV programs
- In our diet, exercise and nutrition choices
- In prescription drug instructions and drug leaflets in healthcare applications
- In medical education brochures
- On appointment cards
- In patient files
- In consent forms in hospitals

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The Importance of Health Literacy

- A low level of health literacy can negatively affect people's health and therefore their personal, social and cultural development.
- In this context, people need to be sufficiently health literate. In order to define the level of health literacy, the framework of health literacy is drawn by considering three important factors: education, health and society.
- Recommended by Don Nutbeam, one of the important researchers on this subject; The classification, which is divided into three levels as Functional, Interactive and Critical, has been the most accepted.

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DIGITAL HEALTH LITERACY

How many classes has Don Nutbeam divided the SOY level?

Functional health literacy refers to basic reading and writing skills. People at this level can read and understand educational materials (prescriptions, leaflets, and information needed for care) about health risks and the use of health services.

Interactive health literacy includes more cognitive gains and social skills. People at this level are competent to participate in health activities, understand health messages, and use their existing knowledge when health conditions change.

Critical health literacy includes advanced cognitive and social skills used to critically analyze health-related information and to make health decisions. People at this level can critically analyze health information and act on social and economic determinants of health. They can also make decisions about their own health status and communicate effectively with health professionals.

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DIGITAL HEALTH LITERACY

What is Digital Health:

Digital health is defined as the use of information and communication technologies to improve human health, health services and health for individuals and societies (Kostkova, 2015).

The phenomenon of digital health has emerged as a key dimension of contemporary health care policy and delivery in many countries. Especially with the COVID-19 epidemic, digital communication technologies have played an important role for public health (Dadaczynski et al., 2021; Zakar et al., 2021)

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Digital Health Literacy

The World Health Organization (WHO) defined digital health literacy as the ability to search, find, understand and evaluate health information from electronic sources and apply the obtained information to address or solve a health problem (EuroHealthNet, 2021).

In another definition, digital health literacy is defined as a person's ability to search, select, evaluate and apply online health information or use digital health applications appropriately (WHO). Variables affecting digital health literacy are stated as age, health status, educational background, digital literacy skills and motivation to seek information.

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DIGITAL HEALTH LITERACY

Digital Health Literacy

Digital health literacy includes enhancing user skill through education and training, as well as designing and adapting digital health approaches to suit individual needs, particularly for older users, those living in socioeconomically disadvantaged conditions, and those with lower levels of digital literacy in general.

It has been determined that the barriers to digital health literacy, which are common among those affected by the social determinants of health, are the lack of access tools to digital health approaches (Kemp et al., 2020).

Digital health literate individuals are those who can obtain and use information from electronic resources to solve a health problem and better manage their personal health and care problems.

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e-Pulse

Turkish citizens can view and manage their personal health information individually on the Internet-based service and on the phone application;

It is the personal health record system used in Turkey, put into practice by the Ministry of Health of the Republic of Turkey.

It was activated on 01.01.2015. It is the application of the TR Ministry of Health…

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DIGITAL HEALTH LITERACY

The Medula System

- Medula, which is called the prescription approval system in short, is a program created by the Ministry of Health.
- Online; hospitals, doctors, pharmacies, opticians diagnoses, diagnoses, etc.
- They can enter things into the system and track them at the same time.
- The intensive users of this system are pharmacists and opticians.
- They use the entered drugs quite heavily to keep track of prescription and examination payments. Apart from this, the Medula System is divided into 4 sections.

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The Medula System

- Medula Pharmacist System; As the name suggests, this section is used by pharmacists. They are in constant contact to follow the e-prescriptions entered by the doctors into the system and to check the drug lists to be paid.
- Medula Doctor System; This system is used by doctors. They use it to control the e-prescriptions written to the patients, to follow the prescribed drugs and to prevent wastage.
- Medula Optical System; used in this section as in pharmacists. Difference; opticians use it to control and follow the prescriptions of glasses given to patients.
- Medula Hospital System; Hospitals use the payments made by the patients to manage and follow up the transactions such as referrals and reports.
- This system, which is connected to each other in terms of infrastructure, provides great convenience because the transactions are recorded directly.

E - Prescripton

- The purpose of the Electronic Prescription System is to ensure that all e-prescriptions (red, green, orange and purple) already printed and prescriptions containing the drugs subject to monitoring that must be given with regular prescriptions are transferred to electronic media.
- Client companies that will integrate into the E-Prescription System must first apply to the Turkish Medicines and Medical Devices Agency (hereinafter referred to as the Agency) and be accredited.
- The user name and password information to be transmitted to the companies by the institution is mandatory for accessing the web APIs.

DIGITAL HEALTH LITERACY

Hayat Eve Sığar

THE HES (life fits home) CODE

- HES (Hayat Eve Sığar) Code is a code that allows you to securely share whether you carry any risk in terms of Covid-19 disease with institutions and individuals in your transactions such as transportation or visiting within the scope of Controlled Social Life.
- The HES codes you share can be queried through the application or through the services provided to the institutions.
- You have all the management of the HES codes you produce. You can share or delete your HES codes for as long as you want.

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DIGITAL HEALTH LITERACY

Medicine Track System

- Pharmaceutical Track and Trace System, which monitors the singularization of medicinal products for human use using data matrix, all movements or cancellations in the supply chain such as production, import, export, purchase, sale, transfer, consumption, loss, reimbursement, with notifications made from the points where each unit passes, in real time. It is the central recording and tracking system where the work and transactions that need to be done on these products, such as withdrawal, blocking, are carried out.
- It must be traceable in order to ensure that our citizens have safe access to medicines. With this system; It is possible to determine the position of the products in the supply and distribution processes. Thanks to data matrix technology, it is possible to monitor every movement of medicinal products for human use in the supply chain, starting from their production or import.
- Accordingly, the product is singularized with the data matrix printed on each drug box, and all the locations, time and status of each product, starting from its entry into the supply chain, are recorded and stored in the database.

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MHRS-Central Doctor Appointment System

- MHRS stands for (Central Physician Appointment System) or “Central Hospital Appointment System”. put into effect within the scope of the health transformation project of the Ministry of Health;
- It is an appointment automation application where citizens can make online appointments from state hospitals affiliated to the Ministry of Health by phone or over the internet.

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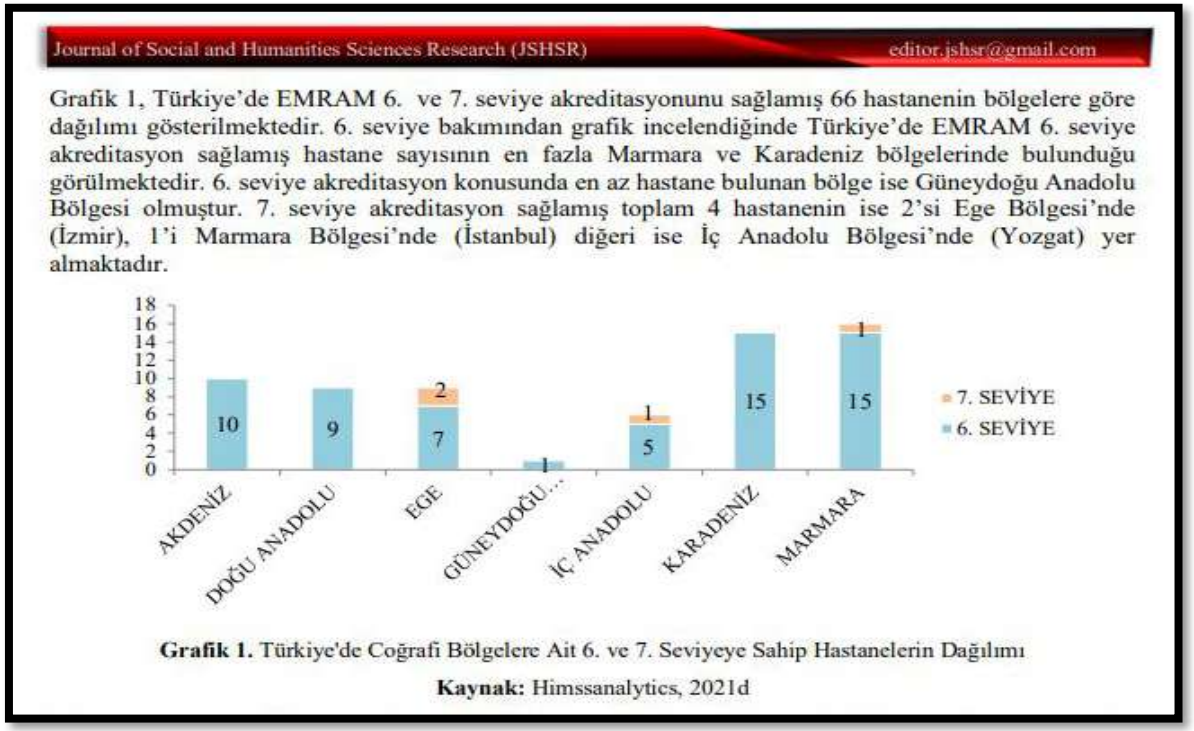
HIMSS – Healthcare Information and Management Systems Society

- HIMSS was founded in 1961; Incorporating 600 companies and 250 associations/foundations together with 52.000 health care institutions and organizations worldwide; It is a non-profit organization with structures in America, Europe and Asia.
- The purpose of its establishment is to ensure the use of information technologies at the most appropriate level in the provision and development of health services



DIGITAL HEALTH LITERACY

HBYS – Hospital Information Management System

- HBYS is a software system in which all the diagnosis and treatment procedures during the outpatient clinic and hospitalization process, the materials required for the administrative processes of the health institution, human resources, and financial management are followed from the patient's admission to the hospital.
- In addition, it is the general name given to the software group that performs the operations performed by computer programs and the hospitals with which it interacts.
- The Ministry of Health has prepared a "Health information management system" guideline after 2016, and HBYS has been defined as a collection of modules in which operations for patient medical procedures are performed. Administrative practices such as personnel management and accounting purchasing are excluded from HBYS.
-

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DIGITAL HEALTH LITERACY

HBYS – Hospital Information Management System

HIMS Modules:

- Patient Registration Module
- Patient Appointment Management Module
- Emergency Service Module
- Operating Room Module Consultation Module
- Dialysis Module Diet and Ration Module
- Delivery Room Module
- Pharmacy and Materials Management
- Quality and Document Management Module
- Blood Center Module
- Clinical Services Module
- Outpatient Module
- Health board Module
- Basic Statistics and Reporting Module
- Medical Billing Module
- Cashier Module

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HSYS – Public Health Management System

- HSYS, which can be accessed via the web and has the feature of easy registration, is among the system structures required for health checks and disease records.
- The HSYS system is the whole follow-up method starting from the hospitalization process of the patient. Thanks to the registration, other doctors also help to have detailed information about the patient's examination and latest status. Within the scope of HSYS, a lot of information about the citizens is recorded in the units that provide primary health care services.
- Examination information, prescription information, analysis information; It is the main information recorded in HSYS. This information is then sent to the USS (National Health System). Public Health Management System (HSYS);
- It is designed to record and track the health services provided by health institutions. With this system, which is also used by private dentistry, polyclinics and practices, the patient's information is sent to the National Health System (USS).

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HSYS – Public Health Management System

- With HSYS, the following operations can be performed:
- All patient information can be recorded.
- The patient can be recorded from the hospitalization process.
- Doctors can have detailed information about the latest condition of the patient.
- Newborn and stateless patients can be registered
- Inspection, prescription, report, laboratory, dispatch can be done
- Pregnancy procedures can be reported and followed.
- Child health procedures can be reported and followed.

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HSYS – Public Health Management System

HSYS includes the following information

- Examining
- Prescriptions
- Analysis
- Examination
- Treatment
- Pregnant-postpartum follow-up
- Vaccine
- Baby-child

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DIGITAL HEALTH LITERACY

CYBER SECURITY AND INTRODUCTION OF 6 DIGITAL TOOLS DEVELOPED

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Cyber Security

- The effective use of the Internet in the private lives of individuals, workplaces, public institutions and interstate affairs has become widespread. With the emergence of threats in the cyber field, the concept of cyber security has also emerged. The phenomenon of cyber security is defined as ensuring that individuals, institutions or governments can maintain their information processing systems reliably and protect them against cyber attacks and unauthorized access.
- The concept of cyber security is actually important in every situation where confidential information is present.

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Cyber Security Threats

There are some elements that threaten cyber security. These are viruses, worms, Trojan horses, robots and spyware.

1. Virus

The elements that infect and spread computer files and damage devices when transferred/downloaded from the Internet or another computer are called viruses.

2. Worm

Unlike viruses, it is a type of malicious software that infects computers or mobile phones over networks without the need for another file or program to reproduce.

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Cyber Security Threats

3.Trojan horse

Trojan horses are malware that appear as a normal file when they infect computers and mobile phones. It can open files in the background and provide remote access to the entered mobile phone or computer.

4. Robot

It is a concept also known as bot. They are commonly used to extract data from or interfere with other computers.

5. Spyware

It is a type of malicious software that emerges for the access and distribution of personal information of computer users, public institutions or company information and distribution to other third parties. Unlike viruses and worms, spyware does not need to spread further by making a copy of itself once it has infected the target system. The purpose of the spyware is to collect the requested information by staying hidden on the system chosen as the victim.

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Cyber Security Measures

It encompasses all of the tools, policies, security concepts, security assurances, guidelines, risk management approaches, activities, trainings, best practices and technologies used to ensure cybersecurity in organizations and protect the assets of organizations and users. The measures to be taken in this context are as follows:

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Measures that Institutions Should Take Against Cyber Attack

- Scanning and updating systems for security vulnerabilities,
- Increasing the level of awareness of company managers and employees with cyber security awareness programs,
- Predicting the damages that may be caused by cyber attacks and testing them with simulations,
- Considering that information security is an important part of the organization, integrating it into all business processes and even complying with international auditable standards,
- Application of information security policies to anyone, including managers, without exception,
- Developing control mechanisms against data theft, keeping log records and ensuring network security,

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Measures that Institutions Should Take Against Cyber Attack

- Actively positioning security products such as firewall, ips, ids against possible cyber attacks or cyber crimes, and optimizing them according to the operation of the institution,
- Recording all kinds of activities on the network (network) of the institution, being able to be traced instantly or for a year,
- Establishing control mechanisms against data theft and information security breach events,
- It is the establishment of secure communication channels such as VPN and PROXY, which are encrypted communication channels for both office and remote employees, and the use of these communication channels by the employees.

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DIGITAL HEALTH LITERACY

1. PACS

PACS (Image Archiving and Communication Systems) has been developed for storing, archiving, processing and analyzing radiological images and studies in the form of image files in international DICOM format and reporting them by our specialist doctors. PACS is an HTML5-based viewer that allows hospital-transmitted images to be viewed and reviewed at high speed by our doctors with the Web Viewer. It works with full optimization in the most preferred browsers. With NAPPACS, images and reports can be accessed with a web browser without the need to install software.

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PACS Features

- 24/7 System Support
- Emergency Reporting
- Web Automation
- Report Archiving
- Remote radiologist access
- System Communication
- web viewer
- Radiology Information System
- Instant access from anywhere and any platform with 24/7 internet support

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2. TELERADYOLOJI

To provide report service by remote specialist radiologist for hospitals that do not have sufficient staff of radiologists. Thanks to this center, the process of examining and reporting radiological images can be provided. When the benefits are considered from the point of view of human health rather than from an economic point of view, it outweighs all costs. At the same time, since there are many radiologists in the center, the same image offers the opportunity to receive opinions from many physicians.

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3. DR.SECOP

DR.SECOP, which is served by specialist doctors from all branches around the world, is a virtual hospital where doctors' opinions are available.

Based on a system of online re-evaluation of patients' examinations by a second doctor, DR. SECOP; It allows access to specialist doctors regardless of geographical location and time. It directs patients to the correct diagnosis and treatment, prevents the harm that wrong diagnosis and treatments can cause to the patient, and aims to reduce medical errors.

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DIGITAL HEALTH LITERACY

DR.SECOP

By visiting the website www.drsecop.com or downloading our DRSECOP mobile application;

- Security
- Security
- Messaging
- Doctors report
- Video Call
- Document – Image Upload

You can get expert opinion from abroad or in the country with its privileges.

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DR.SECOP in the World

- Germany
- Azerbaijan
- Belgium
- United Arab Emirates
- United Kingdom
- Bosnia and Herzegovina
- Bulgaria
- Chinese
- France
- India
- Netherlands
- Iraq
- Montenegro
- Kazakhistan
- Moldova
- Nigeria
- Romania
- Russia
- Saudi Arabia
- Turkiye

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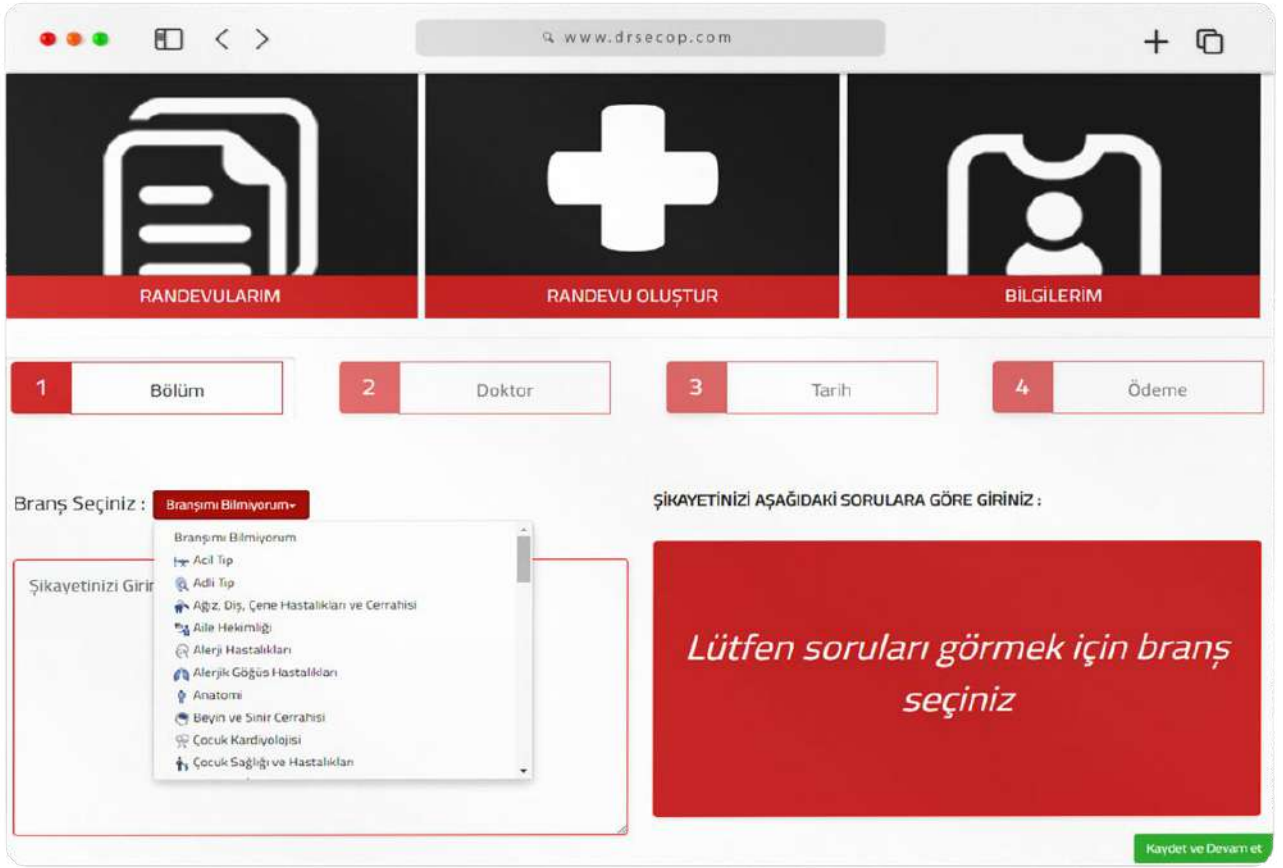
DIGITAL HEALTH LITERACY

Branch Selection

We serve a wide audience in the health sector with more than 55 branches in which our Specialist Doctors serve.



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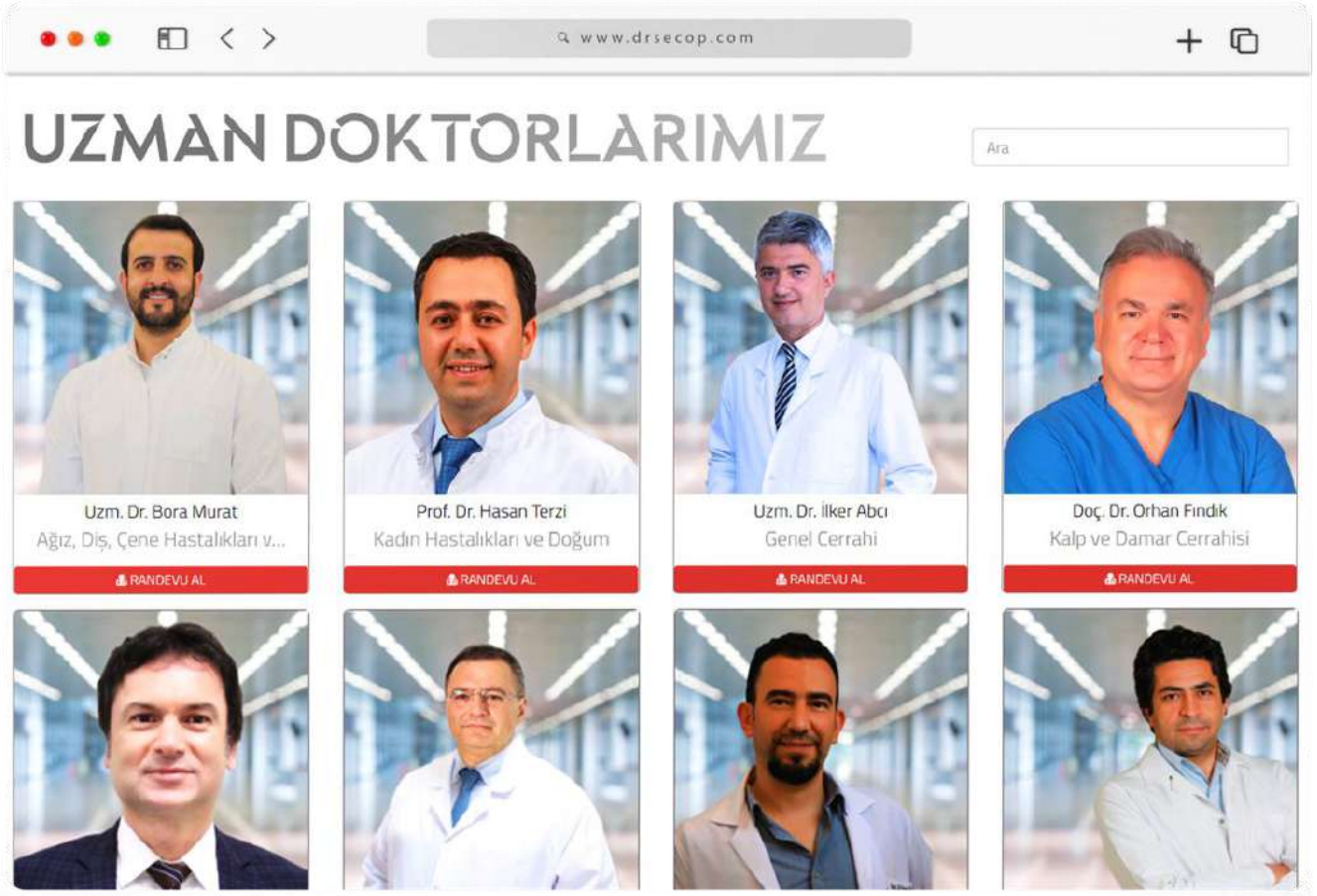
DIGITAL HEALTH LITERACY

Doctor Selection

With our Professional Doctor staff growing day by day; We continue our developments in order to meet all your needs and to offer options from our most expert doctor staff in their field.

You can view our Doctor List and make an appointment from our mobile application and web page.



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Online Video Interview

You can make a video call with the doctor you made an appointment with for 15 minutes, and during this meeting, you can share your documents, reports, images, etc. with your doctor.

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Messaging

Apart from the video call, you can also communicate with the specialist doctor you have made an appointment with via message and share files.

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4. COVID-CHEST

Using artificial intelligence and data processing technologies, COVID CHEST can make a rapid diagnosis of Covid-19 within 10 seconds over the patient's radiology images. Every record sent with an anamnesis note through the hospital system goes through the word filtering structure, which is the first stage of the Covid-19 Artificial Intelligence Diagnosis System. After the images are analyzed in the Diagnostic System, patients are listed as positive and negative with icons specific to the Covid-19 diagnosis status during listing. Icons act as a button. When the icons are clicked, the sections of the patient analyzed by artificial intelligence can be viewed in a different window as .GIF.

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5. ZENRAR

Zenrar was developed as a "Computer Aided Diagnostic Support Tool". Radiologists are asked to mark the findings with an image marking tool developed for use in image reading. It analyzes text reports written by radiologists with machine learning and deep learning models and correlates them with marked images.

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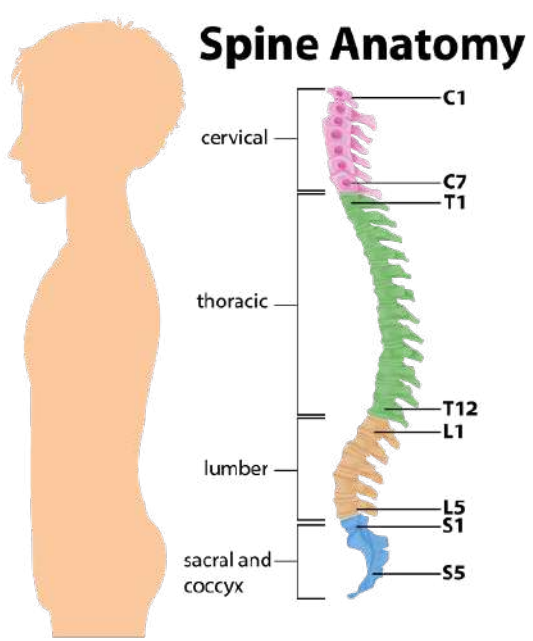
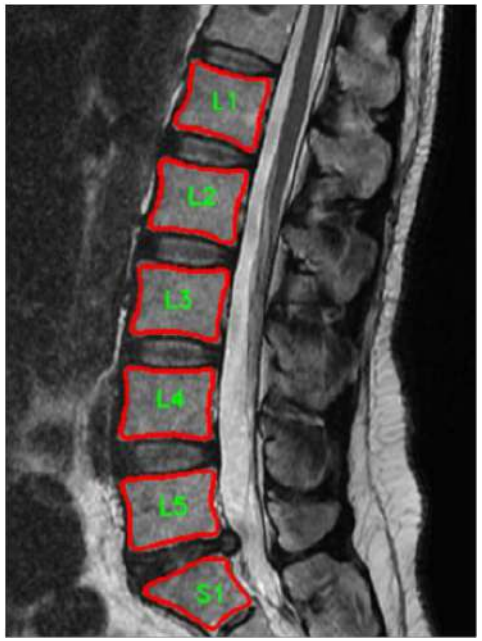
Detection and Naming of Vertebra by Artificial Intelligence

Bones called vertebrae are detected and named by artificial intelligence. Vertebrae are detected with 98% accuracy and named with 96% accuracy.





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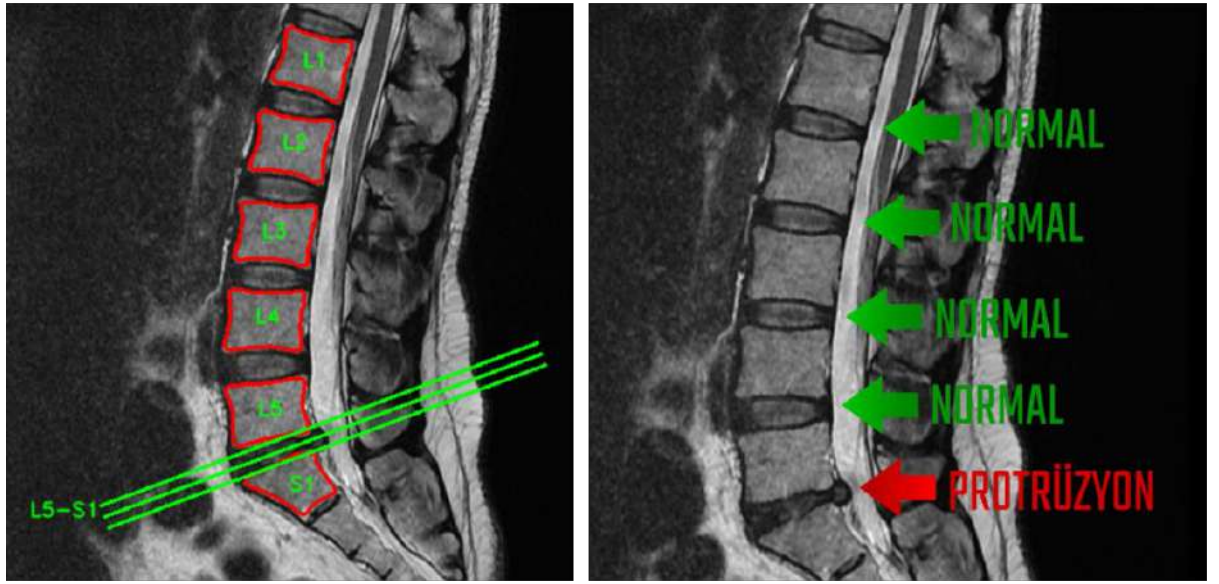
Detection with Artificial Intelligence

The normality is checked by the Artificial Intelligence by taking individual images in each vertebral range. Spinal abnormalities such as Hernia, Bulging, Protrusion, Sequestration, Migration are detected with 90% accuracy.



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DIGITAL HEALTH LITERACY

e-nabız

As of January 1, 2015, it is the health platform where you can access the diagnosis, analysis, medical image, prescription, allergy and similar information about your application in the health institutions where you receive health services.

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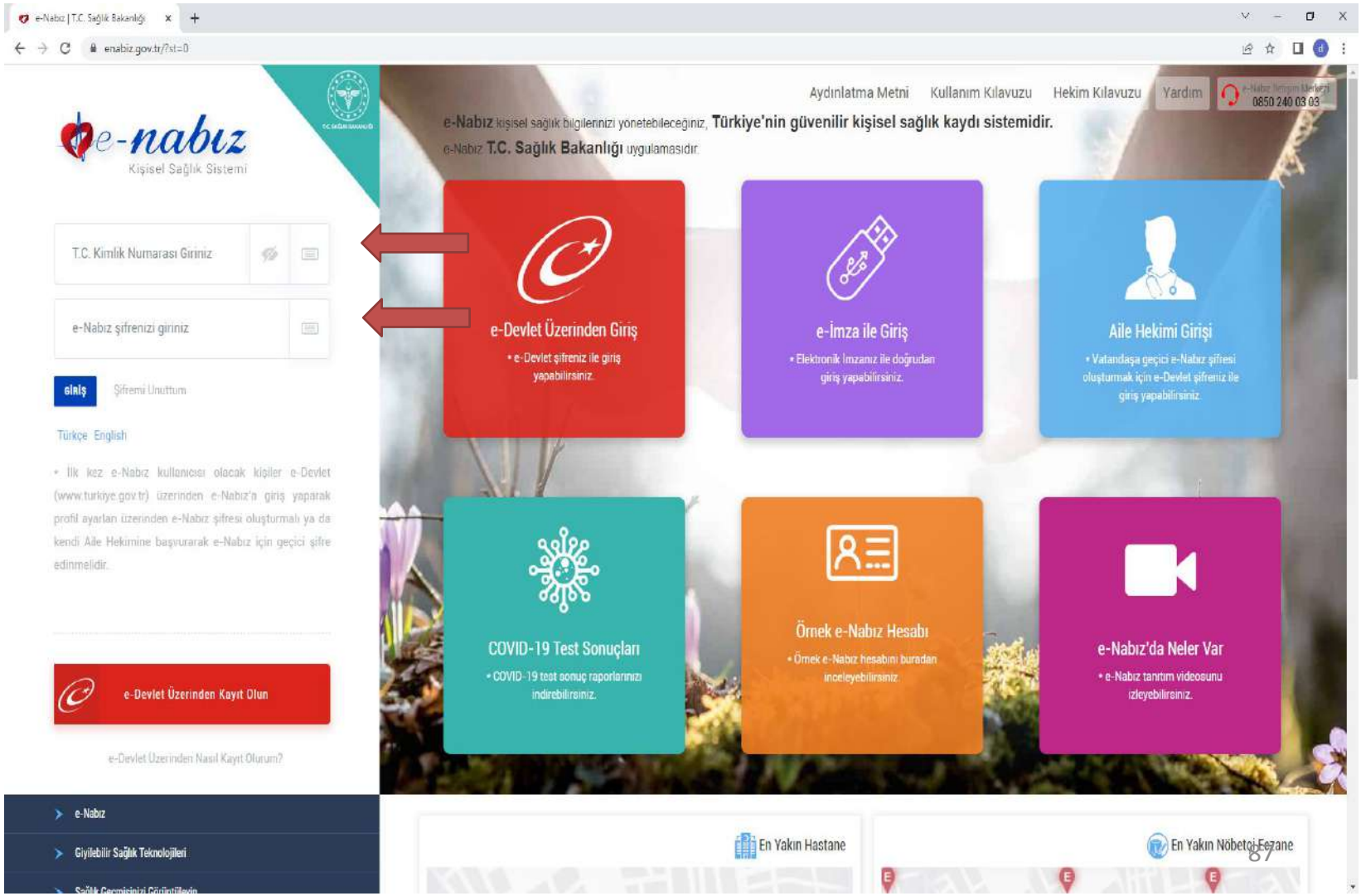
DIGITAL HEALTH LITERACY

How to Log-in to e-Pulse



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E- State

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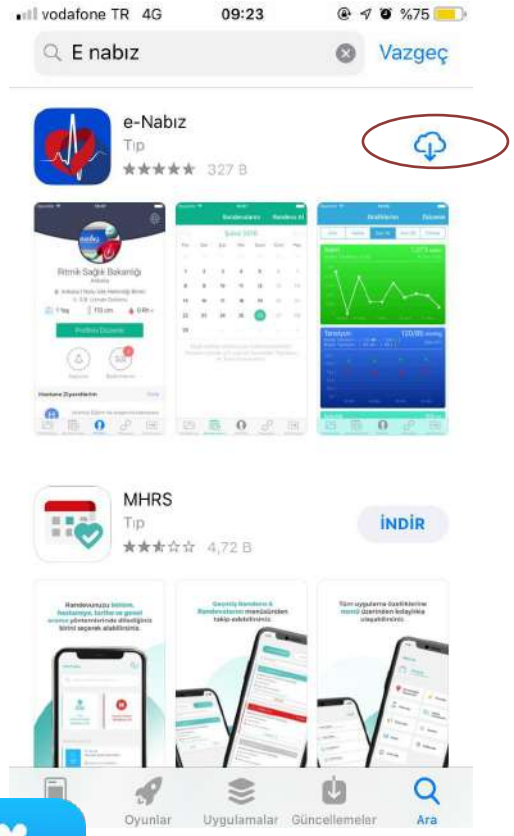
How to Download

Google Play



APP STORE

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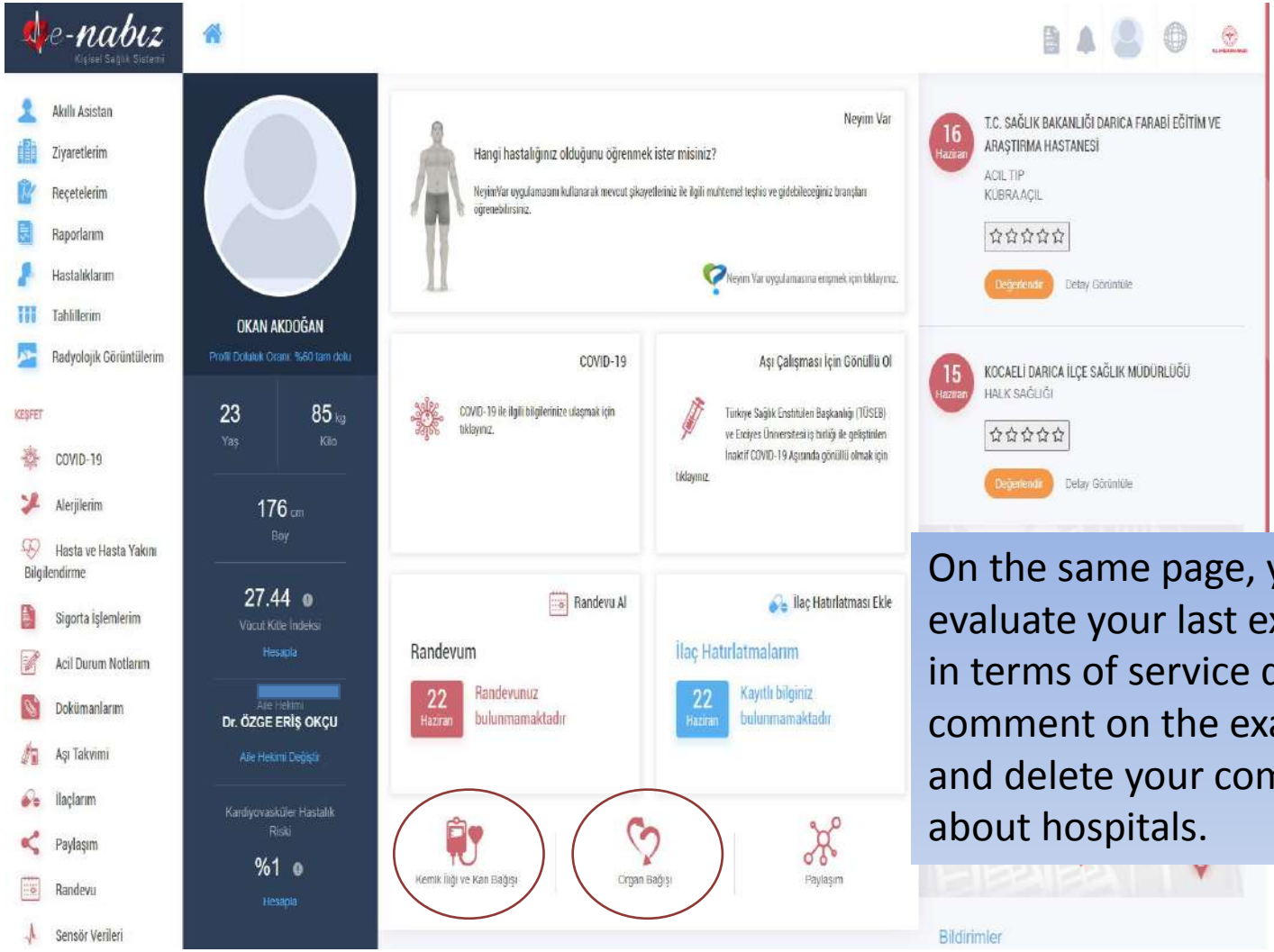
*It is the first screen you see when you enter the e-Pulse system. You can see your last two examinations on this screen.



On the same page, you can evaluate your last examinations in terms of service quality, comment on the examination, and delete your comments about hospitals.

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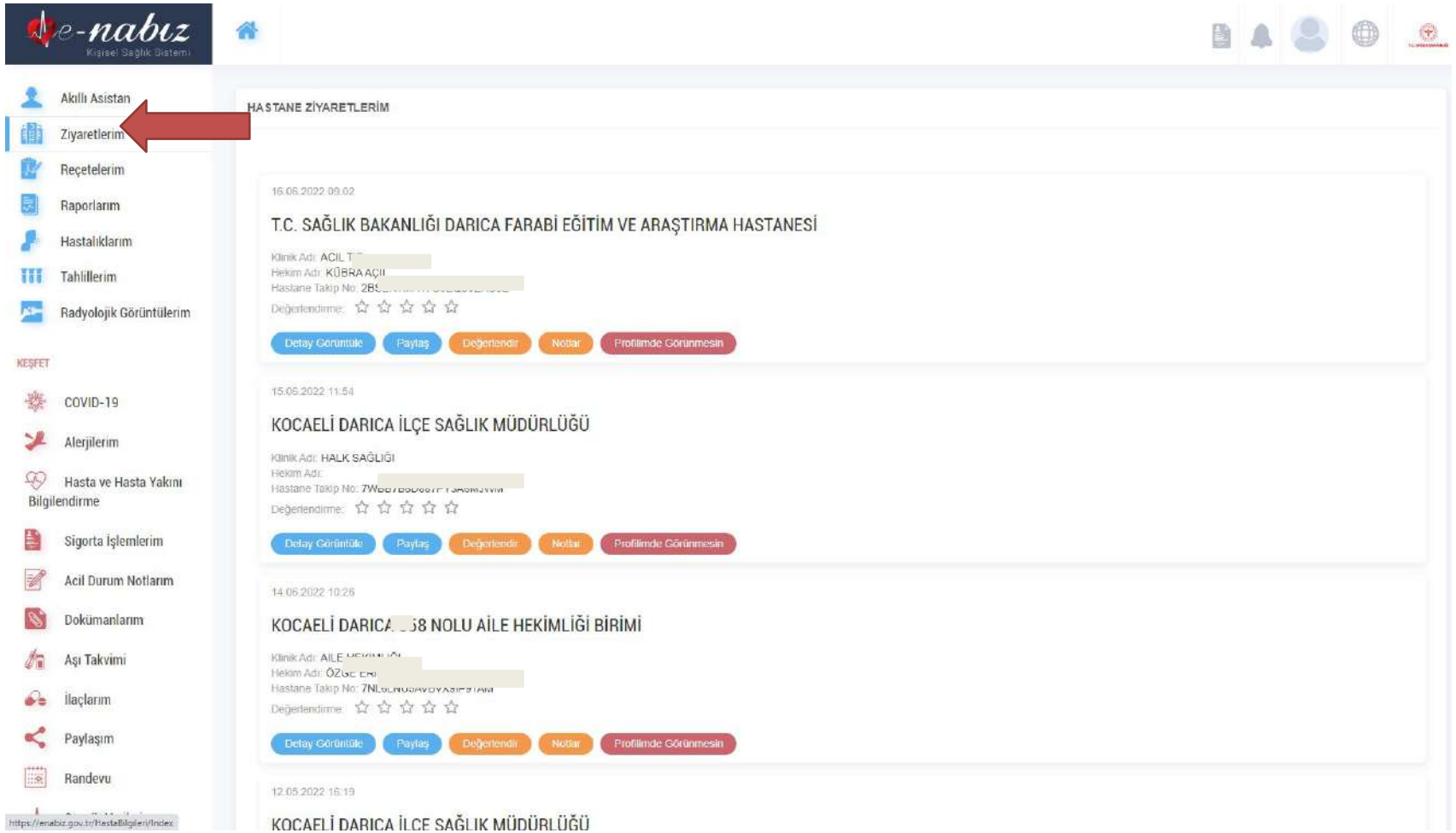
My Hospital Visits



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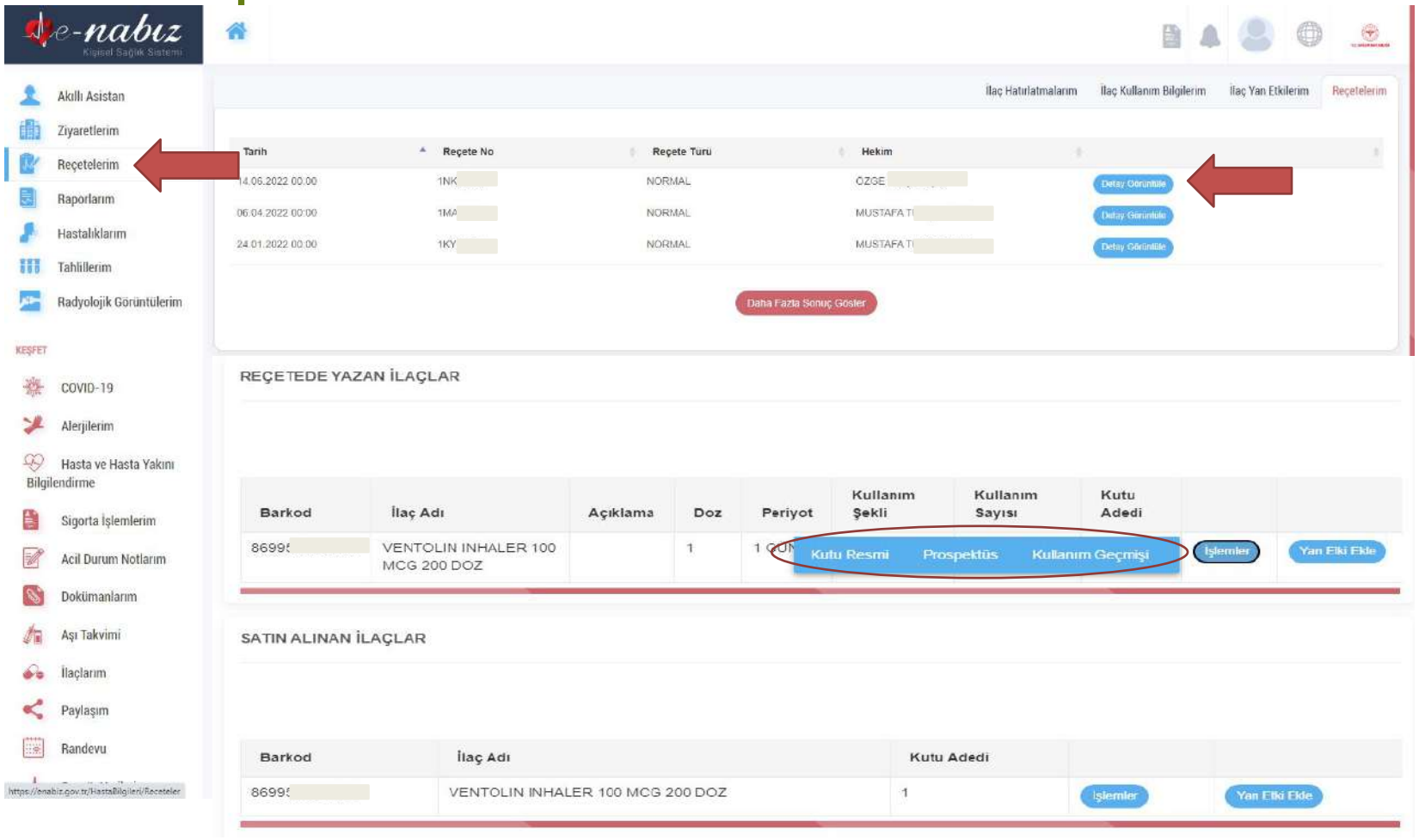
My Prescriptions



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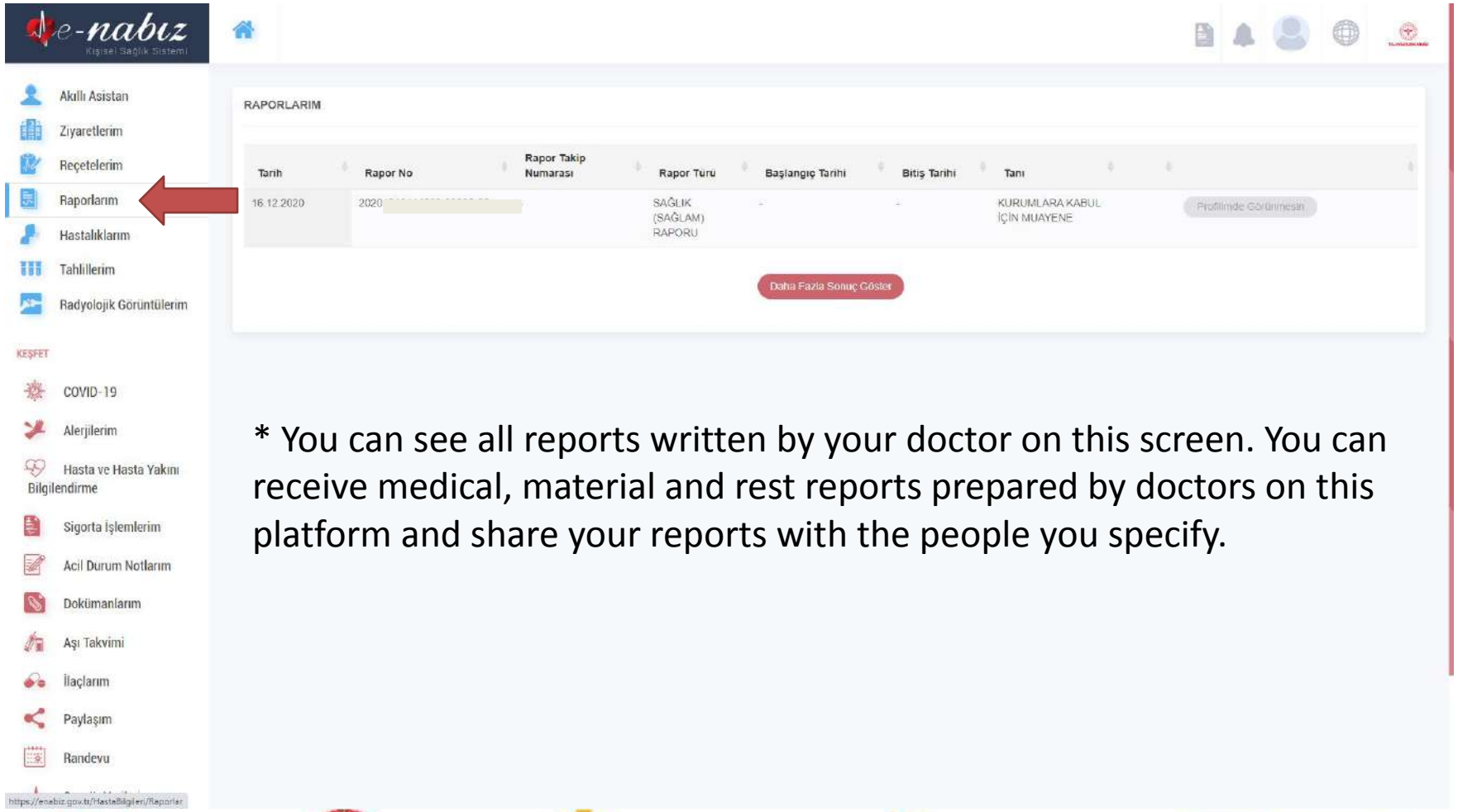
My Medical Reports



* You can see all reports written by your doctor on this screen. You can receive medical, material and rest reports prepared by doctors on this platform and share your reports with the people you specify.

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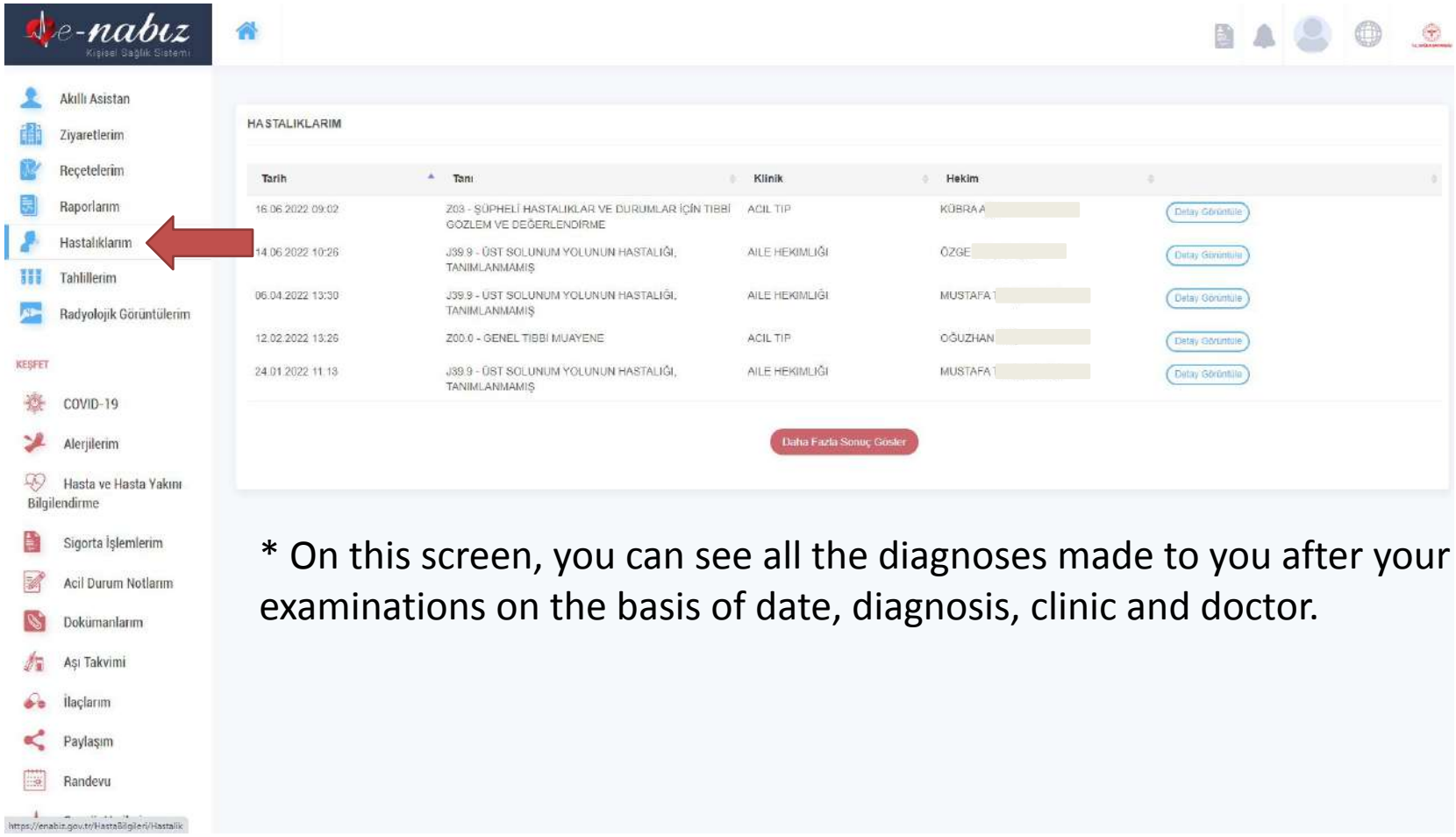
My Diseases



* On this screen, you can see all the diagnoses made to you after your examinations on the basis of date, diagnosis, clinic and doctor.

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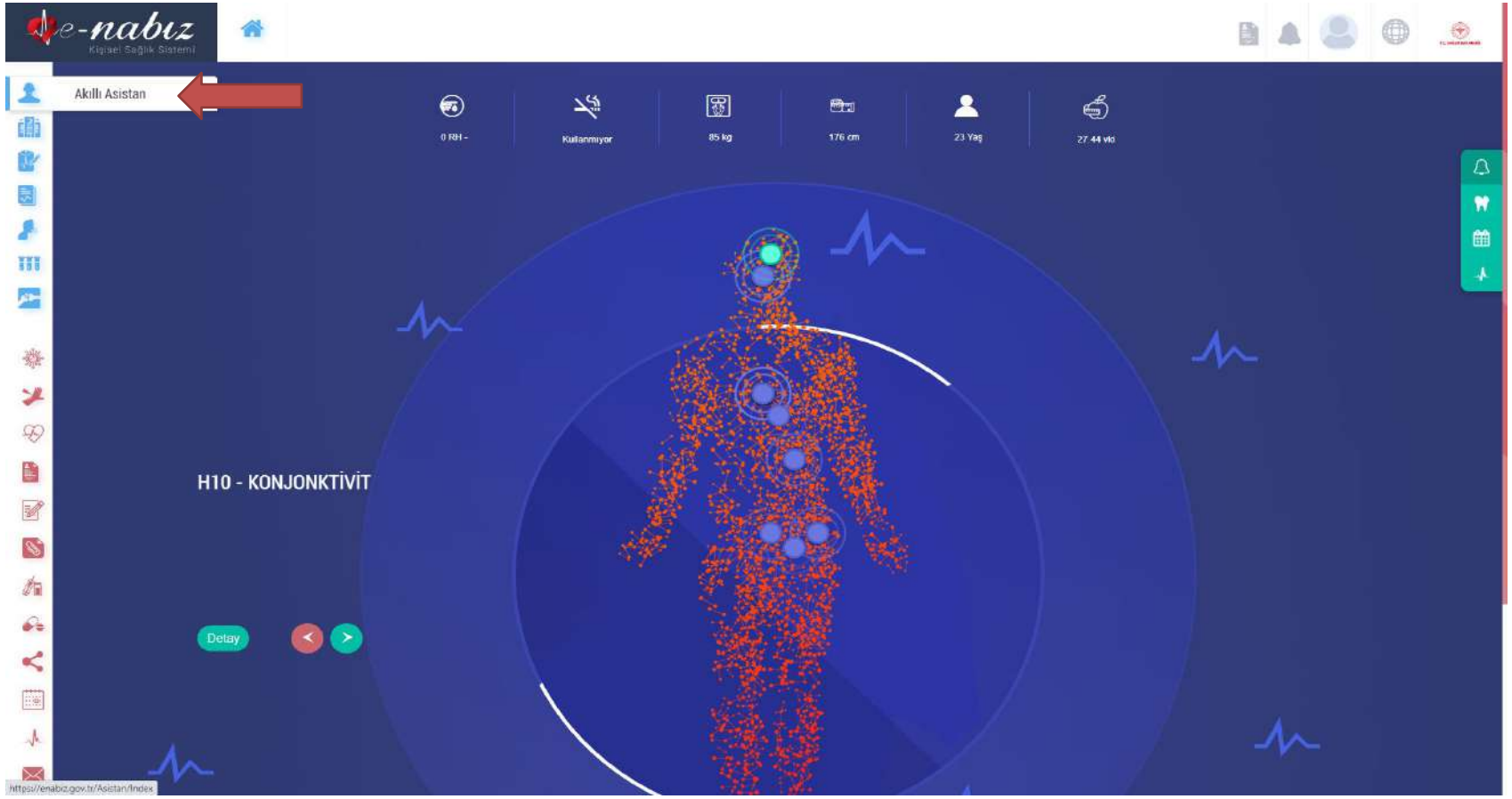
Smart Assistant



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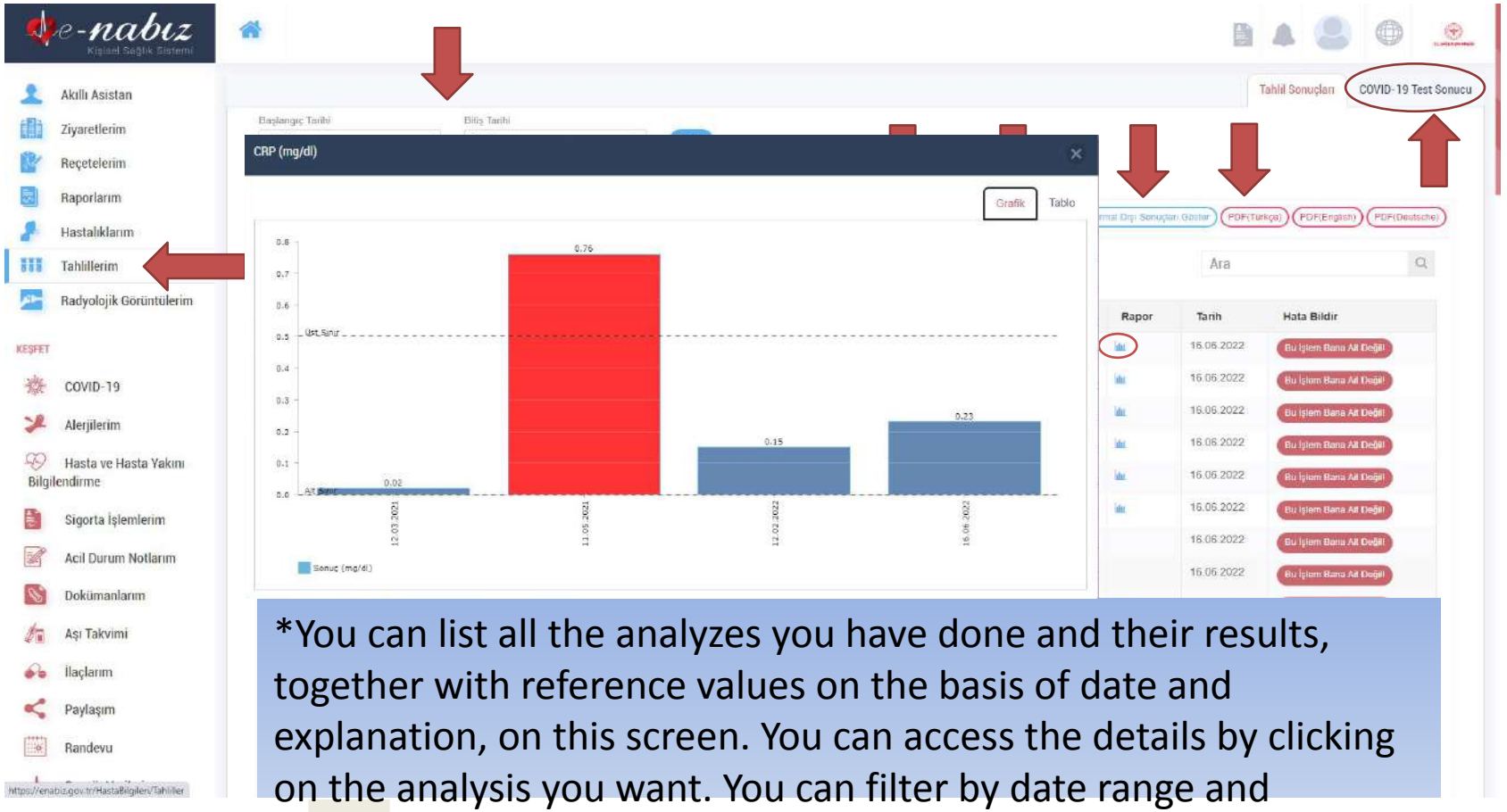
My Assay



*You can list all the analyzes you have done and their results, together with reference values on the basis of date and explanation, on this screen. You can access the details by clicking on the analysis you want. You can filter by date range and transaction name.

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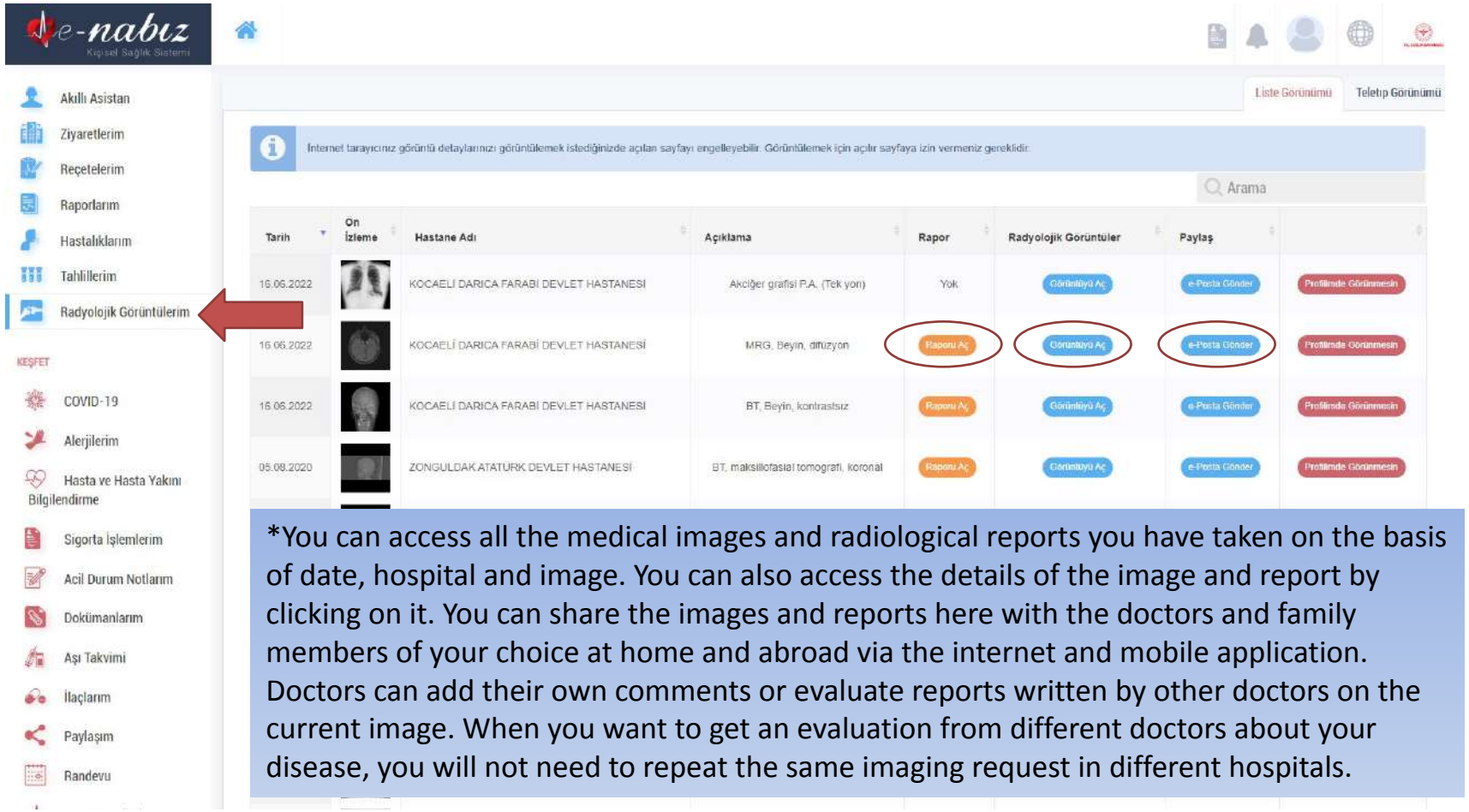
DIGITAL HEALTH LITERACY

Radiological Images



*You can access all the medical images and radiological reports you have taken on the basis of date, hospital and image. You can also access the details of the image and report by clicking on it. You can share the images and reports here with the doctors and family members of your choice at home and abroad via the internet and mobile application. Doctors can add their own comments or evaluate reports written by other doctors on the current image. When you want to get an evaluation from different doctors about your disease, you will not need to repeat the same imaging request in different hospitals.

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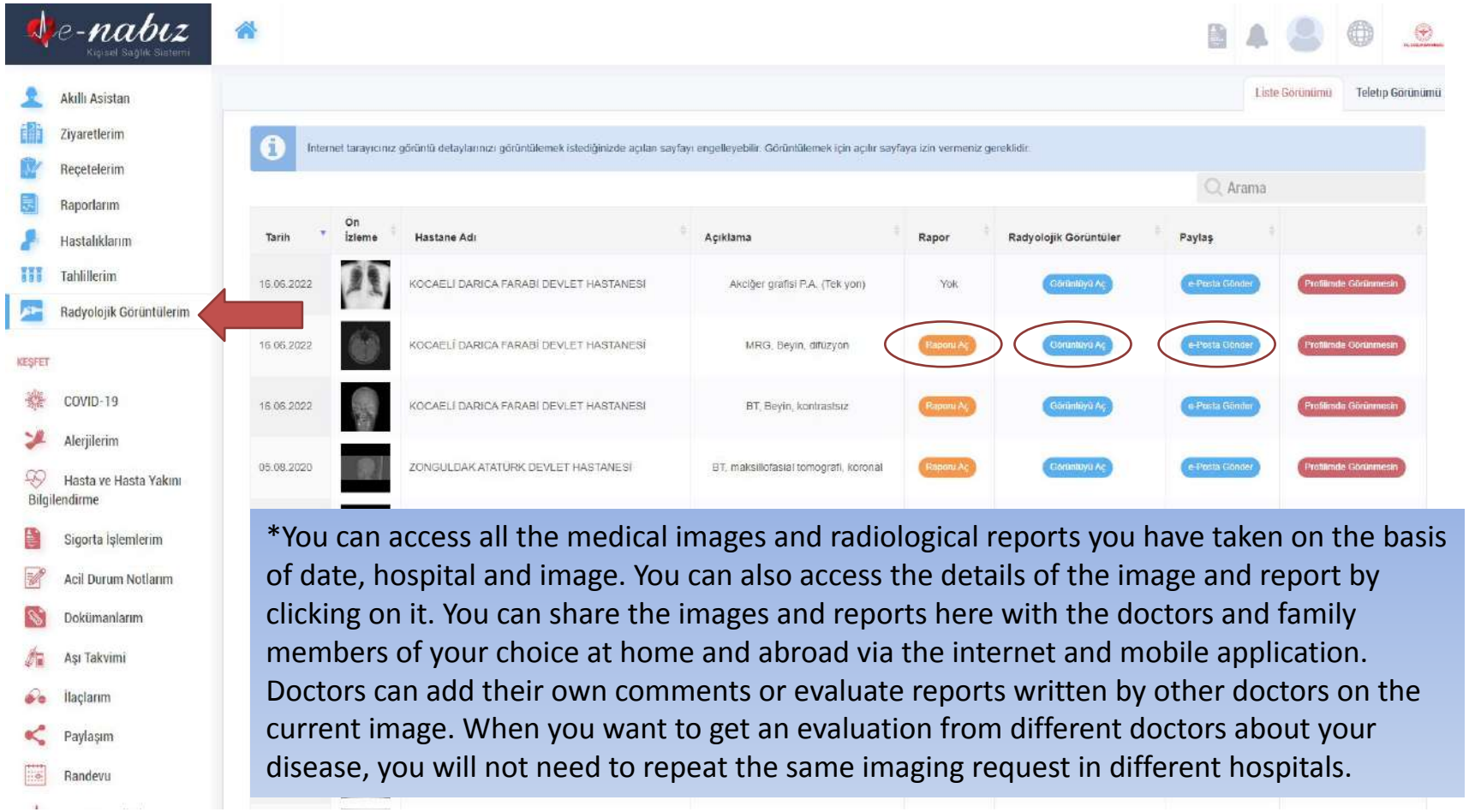
DIGITAL HEALTH LITERACY

COVID-19



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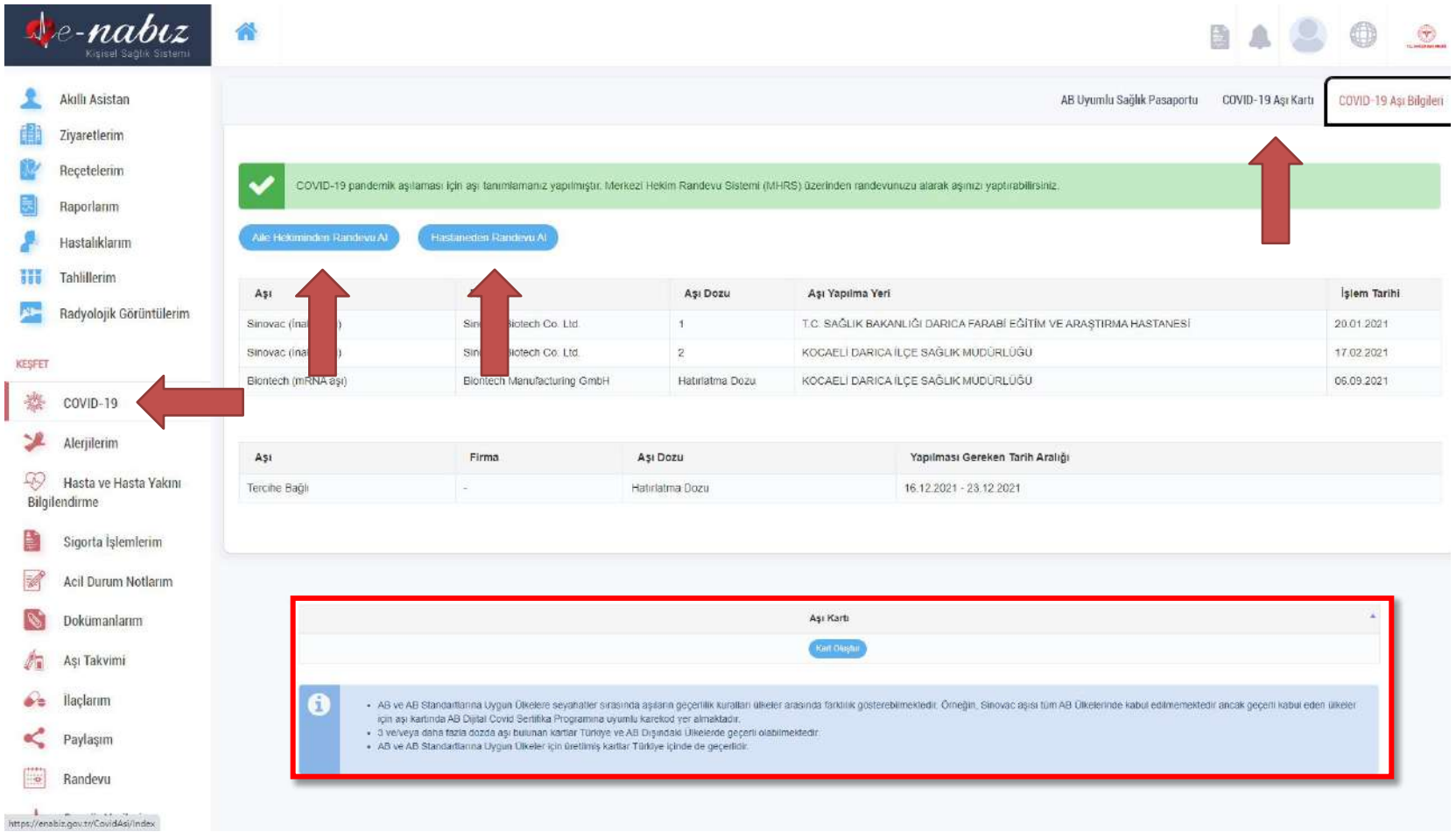
DIGITAL HEALTH LITERACY

COVID-19



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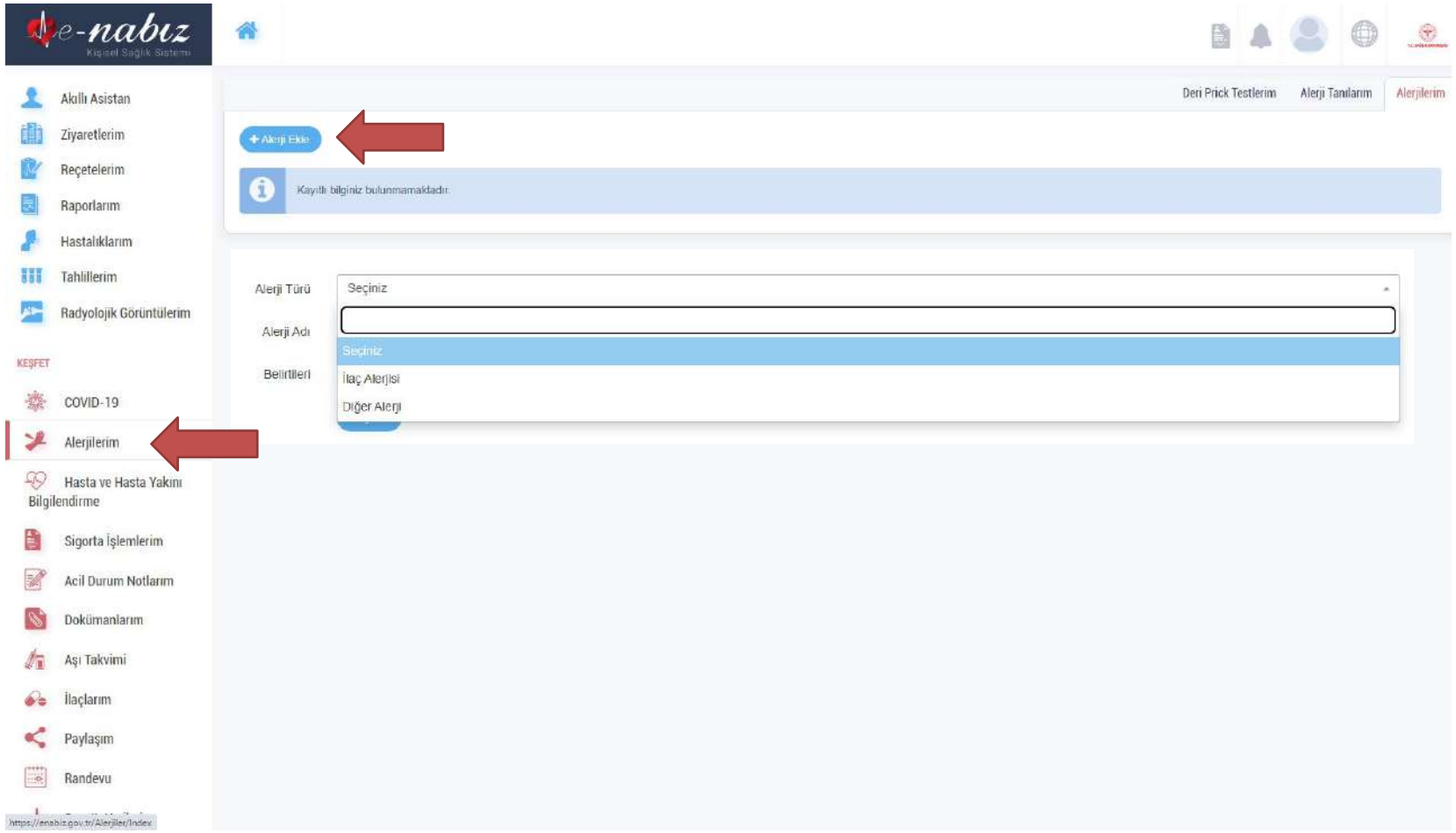
DIGITAL HEALTH LITERACY

My Allergies



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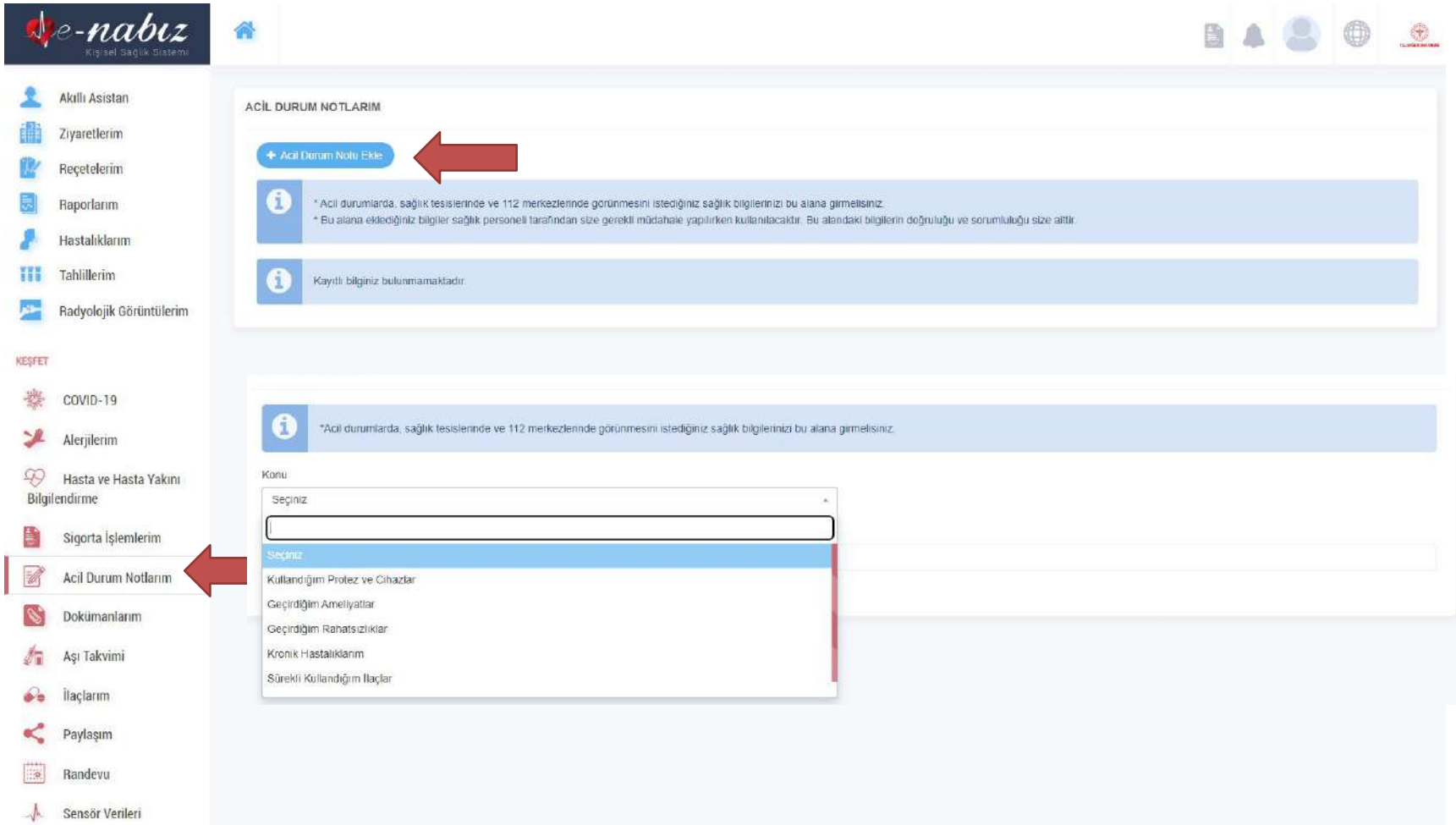
DIGITAL HEALTH LITERACY

My Emergency Notes



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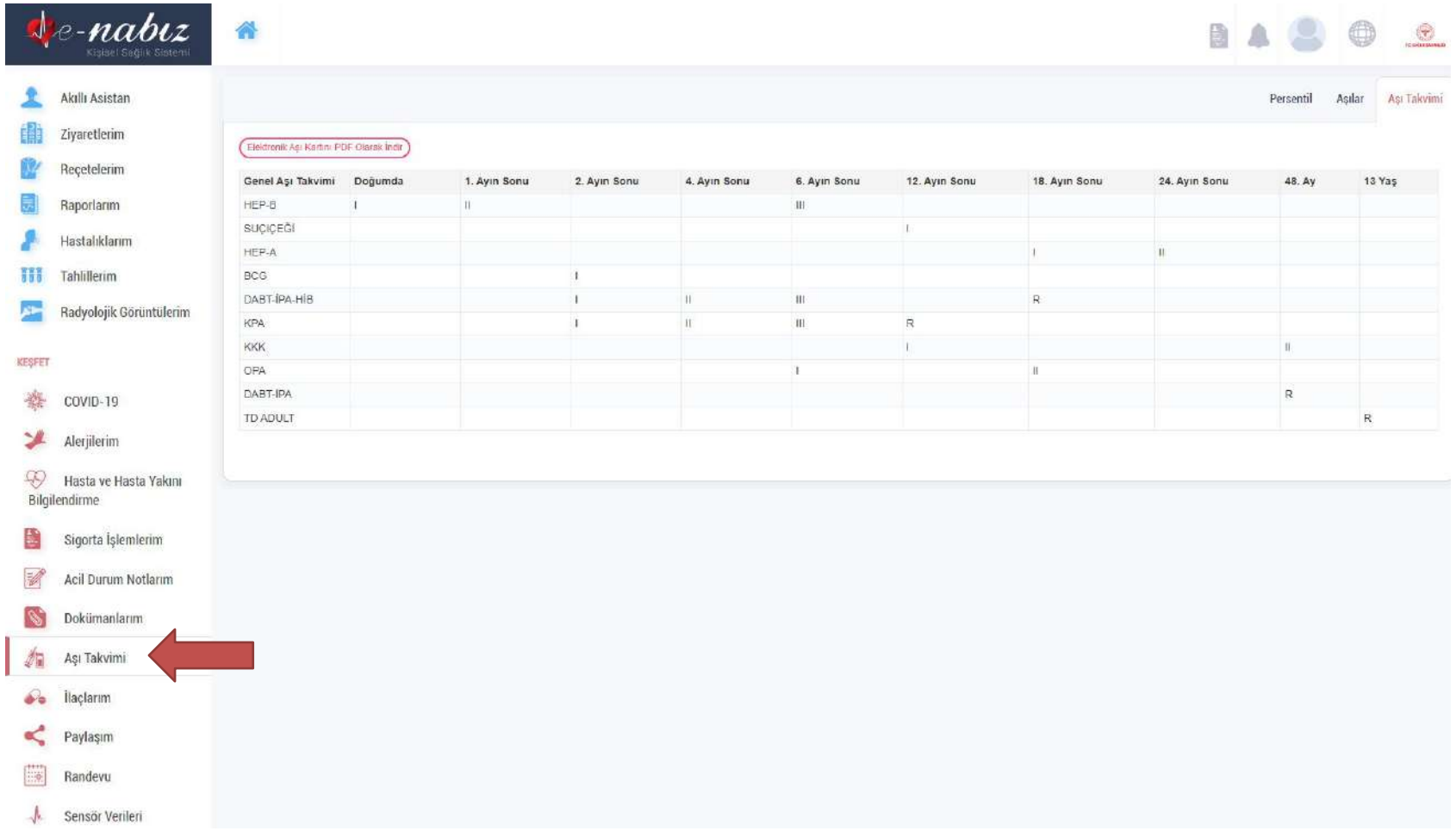
DIGITAL HEALTH LITERACY

Vaccine Calendar



Genel Aşı Takvimi	Doğumda	1. Ayın Sonu	2. Ayın Sonu	4. Ayın Sonu	6. Ayın Sonu	12. Ayın Sonu	18. Ayın Sonu	24. Ayın Sonu	48. Ay	13 Yaş
HEP-B	I	II			III					
SUÇİÇEĞİ						I				
HEP-A							I	II		
BCG			I							
DABT-İPA-HİB			I	II	III		R			
KPA			I	II	III	R				
KKK						I			II	
OPA					I		II			
DABT-İPA									R	
TD ADULT										R

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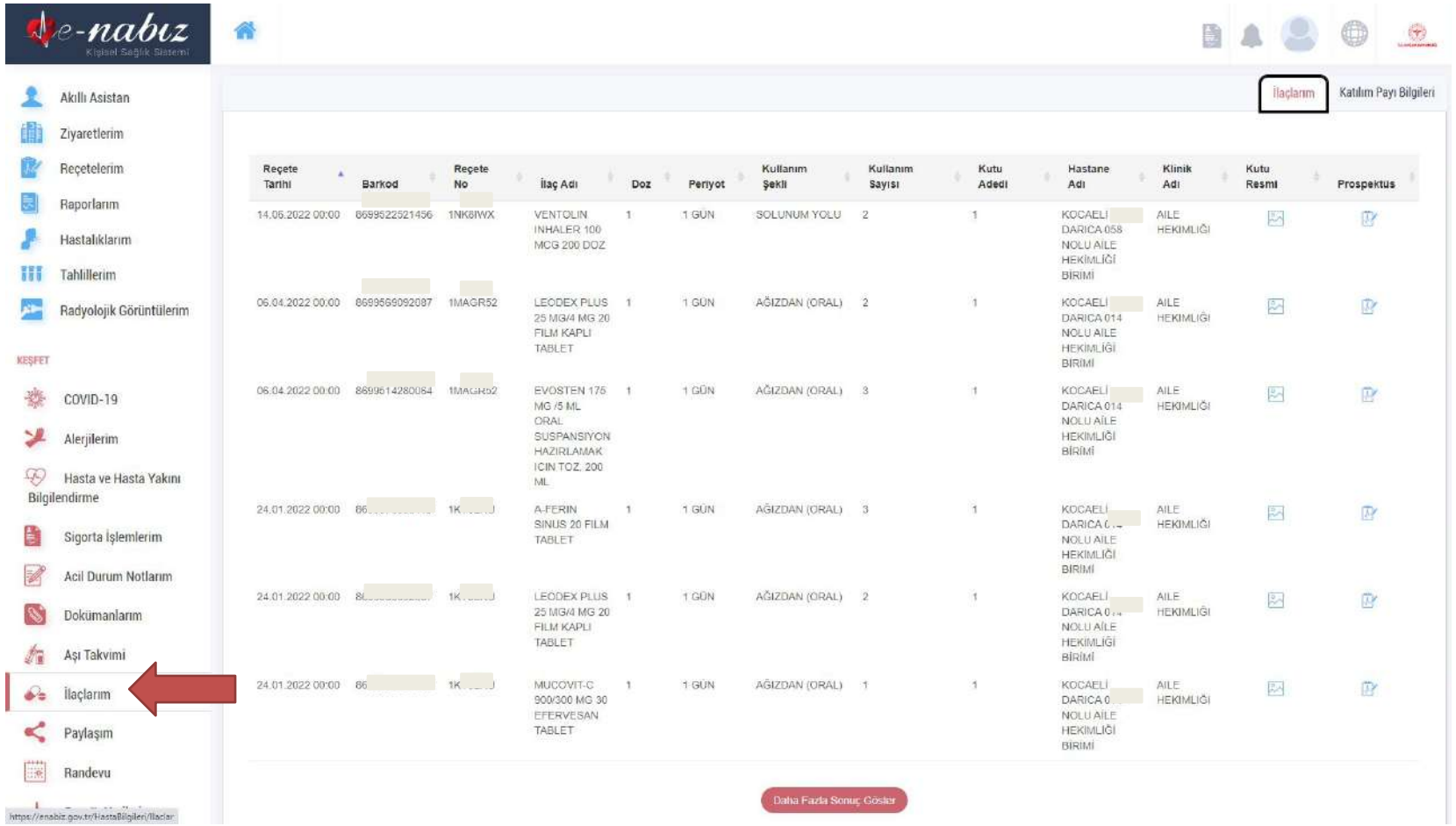
DIGITAL HEALTH LITERACY

My Medicine



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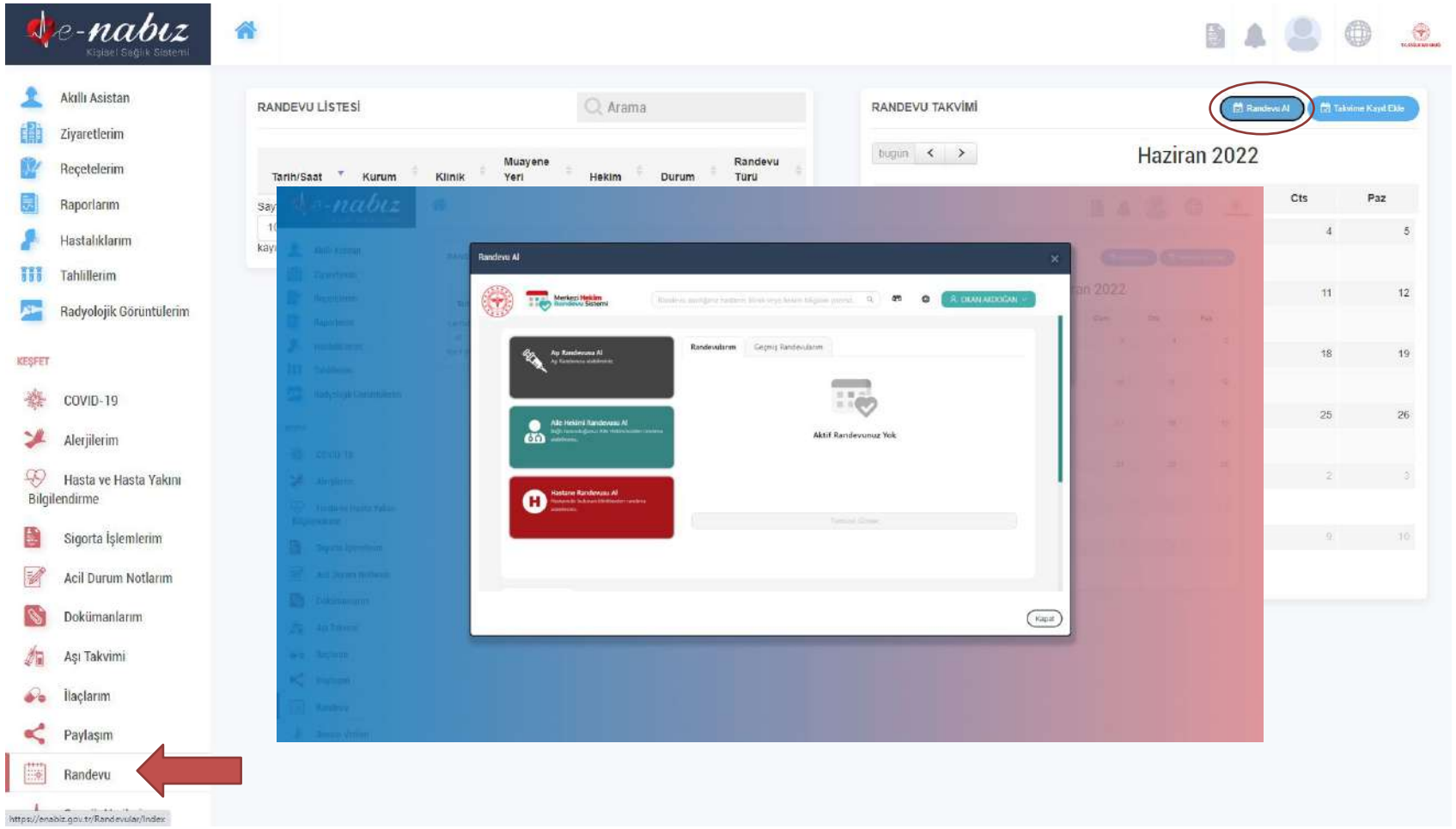
DIGITAL HEALTH LITERACY

Appointment



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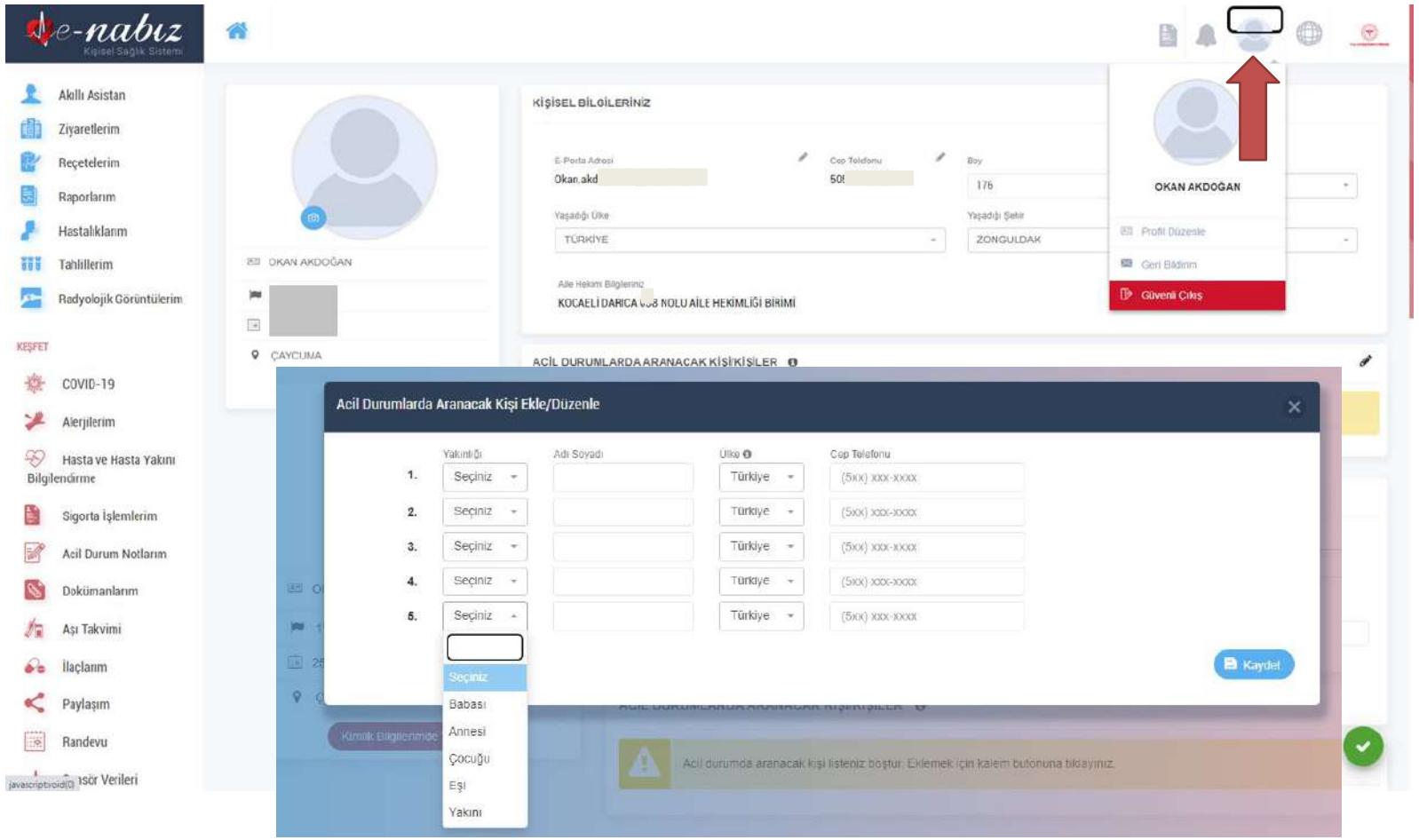
DIGITAL HEALTH LITERACY

Profile



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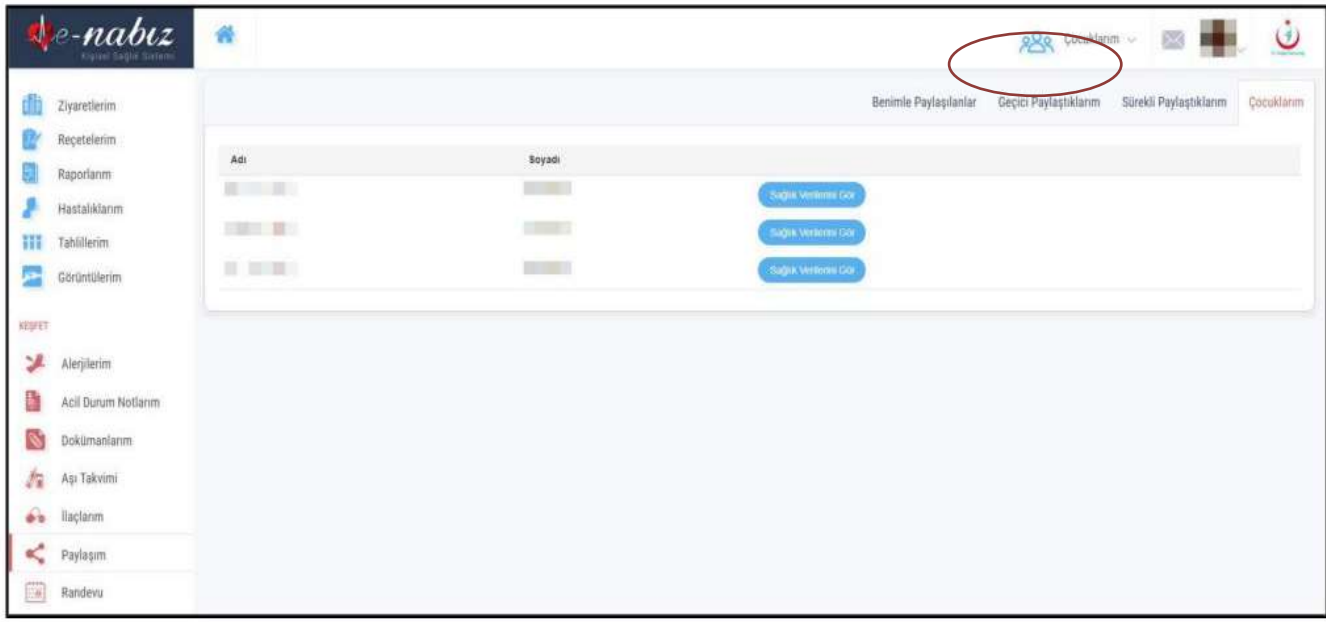
DIGITAL HEALTH LITERACY

Profile

You have the opportunity to share your health data with the details you specify and with the people you authorize. If you have children under the age of 16, you can see your children's health records from this screen by obtaining the consent of the other parent in the "My Children" section.



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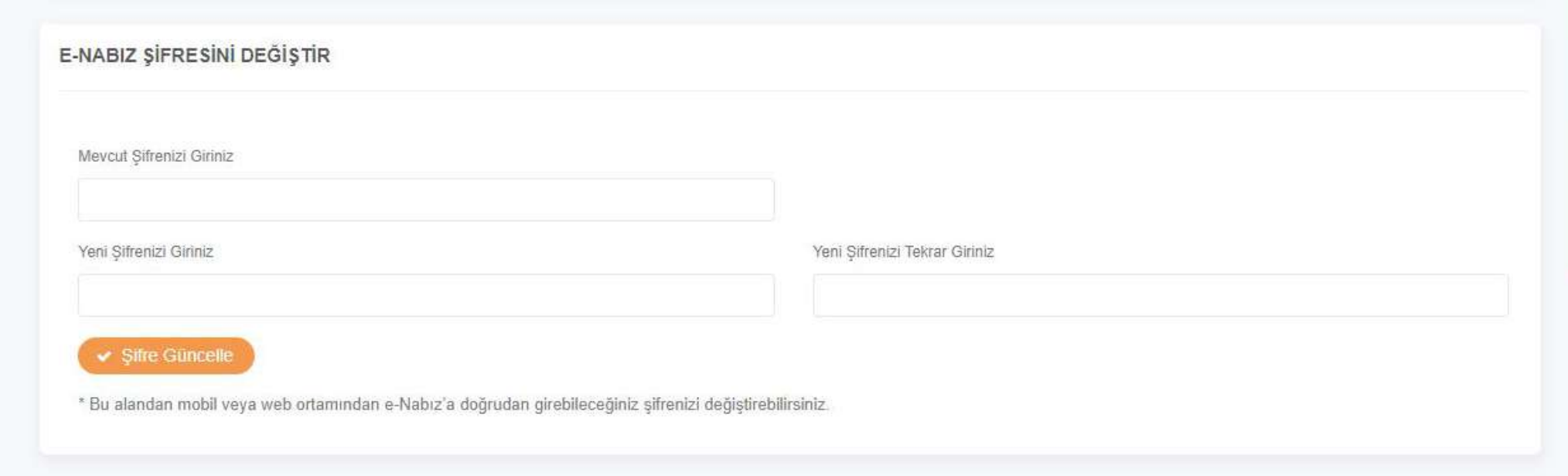
DIGITAL HEALTH LITERACY

Changing e-Nabiz Password



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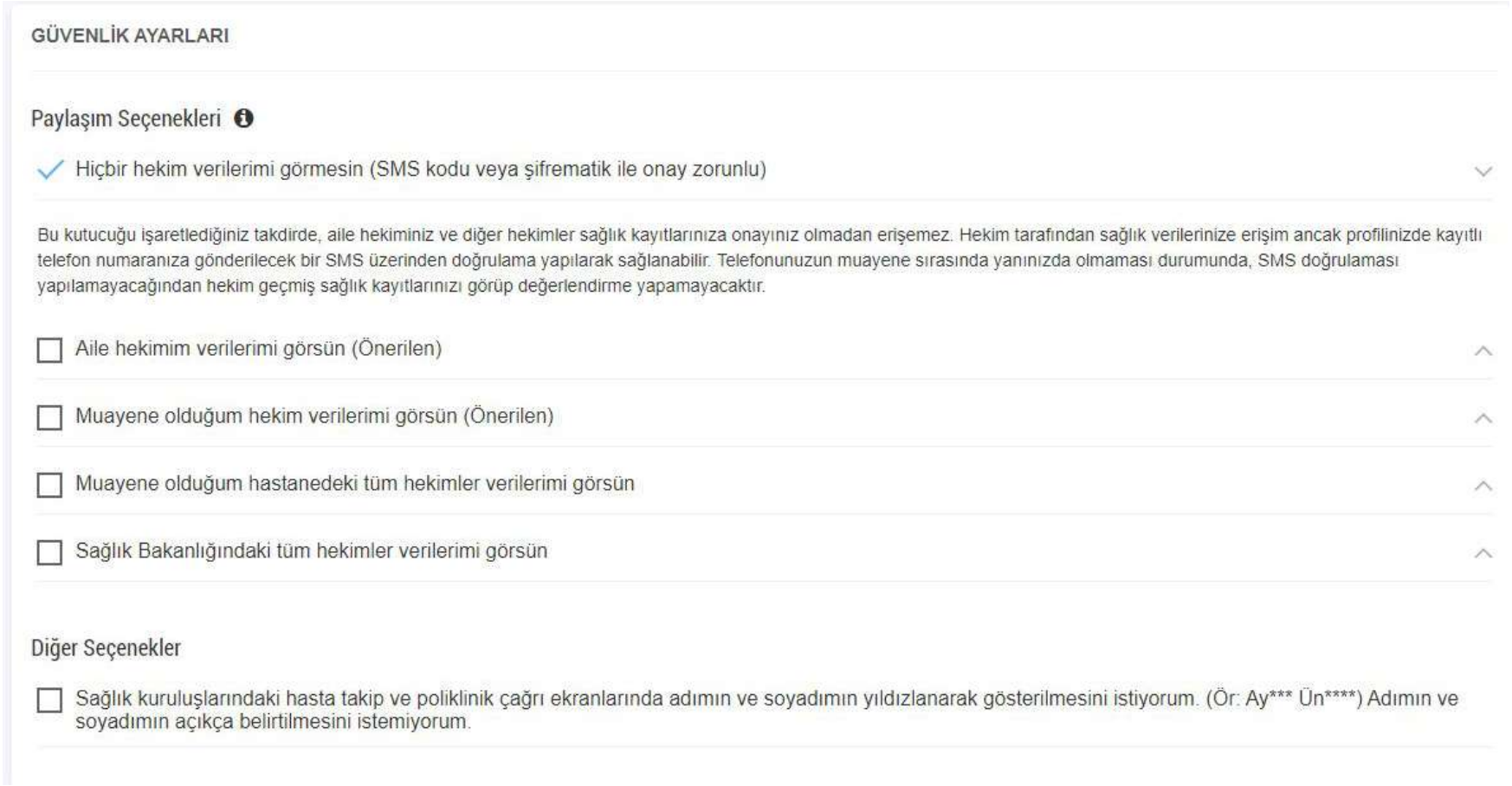
DIGITAL HEALTH LITERACY

Security Settings



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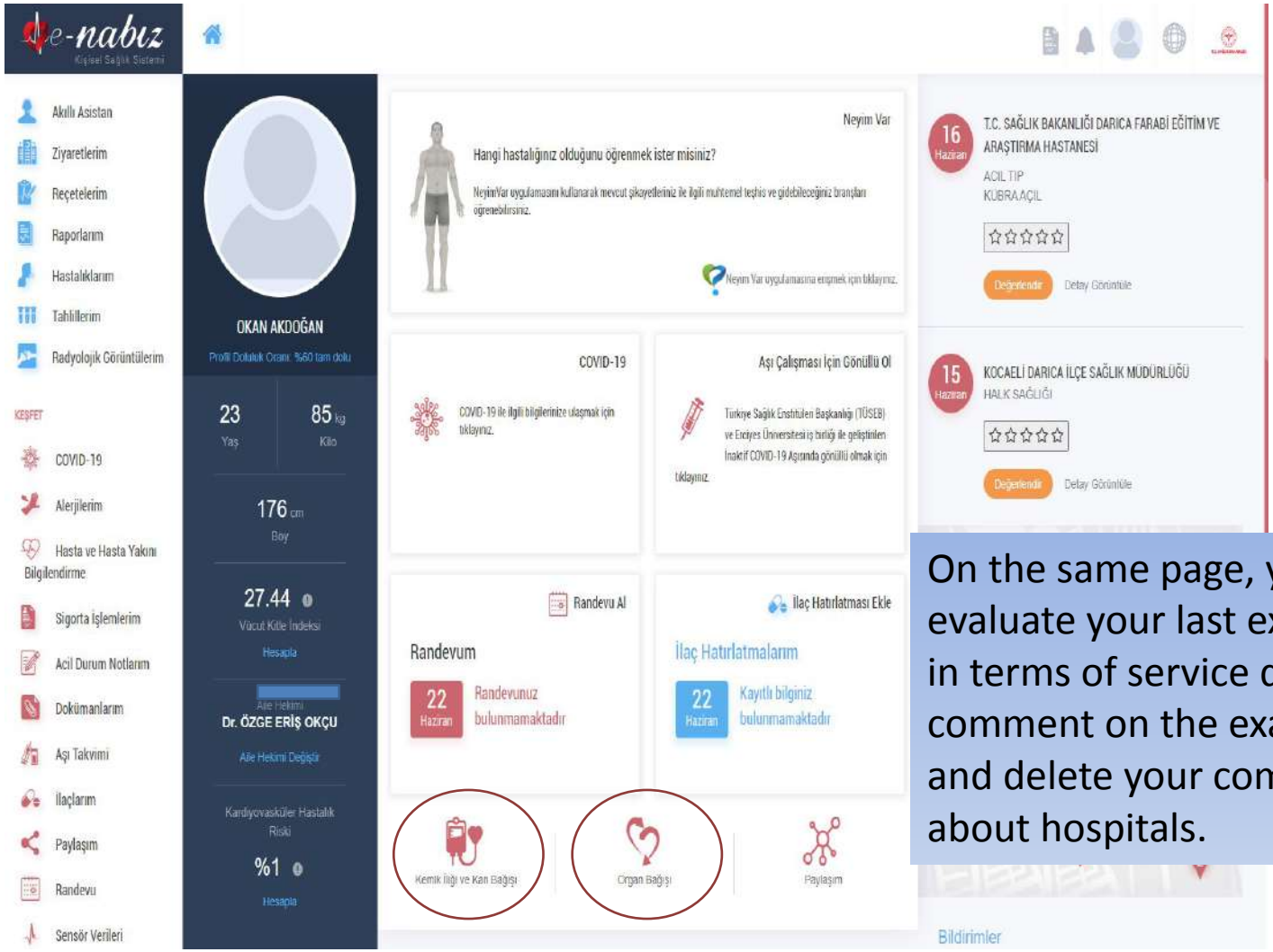
DIGITAL HEALTH LITERACY

*It is the first screen you see when you enter the e-Pulse system. You can see your last two examinations on this screen.



On the same page, you can evaluate your last examinations in terms of service quality, comment on the examination, and delete your comments about hospitals.

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DIGITAL HEALTH LITERACY

COUNTRY REPORT: FINLAND

KA210-ADU - SMALL-SCALE PARTNERSHIPS IN ADULT EDUCATION / 2021-1-NL01-KA210-ADU-000034096

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DIGITAL HEALTH LITERACY

Development & Statistics

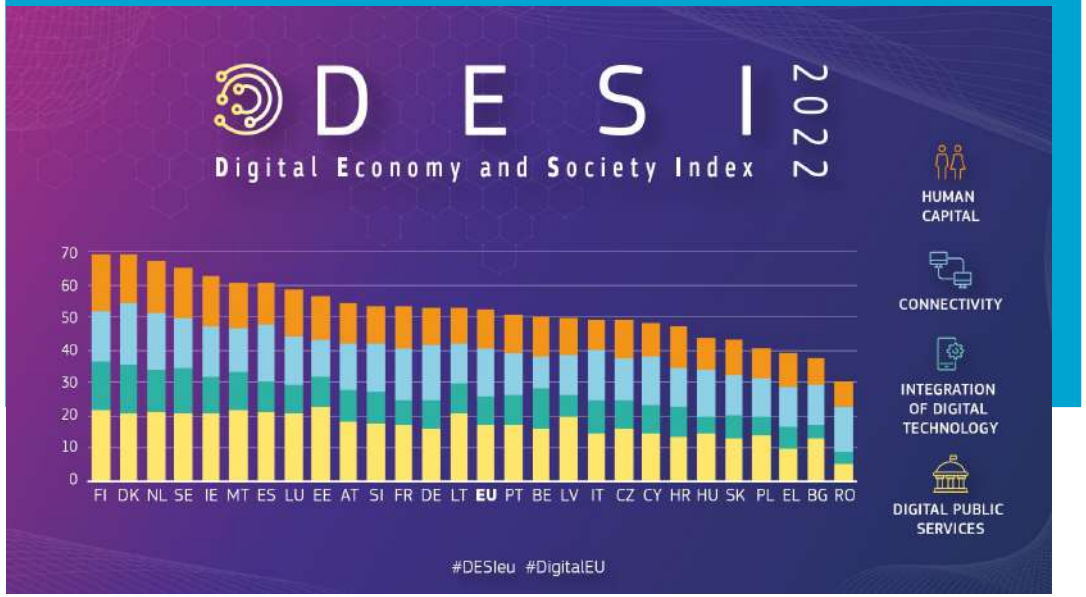
Multidisciplinary problem solving through high digital and mobile competency

01

First country in the world to digitize **national health registries** dating back to the 1960s

02

Second most advanced digital economy in the EU



03

Omakanta - Official Digital Health Service Platform

Usage rose from only 16% in 2014 to 64% in 2020.

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DIGITAL HEALTH LITERACY

Development & Statistics

Multidisciplinary problem solving through high digital and mobile competency

04

According to THL (Finnish Institute for Health and Welfare), the **COVID-19 epidemic** has enabled a revolution for electronic services & digital tools in the health sector.

05

A survey shows that…

…about **45%** of the population felt that electronic services **facilitate cooperation** with professionals.

…**19%** felt that they **needed guidance** on how to use social and healthcare online services.

…**15%** felt that electronic services are **not accessible** to them.

06

Two in three people in Finland have already used electronic services, but **more than one in two** say that there were barriers or challenges to using the services.

These include complexity of the electronic service, insufficient equipment or skills.

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DIGITAL HEALTH LITERACY

Online Health Tools

OmaKanta - My Kanta Pages

https://www.kanta.fi/en/my-kanta-pages

This is an Online Service that stores your health & medication records from healthcare services. The service is accessed through the Kanta Services website.

To use the service, you need a Finnish personal ID code and

means of identification (e.g. online bank IDs, mobile IDs, ID card for online services).

Authentication is also possible with an organisation card or social and health care professional card issued by the The Digital and Population Data Services Agency (prev. Population Register Centre).

My Kanta Pages is a nationwide service

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DIGITAL HEALTH LITERACY

Online Health Tools

In My Kanta Pages you can view:

- electronic prescriptions
- records related to your treatment
- the EU digital COVID-19 vaccination certificate
- laboratory tests and X-ray examinations
- which healthcare units & pharmacies have accessed your prescription and medical records through the Kanta Services

You can also:

- request a repeated prescription
- save your living will and organ donation testament
- consent to or deny the sharing of private data
- consent to the disclosure of prescription information to a pharmacy in another European country
- browse your own wellbeing data

Kanta

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DIGITAL HEALTH LITERACY

Online Health Tools

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Kanta

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DIGITAL HEALTH LITERACY

Online Health Tools

Entries on electronic prescriptions will show:

- how long the prescription is valid
- how much medication is left
- when the medicine has last been collected from the pharmacy
- dosage instructions
- who has prescribed the medication
- when and where the prescription was issued
- whether the prescription has been renewed.

The health records shown include:

- patient records and diagnoses
- critical risk factors
- laboratory tests and X-ray examinations
- referrals
- health and care plan
- medical certificates and reports.

Kanta

You can use public, private or occupational healthcare services.
They all use the Kanta Services (electronic prescriptions, Pharmaceutical Database, Patient Data Repository & patient data management service).

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DIGITAL HEALTH LITERACY

Online Health Tools

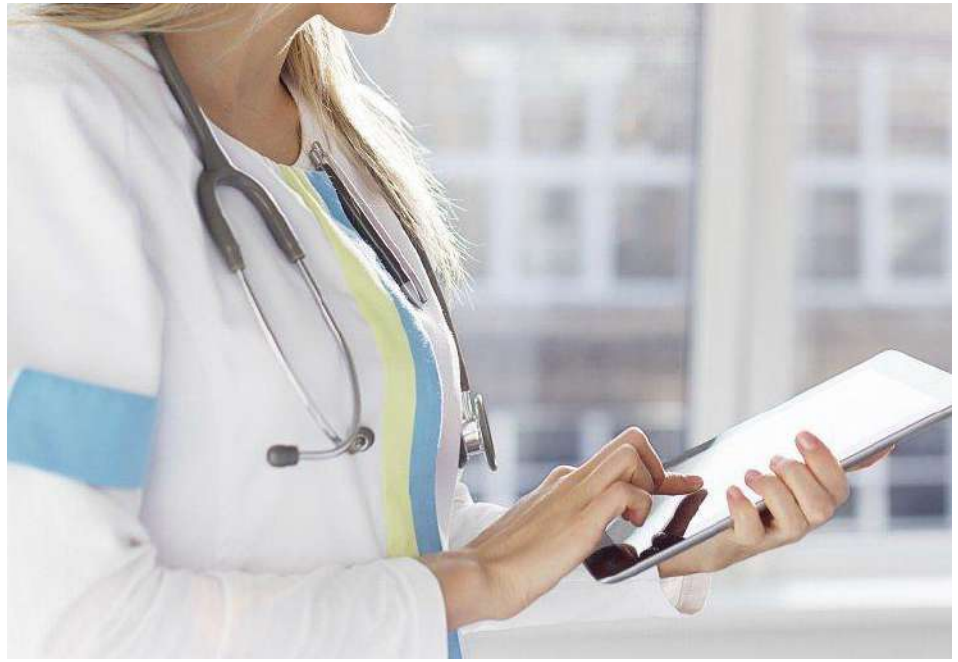
Omaolo

https://www.omaolo.fi/

This is another public digital health care service.

In Omaolo, you can use many public social and healthcare services quickly and easily from home, 24 hours a day.

You can find symptom evaluations that map your health status, a health examination, coachings on well-being in various topics, as well as service evaluations regarding family care support, discretionary or transportation service according to the Disability Services Act, and personal assistance. Where needed, Omaolo connects you with a professional or with appointment booking services.



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DIGITAL HEALTH LITERACY

Online Health Tools

Maisa

https://www.apotti.fi/en/client-portal-maisa/

Maisa is a client portal created for the Apotti system.

It combines e-services for social care and health care into one single channel of communication.

It is used in the services of Helsinki, Kauniainen, Kerava and Vantaa and the services of HUS Helsinki University Hospital.

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DIGITAL HEALTH LITERACY

Online Health Tools

Health Village

https://www.terveyskyla.fi/en

Health Village is a public health care service, produced in collaboration with experts and patients, making health care services available to everyone, regardless of where they live.

Health Village is always open, offering information and support for everyone, as well as treatment for patients and tools for professionals. Currently the Health Village content is only available in Finnish and Swedish.

DIGITAL HEALTH VILLAGE

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DIGITAL HEALTH LITERACY

Online Health Tools

Duodecim Terveyskirjasto

https://www.terveyskirjasto.fi/

DUODECIM
Koulun terveyskirjasto

The Terveyskirjasto.fi service has a very extensive range of content. It can assist members of the public wishing to find out more about caring for their own health and it provides basic information on medical conditions and diseases and how to get treatment and care. The articles and guidance are compiled by experts and are based on national Current Care Guidelines and on handbooks and textbooks for doctors published by Duodecim Publishing Company Ltd. The contents of the Terveyskirjasto health library are constantly being added to and improved as new updates are made. The articles are accessed more than 50 million times a year.

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DIGITAL HEALTH LITERACY

Digital health literacy of disadvantaged Groups

Services and support for people with disabilities

Ministry of Social Affairs and Health

Financial support
Disability benefit helps people with disabilities to take part in working life or to study, and to maintain their working capacity, living at home, rehabilitation and treatment. The quick guide gives you a clear overview of the benefits and services provided by Kela to persons with a disability or chronic illness.

- Disability benefits (Kela)
- Disabled persons (infoFinland)

The Online Handbook on Disability Services in Finland supports social workers in their work with persons with disabilities.

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DIGITAL HEALTH LITERACY

Digital health literacy of disadvantaged Groups

Services and support for people with disabilities

NGO's informative websites for people with disabilities

- **The Finnish Association of People with Physical Disabilities**
  The Finnish Association of People with Physical Disabilities engages in advocacy and service provision for people with physical disabilities or functional impairments.

- **The Finnish Association on Intellectual and Developmental Disabilities**
  The Finnish Association on Intellectual and Developmental Disabilities (FAIDD) serves as a strong agent and pioneer of change in work towards a Finland where everyone is equal.

- **The Finnish Disability Forum** - Co-operative organisation for 30 national disability organisations

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DIGITAL HEALTH LITERACY

Digital health literacy of disadvantaged Groups

Services and support for people with disabilities

NGO's informative websites for people with disabilities

- **Kehitysvammatuki 57 - Organisation for people with intellectual and developmental disablities and for their families**
  Kehitysvammatuki 57, founded in 1957, is one of the oldest and biggest non-governmental organisation for people with intellectual and developmental disabilities in Finland.

- **Hilma, the Support Centre for Immigrant Persons with Disabilities**, also operates in Finland. It provides service coordination and counselling for disabled immigrants and persons with chronic diseases.
  Support and assistance for disabled immigrants in Finnish, Swedish, English, Russian, Somali, Persian, Arabic and Kurdish.

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DIGITAL HEALTH LITERACY

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DIGITAL HEALTH LITERACY

Thank you for reading

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