



## Expert Panel: Better Health Outcomes through Digital Health Literacy and Health Equity

### Description:

The COVID-19 pandemic resulted in the rapid adoption of virtual care and other digital health technologies in many countries. But have those increases been equitable, and have they led to equitable health outcomes? In this panel discussion, we explore the interrelationships between health equity and digital health literacy, and how we can best support different populations in using digital health tools and services.

### Panelists:

- Henrietta Mbeah-Bankas, Head of Blended Learning and Digital Learning and Development Lead, Health Education England
- Waldo Beauséjour, Analyst, Canada Health Infoway
- Katie Bryski, Senior Specialist, Strategic Initiatives, Canada Health Infoway (moderator)

### Questions”

- We know that digital health was increasingly used throughout the pandemic — but was that true for everyone? What did the pandemic reveal about barriers and enablers to accessing digital health?
- What is the connection between equity in digital health access and digital health literacy?
- How do we identify populations who need more support to access and use digital health tools? What trends have you noticed in your country?
- How do we ensure we’re providing the right supports for different groups (i.e., seniors, newcomers, different lived experiences)?
- People may avoid health technology if they lack digital health literacy skills. How can this paradox be addressed?
- How do patient and clinician digital health literacy impact each other?
- Are there any digital health literacy myths you’d like to bust?