# Accessibility of basic services and working towards e-inclusion

**26/4 9.30-12.30**
**Meeting room 1 & 2**

# Hosts of this workshop



**Davy Nijs, Mediawijs**

Digital inclusion

Care and welfare



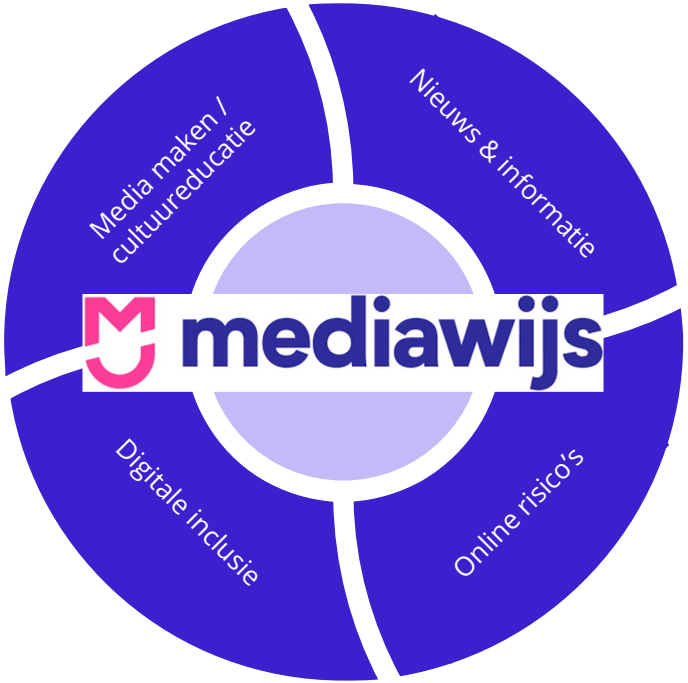
**Mattia De Pauw, Mediawijs**

Digital inclusion

timekeeper

# Mediawijs guides you through the digital world

- The Flemish Knowledge Base for Digital and Media Literacy of the Flemish government and imec vzw.
- Mediawijs helps residents of Flanders and Brussels to use and understand digital technology and media actively, creatively, critically and consciously, so that everyone can participate in society.




Mediawijs.be/en (English)

www.mediawijs.be (dutch)

# 50 Participants in this workshop:

**8 different EU countries**:
Belgium, Netherlands, Serbia, Croatia, Romania, Poland, Portugal, France, Italy.

**Different types of organisations**:
government/administration, social work organisation, civil society organisation, educational institution

**More than 35 organisations**: Belgian Red Cross, Joint Research Centre European Commission, Belgian anti-poverty netwerk (BAPN), Solidaris, HZIV, VIVEL, Unia, POD Maatschappelijke integratie, Agentschap integratie en inburgering, CAW, Justitiehuis Antwerpen, Woonzorgnetwerk Edegem, Licht en liefde, Straathoekwerk Oostende, Interwaas, Caritas Hulpbetoon, Bruggen voor jongeren, KDG, UCLL, PXL/See UHasselt, Stad Mechelen, Stad Gistel, Beerse, Jongerenwerking Pieter Simenon, BICO federatie, 't Veldzicht,.....

belgium24.eu

strong social work

# Mediawijs

Davy Nijs

Introduction to digital inclusion (Flemish perspective)


Looks like everyone is online
Just Saying© 2012

# 46%

of Belgians at **risk of digital exclusion**

Belgen met risico op **digitale uitsluiting**

# 1/3

Flemish People experience **confusion**, **fears** making mistakes and **avoids** technology

Vlamingen ervaart **verwarring**, **vreest** fouten te maken of **vermijdt** technologie

# Digital inclusion

**= actions and solutions needed to prevent digital exclusion so that everyone can fully participate in the digital society (4 conditions)**






strong social work

# Access



- Devices
  - Find out if there are organizations in the neighborhood that lend digital material or a public place where you can use digital material (public computer room, digipoint) -> possibly visit these places together to lower the threshold
  - Make digital material available yourself
  - Collection action or request at specific organizations eg refurbished

- Internet
  - Make wifi available
  - Referral to initiatives for cheap internet (social tariff telecom) and possibly help with the application.

# Competences



- Create digital practice opportunities in your activities

*Example:* make a TikTok video with the youth. Then ask everyone's permission to share the video. This way you work on using digital technology, but also talk about online privacy and what content you put on social media or not.

- Organize activities/workshops/...

- Refer to other initiatives

# Support



- A point of contact for digital questions.
  - This person actively addresses people
  - Organize question times
  - Make it known that there is a point of contact

- Network of digital helpers
  - Referral to services or organizations in the neighborhood

- Tutor projects




**Aan de slag als digihelper**

Brochure

De brochure 'Aan de slag als digihelper' bevat praktische tips om digistarters te ondersteunen bij het verwerven en up-to-date houden van hun digitale vaardigheden. Ze is gericht naar zowel formele als informele digihelpers en helpt in het herkennen, begeleiden of doorverwijzen van de digistarter. Bekijk de brochure.

strong social work

# Inclusion by design

- Mobile-first: create or choose websites, emails, digital applications that are smartphone-friendly

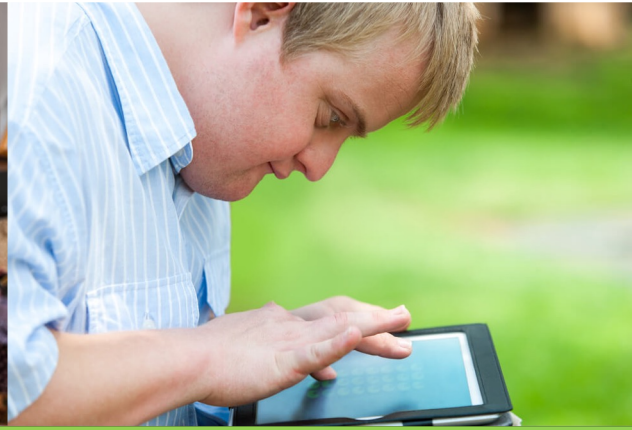
- Choose inclusive software (have text read aloud, translation functions, specific software for people with disabilities, ...)
- Avoid a plethora of tools, communication channels, ... <-> don't limit to one channel either
- User-friendly and recognizable
  - WCAG standards
- Clear language
  - Short sentences
  - Concrete
  - No abbreviations or figurative language

- Click-call-connect principle: provide an analog alternative



# Digiskilled in Care and Welfare
# Digivaardig in Zorg en Welzijn





# Users of social profit organisations are online or want to be online

# Policy tool digital inclusion and media literacy in welfare organisations




English

strong social work

# Practical guide online resilience

This **practical guide** offers you as a professional tools and tips on how to deal with online aggression from the perspective of socio-emotional development.







belgium24.eu

strong social work

# Common digital symbols and their meanings

This symbol guide is a practical guide that provides an overview of the most common symbols on your computer, tablet or smartphone and what happens when you click on them. This tool was developed out of the need for additional explanation of digital symbols.







strong social work

# Media literate friendship book

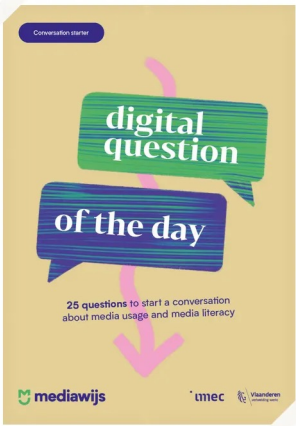
Get to know each other better in terms of the digital world with the **media literate friends book**. Which influencers are popular among young people? What are the professionals' favorite apps? Gain insight into each other's digital worlds and find digital tips for yourself along the way!




English

# Digital question of the day

Hang the conversation starter in a visible place. You choose today's 'question' yourself, giving visitors, clients and professionals inspiration for a conversation all the time. A low-threshold way to stop forgetting it in daily supervision and action planning.







strong social work

# CYBERSOEK

Karien Sondervan

FOCUS ON ACCESS


Cybersoek
COMPUTER - TAAL - LEREN

# About Cybersoek

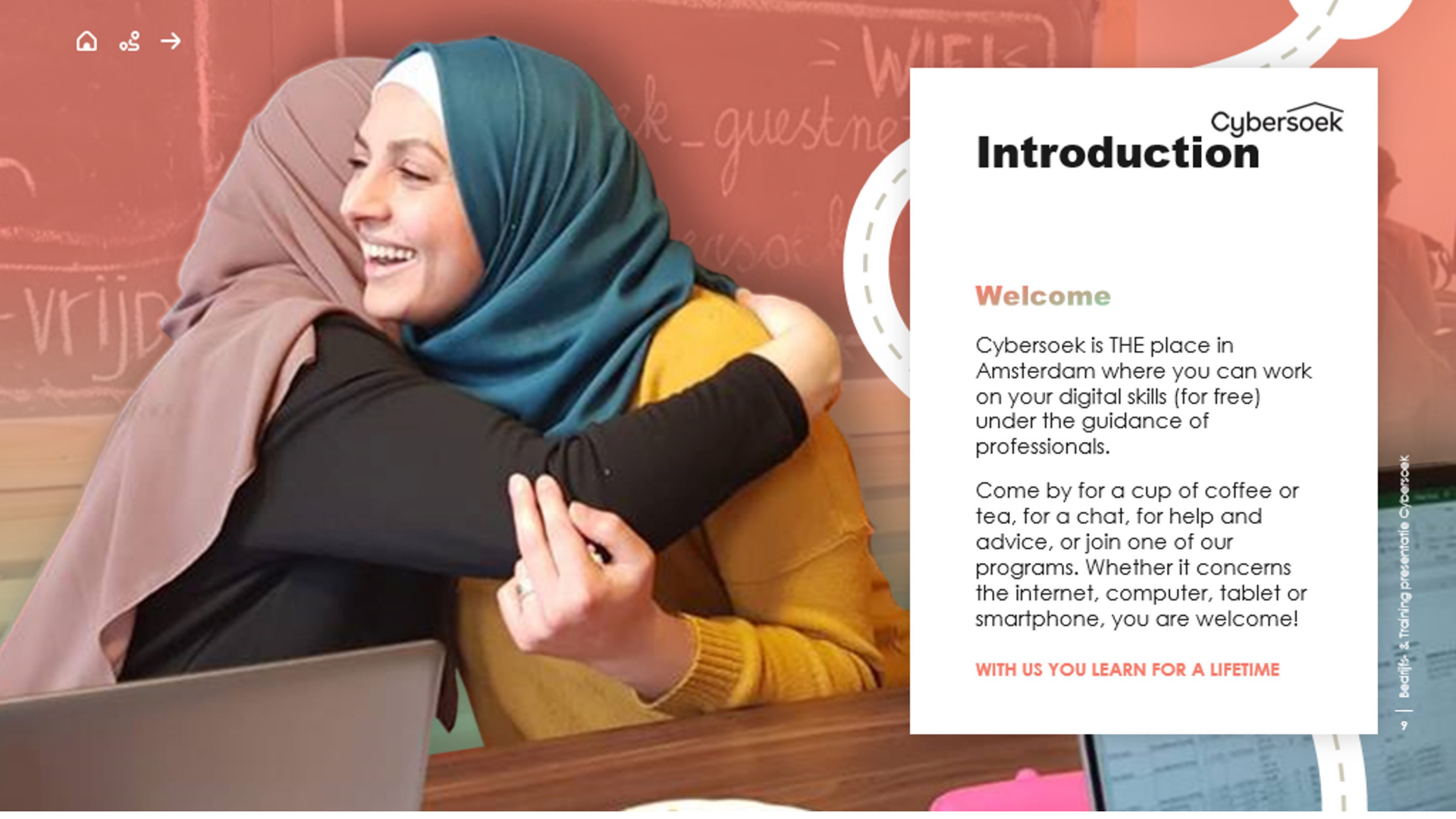
Vision/Mission

Product/Service




Organisation

Testimonials



Cybersoek

# Introduction

## Welcome

Cybersoek is THE place in Amsterdam where you can work on your digital skills (for free) under the guidance of professionals.

Come by for a cup of coffee or tea, for a chat, for help and advice, or join one of our programs. Whether it concerns the internet, computer, tablet or smartphone, you are welcome!

**WITH US YOU LEARN FOR A LIFETIME**




# You step inside Cybersoek...

...and you look around. People are walking back and forward, are sitting together around the table, are watering the plants or are working behind a computer. Someone puts down crisp cookies. You see **people like you**, you hear **your language** being spoken, **you understand** the jokes being made and you can relax. What a great place. Then someone says; "Would you like a cup of coffee?"

# Our history

Cybersoek

**2001**
Establishment of foundation Buurtgericht

**2018**
Expansion to 2 boroughs

**2020**
Expansion to 3 boroughs

**2021**
National & International press & launch of De Cyberbank

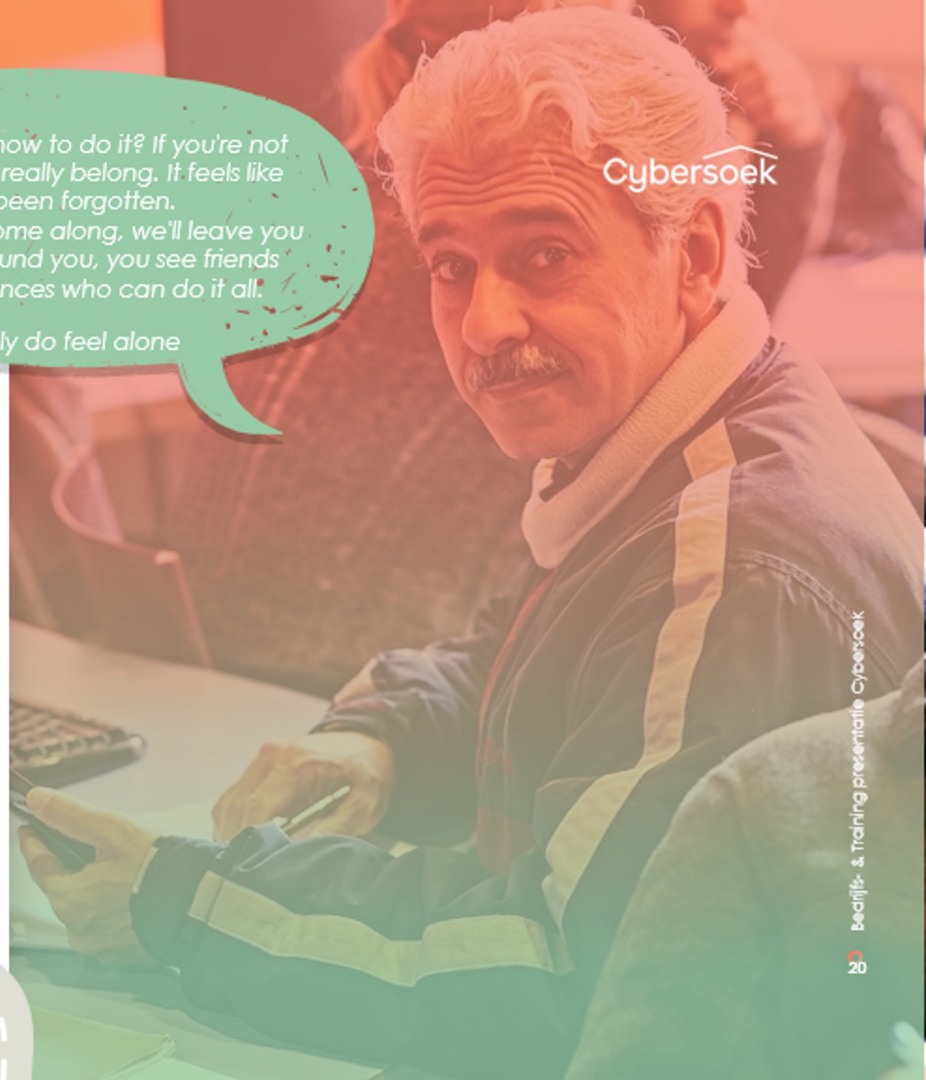
**2023**
City wide expansion (5 boroughs)

# Current State

*How can I know how to do it? If you're not online, you don't really belong. It feels like you've been forgotten.*
*Like: if you can't come along, we'll leave you behind. And around you, you see friends and acquaintances who can do it all.*

*You really do feel alone*

- More and more online business, communication is via the click of a button.
- Digital systems designed by smart minds, but digital laggards are expected to be able to use this environment without instruction or assistance.
- Digital inequality goes hand in hand with other societal challenges that last longer and reinforce each other:
  - Unemployment / low income / debt.
  - Low language skills / lack of social circle.
  - Migration background.



Cybersoek

At least **20%** of Amsterdammers are digital laggards.

Daily support needed to use basic amenities. **Unacceptable!**

## Imagine...

a fast sailing boat where passengers can fall over the edge. Hopefully there are lifeguards to keep people on board. But the real heroes are the people who slow down a boat. On this ship, the captain and passengers look after each other, share their knowledge and resources, experience a pleasant journey and arrive at their destination together.

# Mission

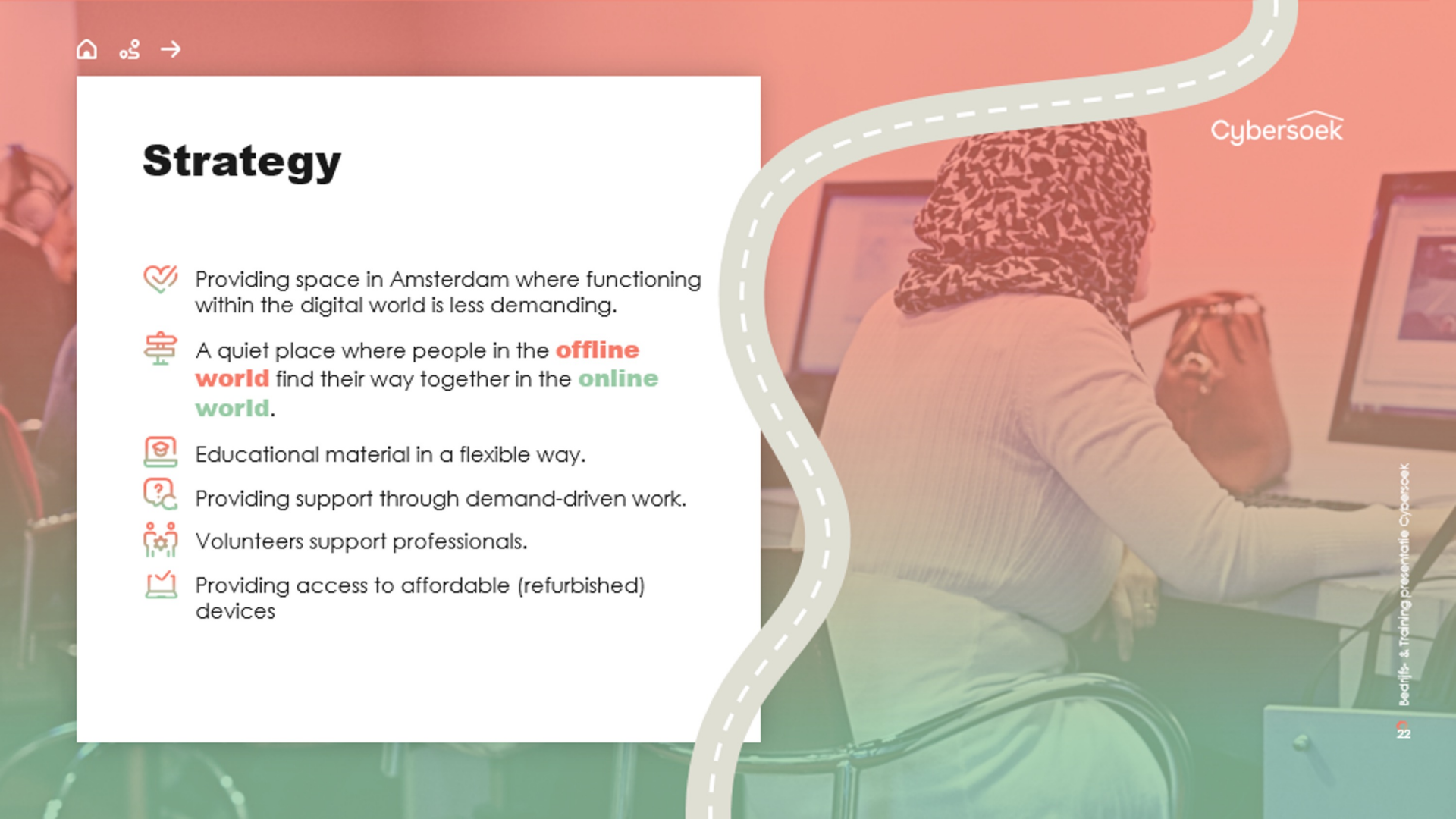
**Cybersoek fights for digital justice!**

# Vision

**Together we build the bridge between the offline and online world!**

# Strategy

- Providing space in Amsterdam where functioning within the digital world is less demanding.
- A quiet place where people in the **offline world** find their way together in the **online world**.
- Educational material in a flexible way.
- Providing support through demand-driven work.
- Volunteers support professionals.
- Providing access to affordable (refurbished) devices



# Culture & Values

Literally ***soek*** means market; You meet people, bring in your talent, get what you need, share and get inspired.



**Cybersoek** is the world in miniature, and it is a very beautiful one! Anyone who has questions about the digital world is **welcome**.

# Culture & Values

Cybersoek

- Multilingual & diverse
- Provide what is needed or refer
- Professionals & volunteers
- 650 visitors per week



# Cyberbank



## NO access to the correct device to go online?

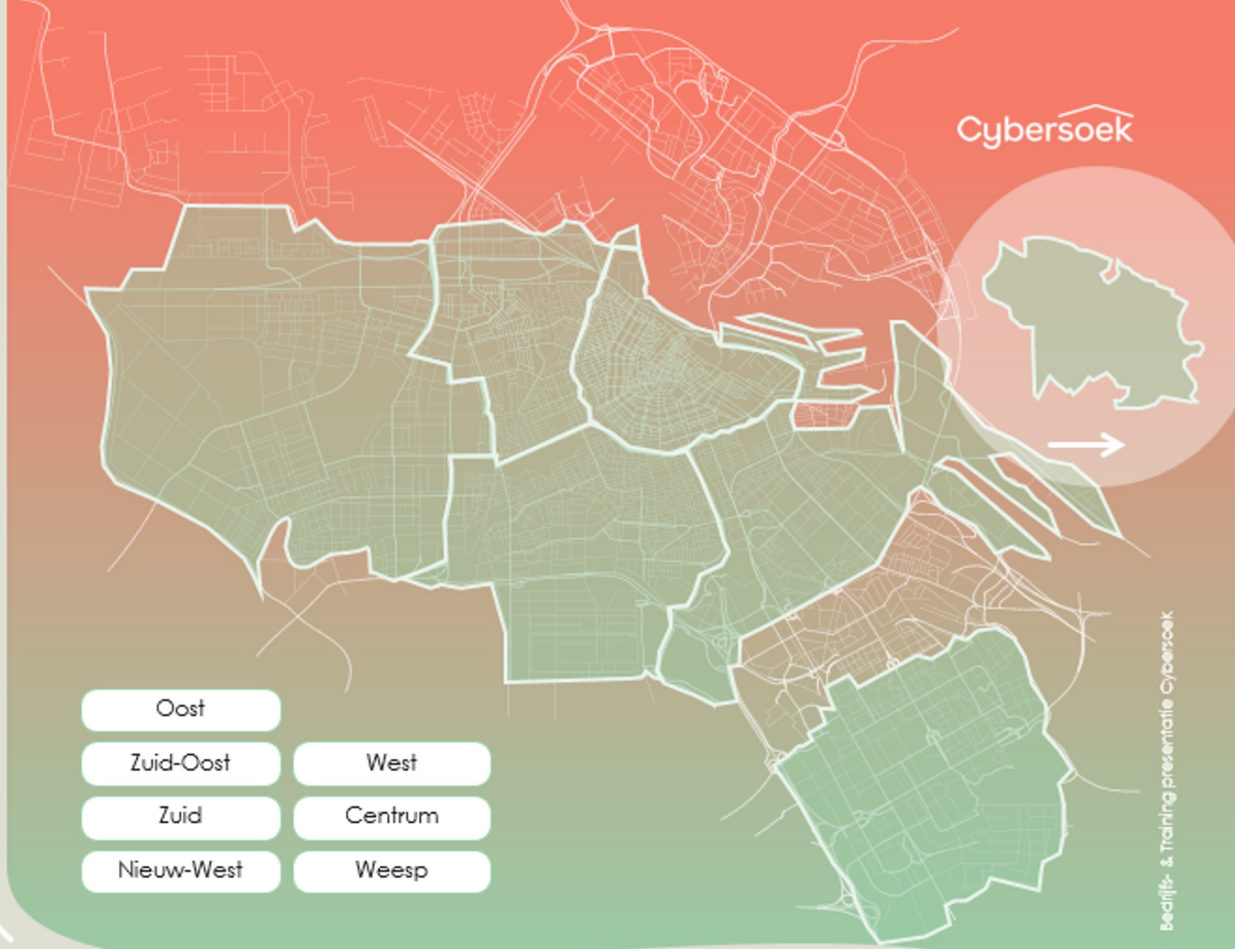
Come to the Cyberbank for refurbished hardware for a small price.

- Collection point for old laptops.
- Refurbished by young people with difficulties to enter the workforce.
- Sold to Amsterdam residents (18+ yrs) with a low income for €20.

# Cyberspaces.

**Walk in** for a chat, you have the time to **get to know** our team and culture.

Perhaps you want to ask a **question**, **practice** the Dutch language, or just get some **inspiration**.



# Cyber Academy

Cybersoek

**Is Cybersoek a match for you and do you want to learn more about...**

Information skills

Media literacy

Computational Thinking

ICT basic skills

**Then take part in one of our training programs**

# Facts & figures



# visitors

**17.000**



# participants

**12.000**



# laptops

**1400**



Satisfaction score

**9,3**

Cybersoek

# Products & Services

We provide access to the online world by providing:

- A network
- Digital knowledge & skills
- Devices

In addition to working with people who want to practice in the online world, we also share our expertise:

- Digital inclusion advisory
- Vision on digital rights
- Training/Coaching Professionals

**Cyberspace**
**Cyber Academy**
**Cyberbank**



Cybersoek

## Take the time

*If you're not online, you don't really belong. It feels like you've been forgotten. Like: if you can't come along, we'll leave you behind. And around you, you see friends and acquaintances who can do it all. You feel really lonely then. At Cybersoek people really take the time for you. That's so nice.*

# Testimonials

# Testimonials

**So happy!**

*I always found emailing and video calling quite complicated. I am so glad that the helpful folks at Cybersouk helped me understand it better.*



# Q&A

# LINK IN DE KABEL

Niels Dewil

FOCUS ON COMPETENCES

# LINK IN DE KABEL

- Link in de Kabel is **a youth work organisation**, active throughout Flanders, **that works on digital inclusion**
- Our mission is to strengthen social inclusion by making children, youngsters and their context digitally competent and resilient
- Founded in 2001 by organisations in youth care and youth welfare, our main focus is on people who find themselves in a socially vulnerable situation
- Currently, Link in de Kabel is:
  - accredited as **Flemish youth work**
  - recognized as a **STEM-academy** (Science, Technology, Engineering, Mathematics)
  - a respected **digital inclusion partner** in different projects and policy taskforces

Link in de Kabel

strong social work

# 8,4 years

**is the average age at which children in Flanders have their first smartphone**

Link in de Kabel

strong social work

# 10 years

**is the average age at which children in Flanders start their “digital puberty”**

# FOCUS ON COMPETENCES (1/2)

- Our **main target group is children and youngsters** in a socially vulnerable situation
- Here, our main objective is to improve their **digital and media literacy**:
    - **the competences to understand media, i.e. to consciously and critically assess media** (e.g. recognizing fake news and phishing, knowing what to do when confronted with sexting or a catfish, ...)
    - **the competences to use media, i.e. to actively, technically and creatively handle media and produce media content** (e.g. creating podcasts, 3D-designs, stop motion videos, digital illustrations, ...)

# FOCUS ON COMPETENCES (2/2)

- To an increasing extent we also focus on **adults in the direct context of children and youth**: parents, grandparents, teachers, youth workers, youth caregivers, …
- Here, our main objective is to improve their **media education skills**:
  - **the competences to guide children and youth in seeing the risks of digital media and protecting themselves adequately** (e.g. protecting online privacy, healthy screen time, …)
  - **the competences to guide children and youth in using the opportunities digital media have to offer** (e.g. sharing one's opinion through a video, expressing one's perspective through a podcast, …)

# FOCUS ON EXPERIENTIAL LEARNING

- In all our activities we offer children and youngsters (and people from their context) **opportunities to experiment and discover** how to use digital media in a competent, critical and creative way
- For all our activities, **playfulness and fun are an objective in themselves**
- We try to stimulate and guide an **informal learning process** by using experiential learning: learning through reflection on doing
- We offer no purely online activities; in all our activities we bring children (and people from their context) **physically together and stimulate collaboration**
- Our **focus is more on the process** than on the end result

# PARTNER IN “DIGIBANKEN” (1/2)

- “DIGIBANKEN” is an initiative of the Flemish Department of Work and Social Economy, funded by the European Union
- It concerns walk-in locations for adults with digital questions and needs regarding access to the Internet and digital hardware, and about using a computer, laptop, tablet or smartphone
- There are 54 “DIGIBANKEN” in Flanders and Brussels
- The services differ per “DIGIBANKEN”-project, but most projects offer:
  - An open helpdesk
  - A lending service for laptops
  - Courses on the basic use of a laptop



# PARTNER IN “DIGIBANKEN” (2/2)

- Link in de Kabel is partner in 4 “DIGIBANKEN”-projects:
  - Iedereen Digitaal @ Leuven
  - Digizone (Holsbeek, Keerbergen, Rotselaar, Tremelo)
  - DiGiTAAL (Tienen + 6 surrounding municipalities)
  - DIGbij (Borgloon, Heers, Tongeren, Wellen)

- Although the focus of “DIGIBANKEN” is on adults, our ambition in these projects is to make sure that children and youngsters grow up in a context where adults have the necessary media education skills

- We do so by:
  - train-the-trainer sessions
  - information sessions for parents about the digital world of children
  - “DIGI-HEROES!”

DIGI BANKEN
Gefinancierd door de Europese Unie
NextGenerationEU

be EU belgium24.eu
Link in de Kabel
strong social work

# 92%

**is the percentage of parents in Flanders with questions about the media use of their children**

# 33%

**is the percentage of children and youngsters in a socially vulnerable situation in Flanders that have no rules at home concerning the usage of digital media**

# DIGI-HEROES!

- “DIGI-HEROES!” is a workshop aimed at children and their parents or grandparents
- Starting from the digital world of children, we invite parents and grandparents to participate and to explore together both the possibilities and risks of the digital world
- Children appreciate both the activity and the interest of the (grand)parents in their life-world
- (Grand)parents appreciate both the activity, the positive approach and the concrete advice



Link in de Kabel

strong social work

# DIGI-HEROES!


digbij
DIGihelden
BORGLOON
Wil je een megaleuke activiteit doen samen met je (klein)kinderen? (7+) Dan is DIGihelden iets voor jullie!
VRIJDAG
5 APRIL 2024
13.30 TOT 16.00
BIBLIOTHEEK BORGLOON
(SPEELHOF 15)
MAAK JE EIGEN DIGITALE STRIP MET BEHULP VAN AI (ARTIFICIËLE INTELLIGENTIE)
Laat je onderdompelen in een wereld vol technische snufjes!
Deze activiteit is helemaal gratis en zonder inschrijving.
Wij zorgen voor hapjes en een drankje.
Meer info: www.digbij.be/borgloon
VU: Ruth Claes - vzw IN-Z, Wetzijnscampus 5 bus 11, 3600 Genk
DIGI BANKEN
Gefinancierd door de Europese Unie
NextGenerationEU
info@digbij.be - 0456 20 77 73
digbij

# DIGI-HEROES!

- The starting point is always a playful activity that requires collaboration, e.g. programming a video game, making a digital comic with use of A.I. software, ...
- During the activity we give concrete advice about the opportunities and risks of the media we use
- At the end of the session, we facilitate a moment where children and (grand)parents make agreements together about:
  - how the children may use the media at home
  - how the (grand)parents will support this



Link in de Kabel

strong social work

# DIGI-HEROES!

## Als ... dan: schermtijd

SPREEK AF WANEER HET OKÉ IS OM SCHERMTIJD TE HEBBEN. KLEUR SAMEN DE KLEURPLAAT IN.

- GEEN SCHERMTIJD
- SCHERMTIJD OKÉ
- TOESTEMMING VRAGEN



TANDEN GEPOETST ZIJN | KLEREN AANGEDAAN | ALLES OPGERUIMD | HUISWERK GEDAAN

## Situaties

IN WELKE SITUATIES IS HET OKÉ OM SCHERMTIJD TE HEBBEN?



IN BED VOOR HET SLAPEN GAAN | TIJDENS HET ETEN AAN TAFEL | BIJ BEZOEK | IN DE AUTO

## Uitzonderingen

www.medianest.be www.mediawijs.be www.mijnkindonline.nl

## Welke afspraken hebben jullie thuis?

NOTEER HIER ALLE AFSPRAKEN DIE TE MAKEN HEBBEN MET SCHERMTIJD OF 'HET INTERNET'

| | |
|---|---|
| | |
| | |
| | |
| | |
| | |
| | |

DUIDELIJK :

HIER HEB IK NOG VRAGEN OVER:

# DIGI-HEROES!





# REACH OUT TO US FOR MORE INFORMATION!

- https://www.lidk.be/
- info@lidk.be
- +32 456 20 77 73



# Q&A

strong social work

be EU belgium24.eu

# FUNDACION CIBERVOLUNTARIOS

## JACINTO COLOMO



FOCUS ON SUPPORT

CIBER VOLUNTARIOS.org




# The tech volunteer network for an inclusive digital transition in Europe



strong social work

# WHO WE ARE




## The tech volunteer' network that transforms the world

We are a Spanish NGO with international scope, **pioneers since 2001** in social use of technologies to generate digital empowerment through citizen participation and technological volunteering.

We promote the **use and knowledge of technology** as a means to alleviate social rights, generate social innovation and favour citizens rights by enhancing their opportunities.

We currently have a network of **3.500 cybervolunteers** and collaborate directly with more than **1.900 organizations**.

strong social work

# WHO WE ARE: a growing organization

CIBER VOLUNTARIOS.org

belgium24.eu

**90.000** people
through free digital skils
training activities and events

**2.000**
organizations

OUR PATH
**23** years

**3.500**
cybervolunteers




strong social work

# MAIN LINES OF ACTION & EXPERTISE

CIBER VOLUNTARIOS.org

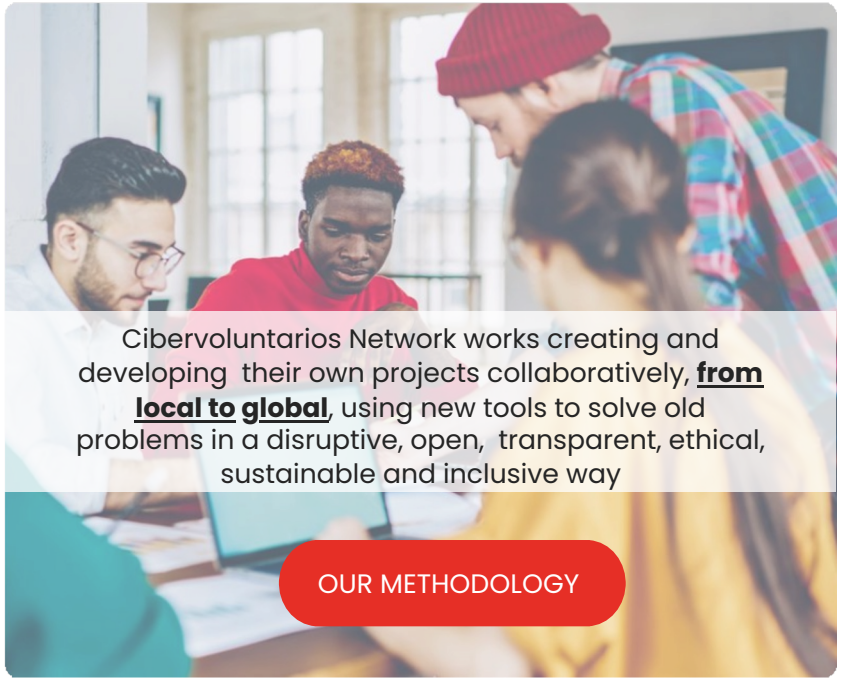
beEU belgium24.eu

**ENCOURAGE POSITIVE USE AND TECHNOLOGY INSURANCE**

**SUPPORT THE DIGITIZATION OF SMES & SMALLNGOS**

**TRAIN FREE IN DIGITAL SKILS**

**BRIDGING THE DIGITAL DIVIDE**



Cibervoluntarios Network works creating and developing their own projects collaboratively, **from local to global**, using new tools to solve old problems in a disruptive, open, transparent, ethical, sustainable and inclusive way

OUR METHODOLOGY

strong social work

# WORKING ON IT THROUGHT

CIBER VOLUNTARIOS.org

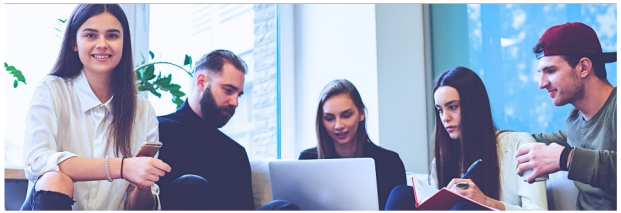
beEU belgium24.eu



**Events, workshops**
**and free training courses**

**Metodologies focus on**
**educational innovation**





**Colaborative Researching**
**with social Impact**

strong social work

# WORKING ON IT THROUGHT

CIBER VOLUNTARIOS.org

beEU belgium24.eu

**Publishing reports and awaraness campaings**






**Planning & participation at events**

**Community bridges, Bost the networking**



strong social work

# OUR METHODOLY FOR A SUCCESSFUL COLLABORATION

CIBER VOLUNTARIOS.org

beEU belgium24.eu



**With a unique and tested collaboration methodology, we work in a network to guarantee social and territorial cohesion, with special attention to people and entities in digital vulnerability:**

- Tested methodologies in educational innovation
- Research and development in technological innovation
- Encourage positive and secure use of technology
- Supporting the digitization of SMEs and small NGOs
- Civic Technologies Social Labs
- Co-creation of digital solutions with citizenship
- Driving digital transformation with social impact
- User communities and social organizations
- Long-term sustainability and scalability
- Favoring and guaranteeing Digital Rights and Digital Citizen Sovereignty

**USER TESTING/USABILITY & PILOTING WITH END USERS**

**CO-CREATION APROACH & METHODOLOGIES WITH CITIZENS**

**COMMUNICATION & DISSEMINATION**

**USE CASE DESIGN**

strong social work




# OUR PROJECTS

**Providing free training in digital skills to thousand of people a year, promoting social innovation and empowerment of citizens thanks to the use of technology.**



















strong social work

# OUR STRENGHT AS A PARTNER




## INTERNATIONAL ACTIVITY

Fundación Cibervoluntarios has been Involved in EU projects since 2008, coordinated an H2020 project, where we developed an **innovative platform supported by the United Nations** to foster Citizen Participation for SDGs (www.empodera.org), and are currently involved as partners in 3 Horizon Europe projects, 1 Next Generation Internet project, 1 AMIF project and 1 CEF Telecom project and 4 Erasmus +

**ONGOING H2020 EUROPEAN PARTNERSHIPS**

**12** current projects

Universities · NGO's · Public bodies · Industry · SME's

**46**
European partners

**15**
countries

strong social work

# CONTACT US

**Are you an entity with European scope (University, SME, NGO, public body or Industry) and are you looking for new opportunities to participate in international digital innovation projects?**

Get in touch with our international team and let us know your proposal



## Ángel Sola

Head of international programs

SEND EMAIL

APPOINTMENT

ADD CONTACT



## Begoña González

European Project Manager

SEND EMAIL

APPOINTMENT

ADD CONTACT

CIBER VOLUNTARIOS.org

www.cibervoluntarios.org

SEND EMAIL

MAKE A CALL

DOWNLOAD PDF

strong social work

CIBER VOLUNTARIOS.org

# Thank you!

# Q&A

# BREAK

# INCLUSION BY DESIGN

## CLICK CALL CONNECT

# CLICK CALL CONNECT

Essential services must remain accessible to everyone:

- Digitally (click): user friendly,..
- Phone (call): free number, no waiting line,...
- Physically (connect): without appointment, also in the evening,...

# 1/10

**of the Flemish People does nothing online**

Vlamingen doet niets online

strong social work

# 29%

**of the Flemish people prefer to be still outside the digital**

van de Vlamingen heeft de voorkeur nog buiten het digitale liggen

# 43%

of the Flemish people find new platforms or online services difficult
van de Vlamingen vindt nieuwe platformen of online dienstverlening moeilijk

# 44%

Of the flemish people fail to solve most digitale problems themselves

van de Vlamingen slaagt er niet in de meeste digitale problemen zelf op te lossen

# 29%

of Flemish people find no help in immediate area

strong social work

# KOM OP TEGEN KANKER

ELS MEERBERGEN, LORE ABRAHAMS

FOCUS ON CLICK CALL CONNECT

# Digitization in healthcare:

## One worry more, one worry less?

- online survey: 1081 respondents
- paper questionnaire + 6 focus groups with young people, the elderly, people with migration background and people in poverty
- research questions
  - What experiences do patients and their caregivers have with digitization in health care?
  - What are the possibilities and pitfalls?
  - What are the implications of digitization for accessibility and quality of care?

# Who are the respondents?

Not a representative survey of the Flemish population

- 71,4% female
- Almost 70% > 60 years
- 55,93% higher educated

61,13% has (had) cancer

- Most common cancers: breast cancer (41,64%), prostate cancer (8,22%), colon and rectal cancer (7,38%)

24,93% does not have cancer or another chronic disease

Digital access = 93,94% of the respondents owns a computer, tablet, laptop or smartphone with Internet access

# Digital competences of the respondents

Use of 5 digital tools

- Itsme (app for safe and easy login)
- looking up (health) information
- payments by bank app
- apps for chatting (Messenger, Whatsapp …)
- email

| | |
|---|---|
| 7% | none of the 5 Internet applications |
| 40,6% | 1 to 4 Internet applications of which 20% use 4 applications |
| 52% | all these Internet applications |

35% of the higher educated does not use all these applications
30% of people between the ages of 18- 59 uses non the 5 applications

# How do you contact your healthcare provider?

| | By phone | App/website | On-site |
|---|---|---|---|
| General practitioner | 59% | 46% | 24% |
| Specialist hospital | 75% | 14% | 25% |
| Mutual | 53% | 33% | 32% |

# Contact problems

- Limited accessibility by phone or no phone number found
- Long telephone waiting times before phone is picked up
- Need for personal contact
- Questions via mail or website remain unanswered
- Online appointments filling up quickly
- Limited opening hours of social services or social services disappeared
- Social workers only digitally accessible
- …

# General view

We welcome digitization in healthcare

- advantages patients (online appointments, contact at your convenience ...)
- advantages healthcare providers

Attention: do not compromise the accessibility and quality of care!

- a lot of citizens and patients = insufficient digital competences
- also young people and elderly
- everybody should have access to health care and his social rights



CLICK - CALL - CONNECT - HOME - PRINCIPLE

# Click-call-connect-home principle

Guarantee access to health and welfare services through various channels!

- click
- call
- connect
- home (for immobile and non digital patients)

Starting from the needs and capabilities of the patient/client

Medical information = (privacy) sensitive and complex information

# Click-call-connect-home principle

- Who?
  - **Shared responsibility** of government and health care sector
- Government
  - Through financing and accreditation mechanisms
  - Good practice: the quality indicator of the social services of mutuals which measure the accessibility and availability
    - For example: I can reach someone from the service when I need them
    - For example: I can reach the service by phone
- Health care sector
  - Good practice: a Belgian mutual reduces its offices but instead offers ‘Health contact points’ in partnership with hospitals, social house, … This way they remain locally accessible

# Click-call-connect-home principle

- What is needed?
  - Communication and information!
    - Make arrangements for accessibility
    - Less frustration and more understanding
  - Guidelines for healthcare providers and patients: when do you use which channel?
    - For example: you can not transmit medical information by email (not secured)
    - For example: you do not ask urgent questions by mail but rather by phone
    - For example: a bad news message you gave face-to-face
    - ...

# Click-call-connect-home principle

Example of good communication as a reply to an email:

*For privacy reasons, we do not communicate about medical matters via email. For that, please make an appointment with your caregiver.*

*We are online on weekdays from 8 am to 4 am.*

*For urgent medical questions, please contact by phone at 0032 9 332 09 72 (Mon-Fri from 08h00 tot 12h00 and from 13h00 tot 16h30)*

*Our telephone accessibility*

- *on weekdays: 8h - 12h and 13h - 16h30*
- *on weekends: 8h30 - 10h30*

# Contacts

- Rapport: Digitalisering in de zorg: een zorg meer, een zorg minder

- **Els Meerbergen:** els.meerbergen@komoptegenkanker.be
- **Lore Abrahams:** lore.abrahams@komoptegenkanker.be

# Q&A

# DISCUSSION: IMPORTANCE OF CLICK CALL CONNECT PRINCIPLE

**How is approach click call connect in your country? (e.g. town hall without appointment)**

**What is role social work?**

**What is role government?**

**What is role research?**

# ONE SPECIFIC RECOMMENDATION

# THANKS, and speak again to you soon

davy.nijs@mediawijs.be
mattia.depauw@mediawijs.be