

# DIGITAL INCLUSION IN HEALTHCARE: OPPORTUNITIES AND GAPS



M. Marengo<sup>1</sup>, F. Criaco<sup>2</sup>, C. Marchiaro<sup>2</sup>, A. Pisciotta<sup>2</sup>, S. Soldati<sup>2</sup>, G. Selvini<sup>1</sup>, S. Sillano<sup>1</sup>, L. Poggio<sup>2</sup>, G. Miglio<sup>3</sup>  
 1 Scuola di Specializzazione in Farmacia Ospedaliera, Dipartimento di Scienza e Tecnologia del Farmaco, Università di Torino  
 2 S.C. Farmacia Ospedaliera ASL T05  
 3 Dipartimento di Scienza e Tecnologia del Farmaco, Università di Torino

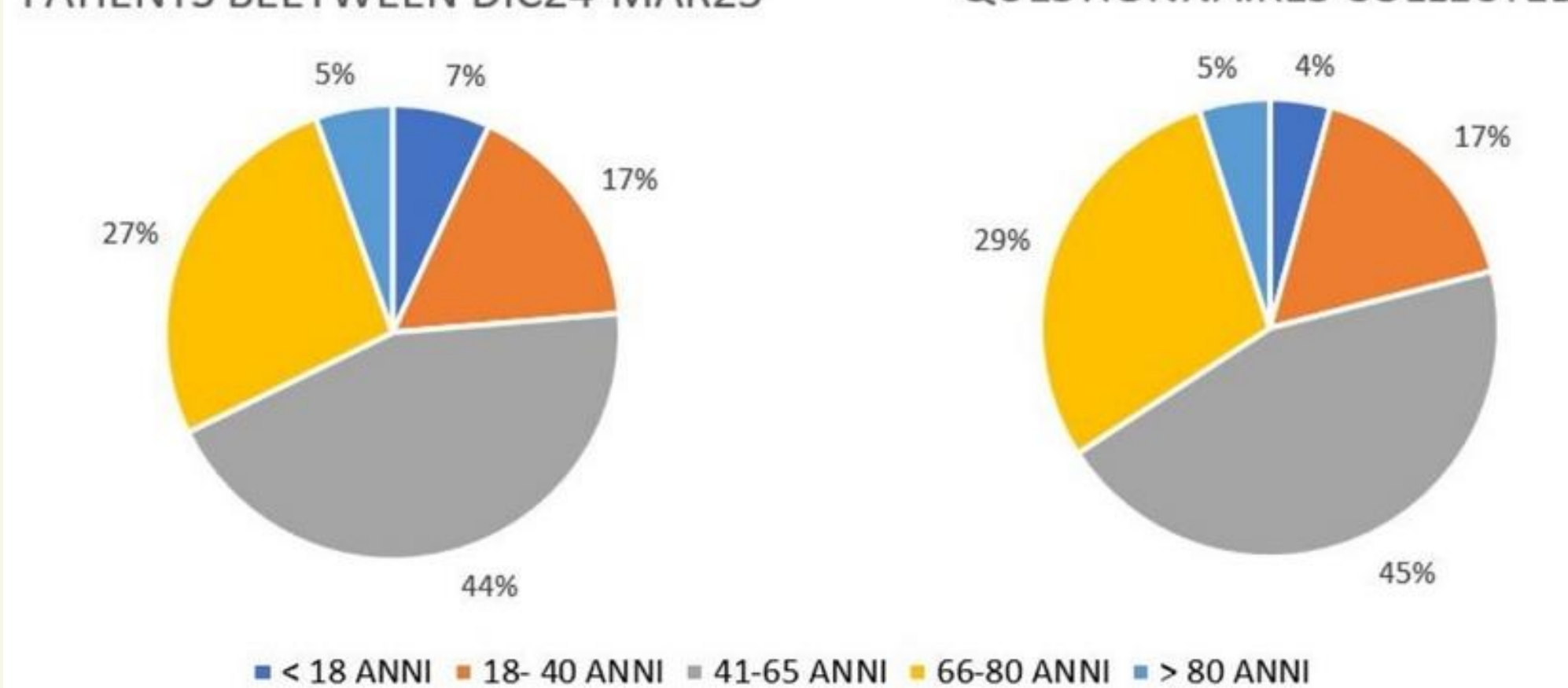
## Introduction

Digital transformation within the Public Administration, particularly in the healthcare sector, represents a complex challenge aimed at facilitating universal access to care through digital health and telemedicine. However, the digital divide risks excluding a significant proportion of the population. The Hospital Pharmacy Department assessed the level of digital literacy among patients accessing direct distribution of medicines in order to determine whether they are prepared to use current and future technologies promoted by the healthcare organisation.

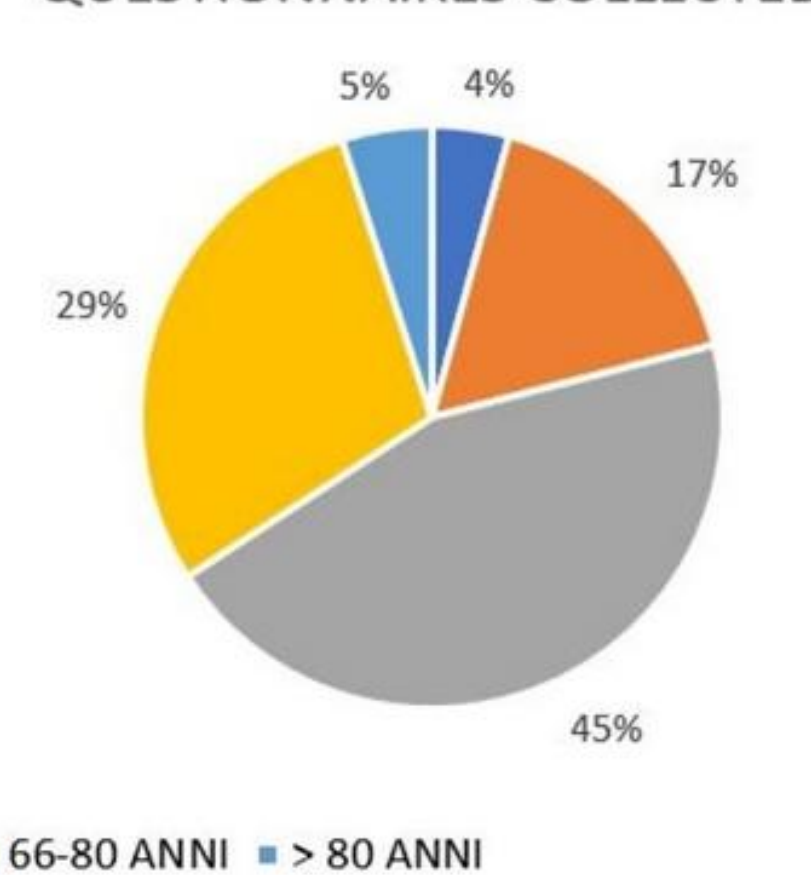
## Materials and methods

Between 1 December 2024 and 31 March 2025, an anonymous questionnaire was administered to patients receiving direct drug distribution. The survey consisted of simple multiple-choice questions and was approved by the Data Protection Officer.

PATIENTS BETWEEN DIC24-MAR25



QUESTIONNAIRES COLLECTED

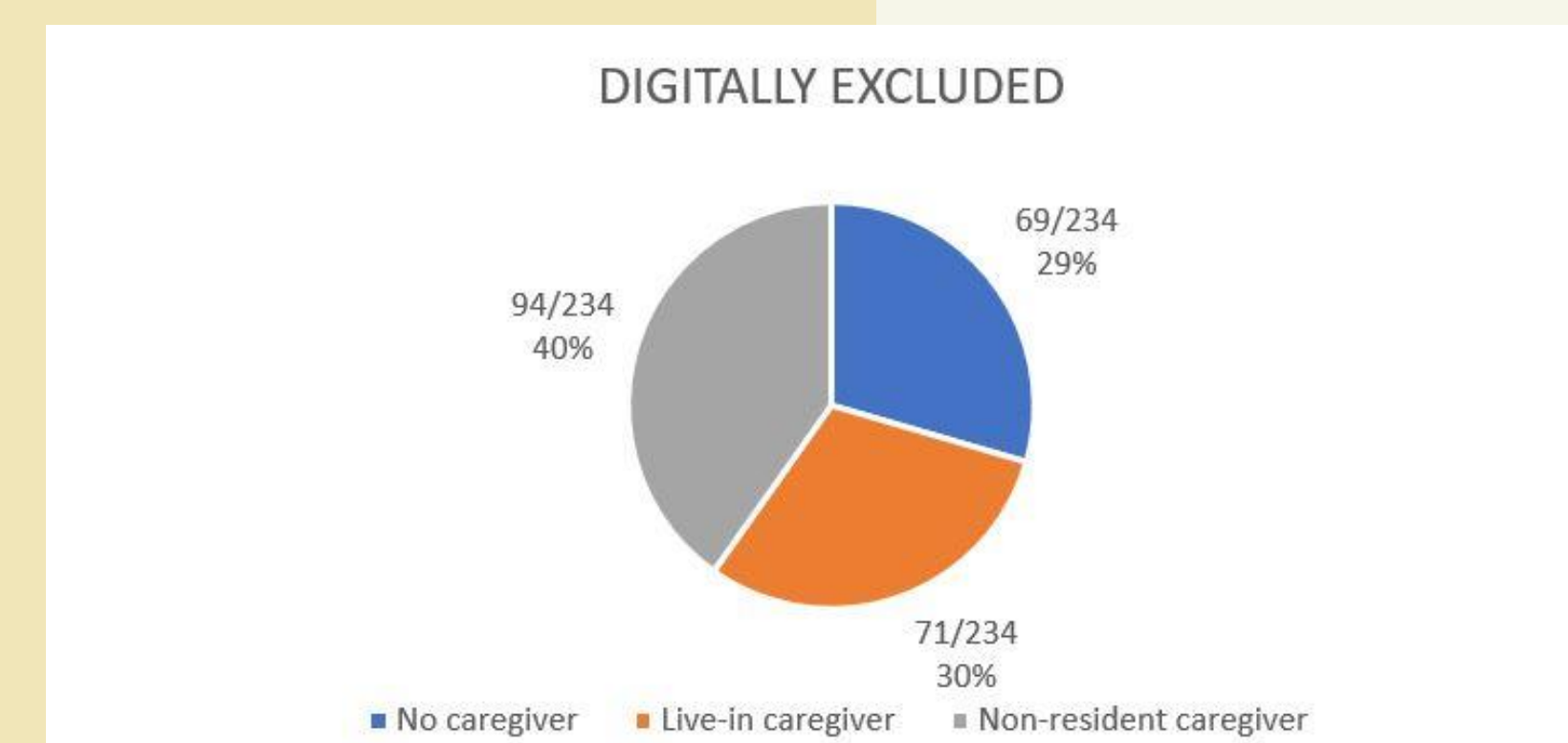
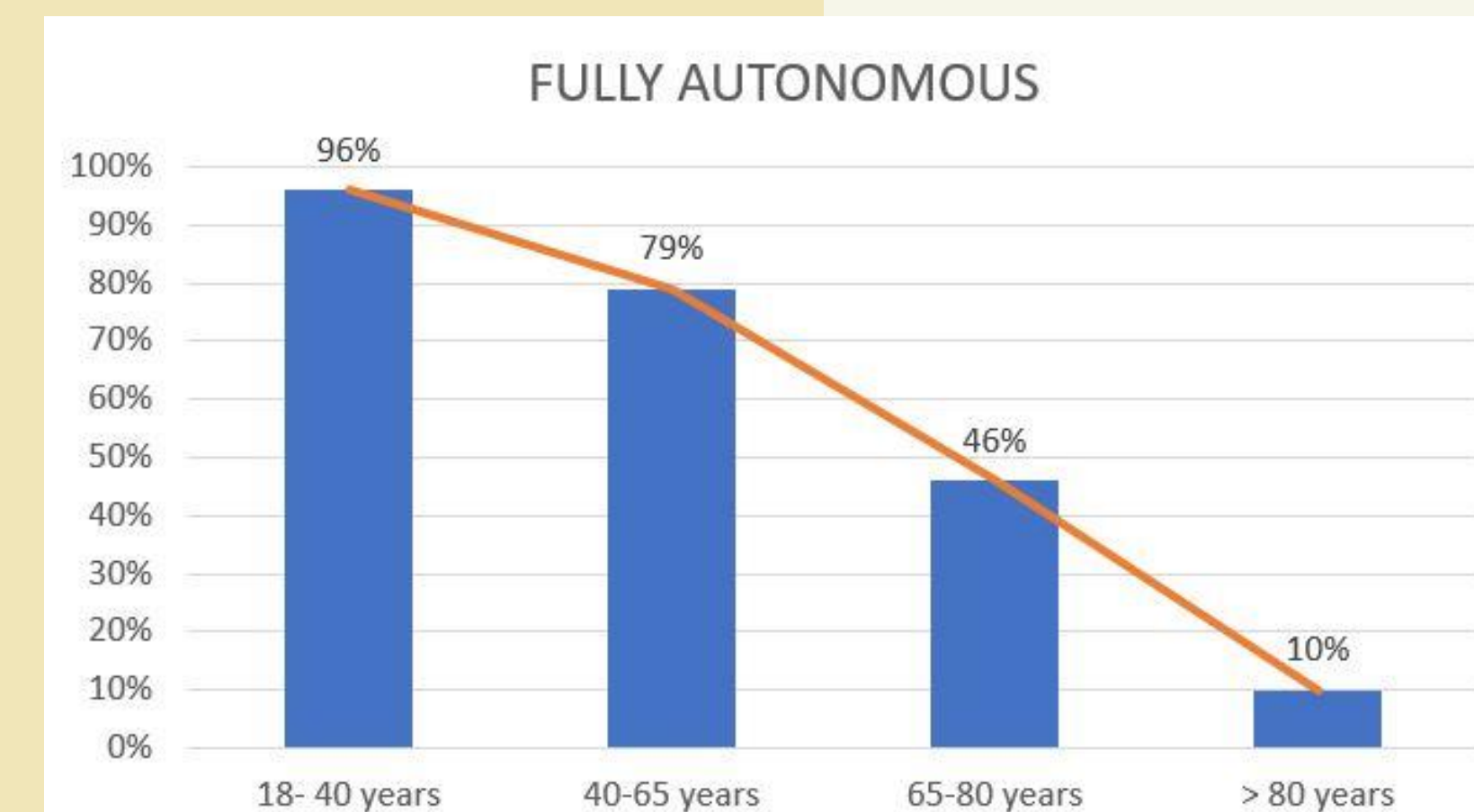



## Aim and objectives

To assess digital literacy among patients receiving direct drug distribution, in order to evaluate if they are ready to adopt current and future digital health services.

## Results

- A total of 1,804 questionnaires were collected from 3,684 patients attending the direct dispensing service (response rate: 49%).
- Overall, 1,570 respondents (87%) reported being fully or partially autonomous in the use of digital technologies.
- Among these, in 1,522 questionnaires (97%), the smartphone was identified as the most familiar and frequently used device among those proposed.
- Overall, 67% of respondents declared being fully autonomous in the use of at least one digital device, although differences were observed across age groups.
- ✓ 20% of participants were not fully autonomous and required support in using digital technologies.
- ✓ A total of 234 individuals can be classified as “with no digital skills”, as they reported being unable to use digital communication tools (Question 2 of the survey).





**A.S.L. T05**  
Azienda Sanitaria Locale  
di Chieri, Carmagnola, Moncalieri e Nichelino

Sede legale - Piazza Silvio Pellico, 1 - 10023 Chieri (TO) - C.F. e P.I. 06827170017 - [www.aslto5.piemonte.it](http://www.aslto5.piemonte.it)  
centralino +39 011 94291 - pec [protocollo@cert.aslto5.piemonte.it](mailto:protocollo@cert.aslto5.piemonte.it) - e-mail [protocollo@aslto5.piemonte.it](mailto:protocollo@aslto5.piemonte.it)

**S.C. Farmacia Ospedaliera**  
Via Cavaglia, n. 1/E - Cambiano  
tel. 01194293461  
[sfo@aslto5.piemonte.it](mailto:sfo@aslto5.piemonte.it)


CODICE \_\_\_\_\_

### QUESTIONARIO SULLA CONOSCENZA / AUTONOMIA DIGITALE

Gentile cittadino le chiediamo di rispondere alle seguenti domande che saranno utili all'ASL per attivare nuovi percorsi in telemedicina per favorire il rinnovo dei piani terapeutici

- Fascia d'età dell'assistito che riceve i farmaci  
 < 18 anni    tra 18 e 40 anni    tra 40 e 65 anni    tra 65 e 80 anni    > 80 anni
- L'assistito è in grado di utilizzare strumenti digitali di comunicazione (es. smartphone, tablet, computer con webcam)  
 SI, completa autonomia    SI, con aiuto esterno    NO, passare alla domanda 4
- Indicare quali strumenti digitali è in grado di utilizzare  
 smartphone  
 tablet  
 computer con webcam
- Può essere aiutato all'utilizzo di strumenti digitali da altre persone?  
 SI, familiare convivente  
 SI, familiare/ conoscente non convivente  
 No, non ho nessuno disponibile

Il questionario è anonimo ed è stato formulato in conformità al DM77-2022 DEL 23 MAGGIO 2022 (GU n 144 del 22-6-2022)



## Conclusion and relevance

- ✓ Overall, 4% of respondents appear to be excluded from the digital transformation process.
- ✓ In the 66–80 age group, 77% reported digital autonomy, while 8% were digitally excluded.
- ✓ Among patients aged over 80 years, 62% were unable to use any digital device.
- ✓ However, 75% of these individuals reported having a caregiver able to act on their behalf.



These findings highlight the need to develop tailored support strategies for citizens at risk of exclusion, in order to ensure equitable access to the benefits of digital healthcare transformation.

