

DIGITAL LITERACY IN MULTIPLE SCLEROSIS

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BACKGROUND

The emergence of new technologies has allowed great advances in the way we communicate. The Hospital Pharmacy can take advantage of these technologies available to the entire population to improve communication and access between healthcare professionals and patients.

AIM

To evaluate the level of digital health literacy of patients with multiple sclerosis (MS), their technological profile and their preferred way of communicating with the hospital pharmacist.

MATERIAL AND METHODS

Descriptive observational study conducted between March and October 2019.

Patients attended in the pharmaceutical consultation.

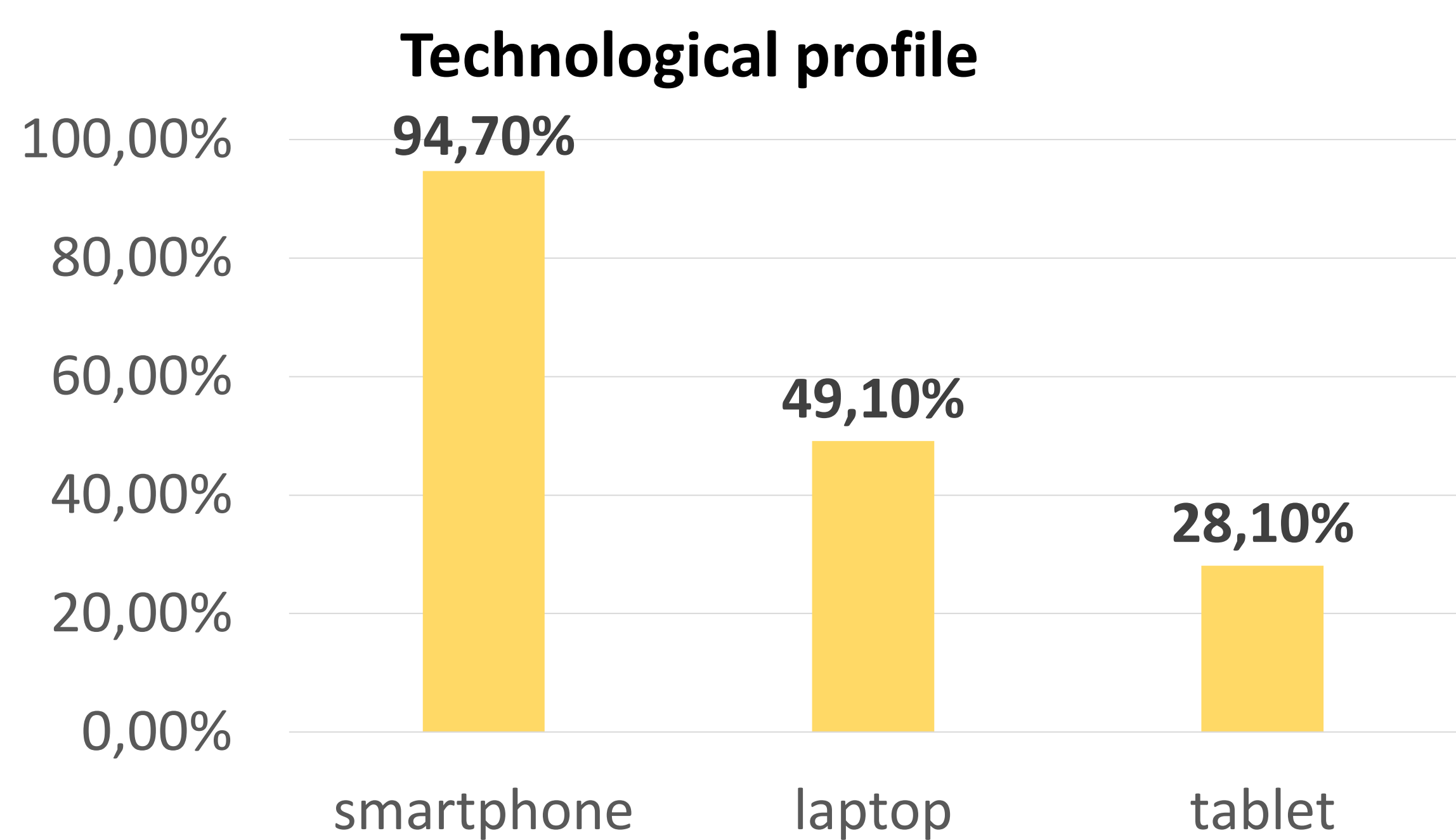
The information was obtained through paper surveys conducted anonymously during the patient's visit.

The information collected was transferred to a Google form and the data obtained were analyzed in a spreadsheet using descriptive statistics.

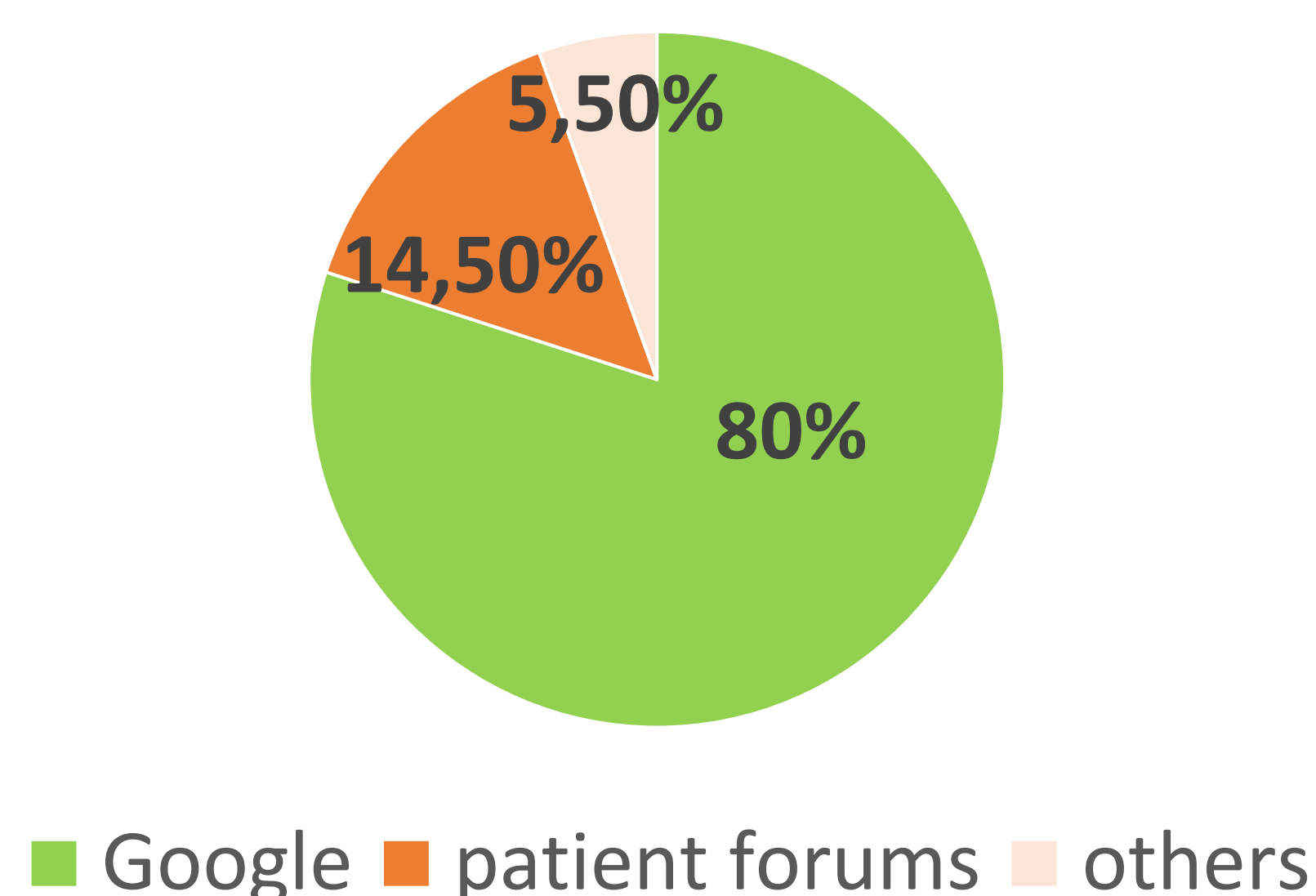
The sections of the survey were: sociodemographic data, technological profile (TP), knowledge and use of digital health tools (KD), assessment of the level in digital health literacy (AD) (using the eHealth Literacy Scale-eHEALS) and preferred patient-hospital pharmacist way of communication (PC).

RESULTS

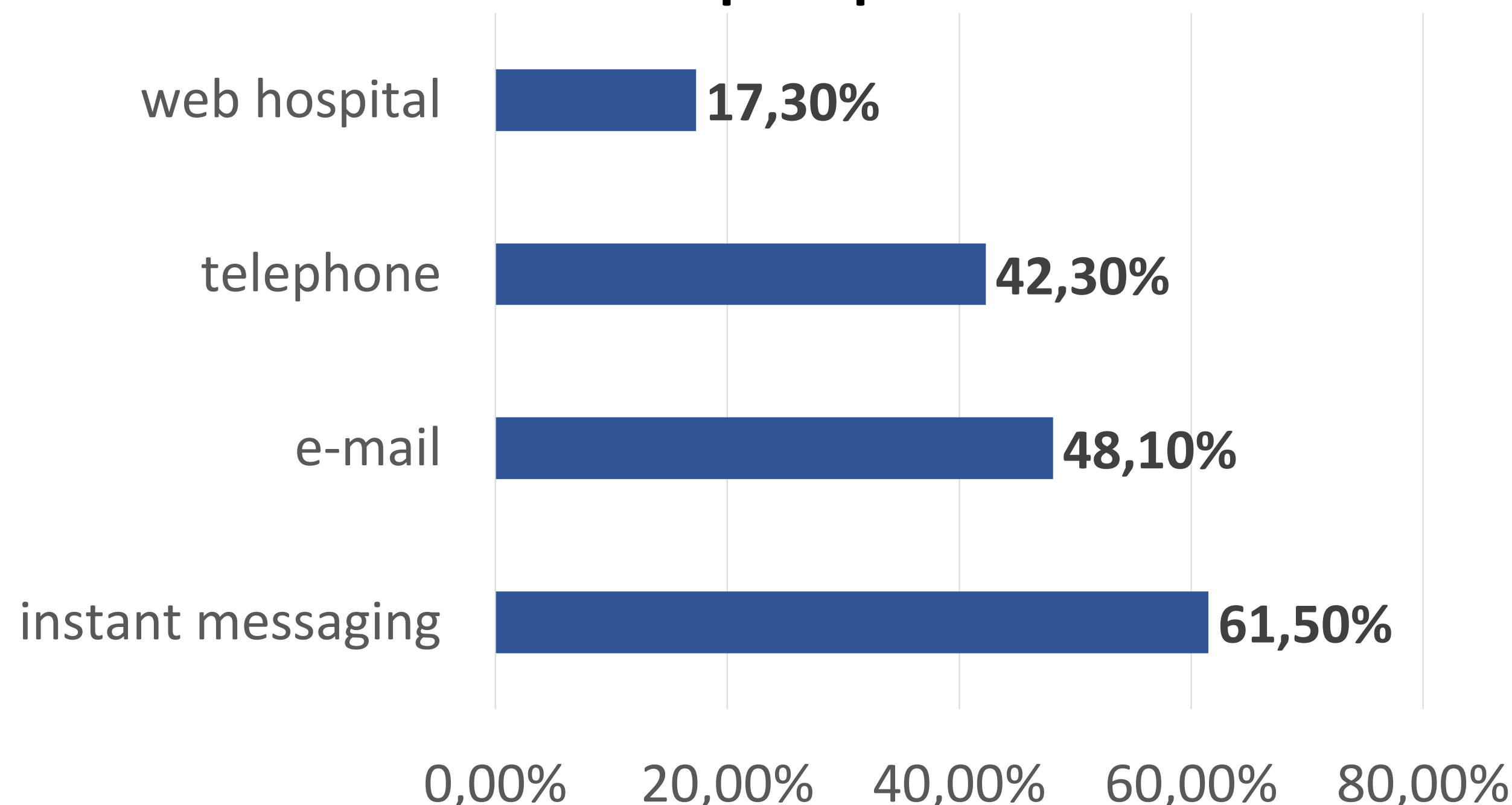
The survey was completed by 57 MS patients, 64.9% women (n=39). The average age was 41.6 years.



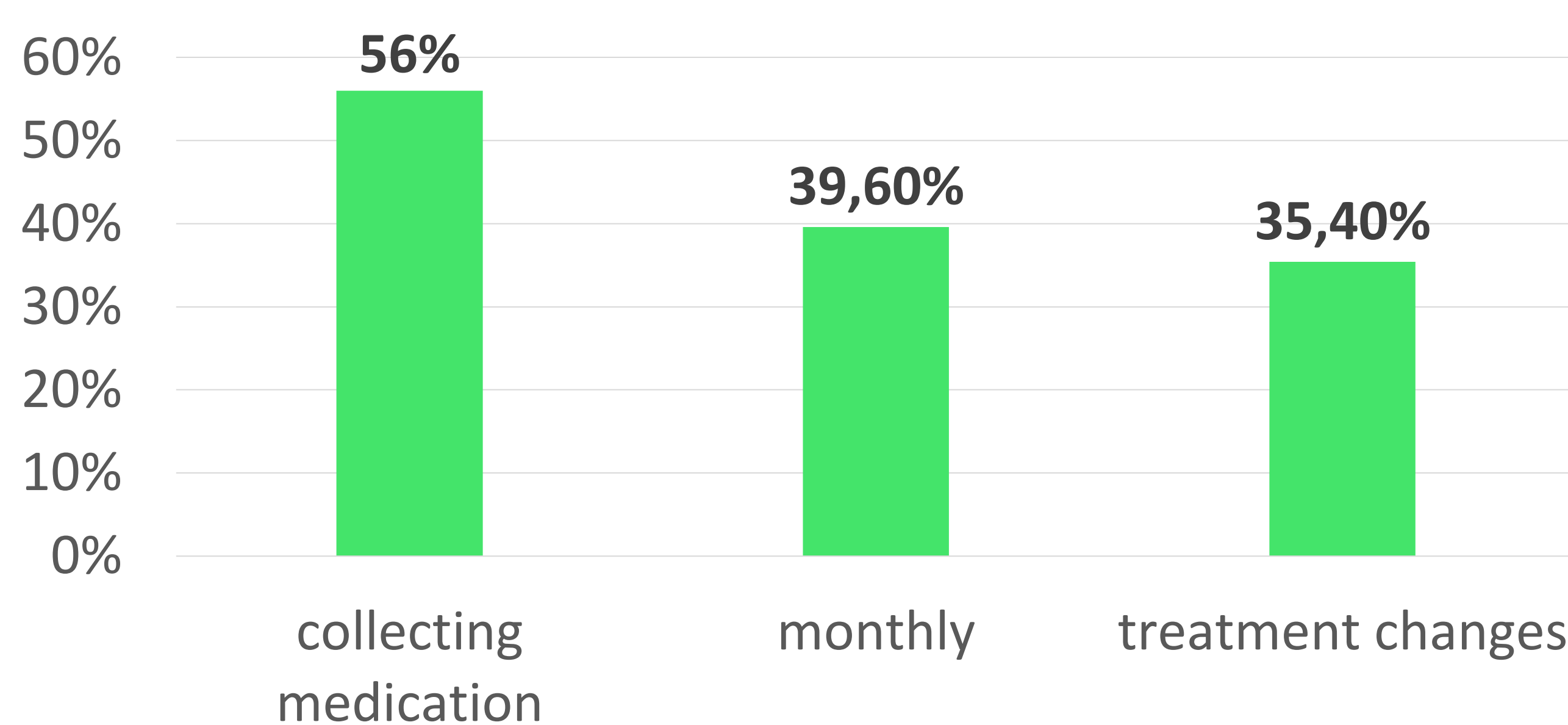
The most consulted online sources of information



The preferred platform to communicate with the hospital pharmacist



Preferred to receive information



CONCLUSION AND RELEVANCE

The surveyed patients have an acceptable level of digital health literacy and the majority use "smartphones" and IM widely, making it a population of patients with a good technological profile for the development of mobile digital solutions based on instant communication. Despite this, patients prefer direct communication with the HF