

## Topic 2: Enhancing Care with Digital Literacy & Considering the Ethical Implications

### When you choose digital tools, ask yourself:

- Who am I hoping will use or benefit from this tool?
- How am I expecting them to use the tool?
- Does this tool option support equity use for my patient population?
- Is the tool easy to use? (e.g., easy to navigate)
- Does the tool have features accessible to diverse populations (e.g., enlarged font, text-to-speech feature)
- Who will I contact if I'm having issues with the digital tool? Is there customer service?

### Based on tools you've implemented, ask yourself:

- Who am I hoping will use or benefit from this tool?
- How am I expecting them to use the tool?
- Is there something based on their context (living situation, etc.) that may influence use?
- How might one patient's preference towards using digital health technologies differ from another, based on the social determinants of health (e.g., education, culture)?
- Do I have any resources to support them?
- What processes do I have in place to help keep me accountable and monitor which patients benefiting or using the tool?
- What will be my plan of action when I recognize a disparity in patient access, use or benefit of the digital health tool?

### References

1. Crawford, A., & Serhal, E. (2020). Digital health equity and COVID-19: the innovation curve cannot reinforce the social gradient of health. *Journal of medical Internet research*, 22(6), e19361.
2. Korn JU. Connecting race to ethics related to technology: A call for critical tech ethics. *Journal of Social Computing*. 2021 Dec;2(4):357-64.