

OBJECTIVES

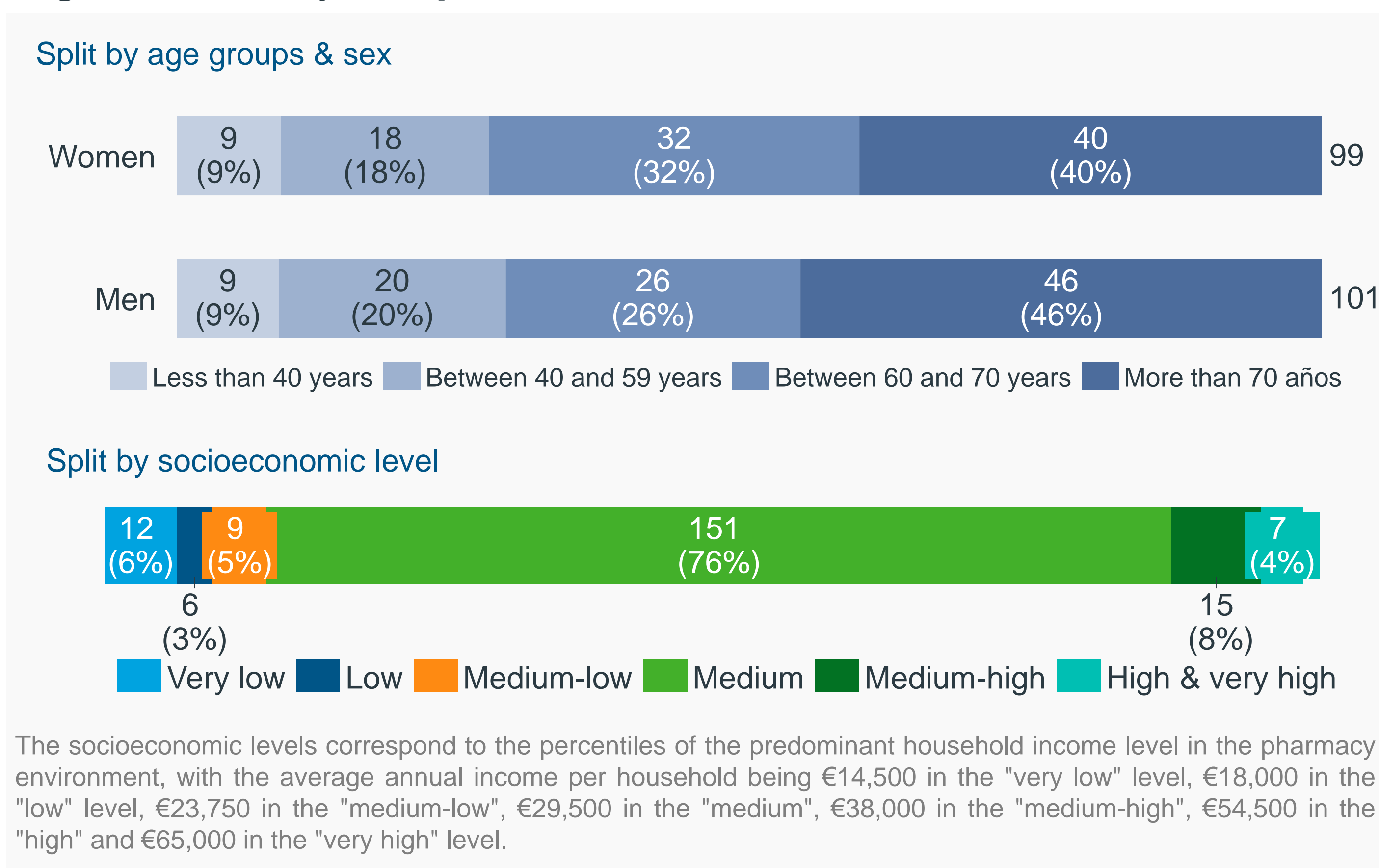
- To investigate how well patients that had undergone an organ transplant can engage with the healthcare system using the existing digital tools, and to understand their preferences.

METHODS

- A survey was conducted on 800 chronic patients in September 2023, using an IQVIA panel of 400 pharmacies spread across Spain. The results of the 200 patients with **thrombosis risk** are presented in this communication. The survey was administered via computer-assisted web interviewing by health professionals. Results were stratified by respondent's sex and age.

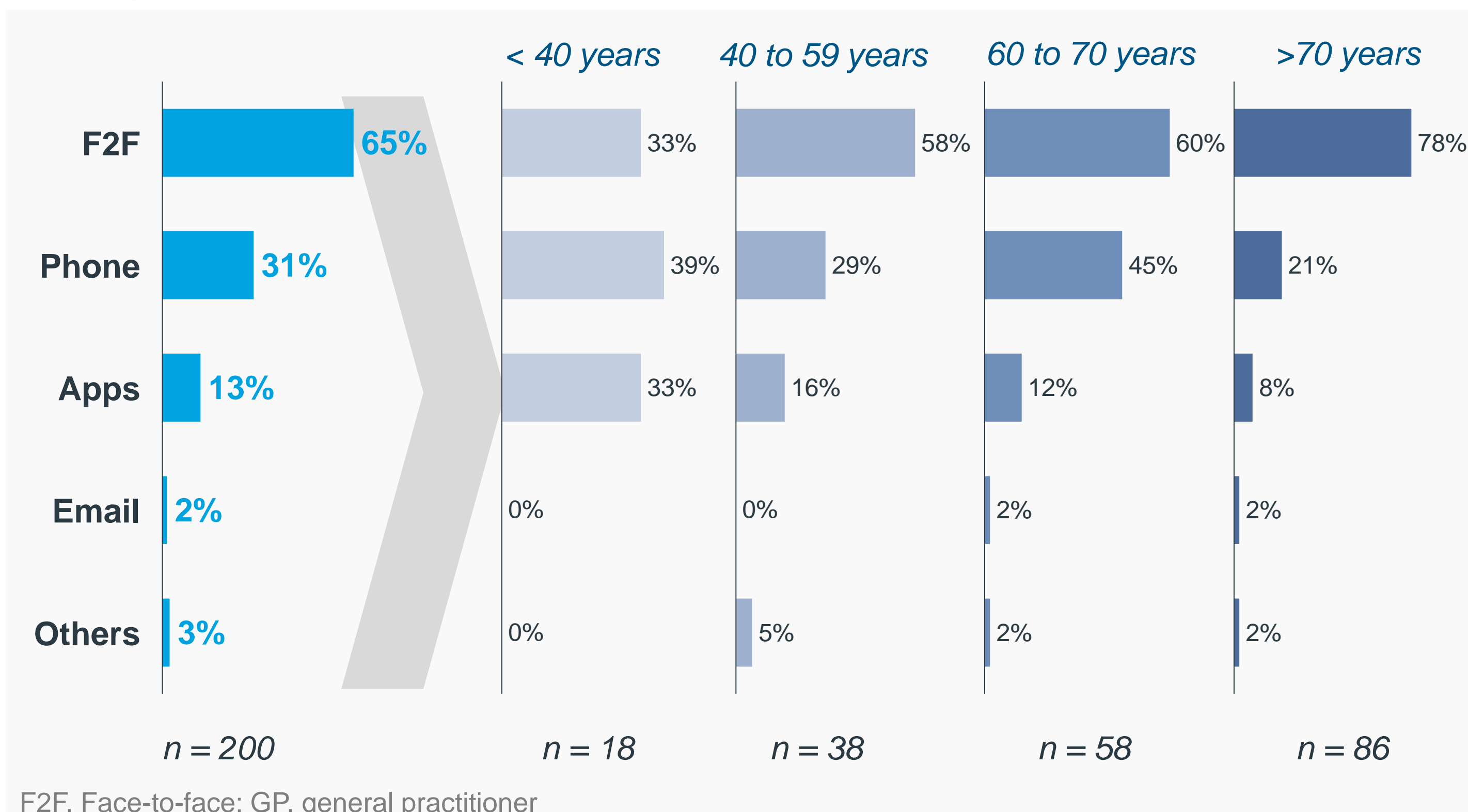
RESULTS

Figure 1. Survey sample



- General practitioners were the usual point-of-contact of patients for the management of thrombosis risk (69%).
- Despite the available digital tools, 65% of the surveyed individuals scheduled their doctor appointments in-person. Fewer than 1 in 6 people scheduled their appointments through a mobile app (13.0%), a percentage that varied between 33.0% in those aged <40 and 8% in those aged >70 years. (Fig 2.)

Figure 2. Tools used to schedule an appointment with the GP (multiple choice)



CONCLUSION

Increasing digital literacy among people with thrombosis risk is necessary for both the patients and healthcare system to fully benefit from the advancements in e-health engagement policies in Spain.

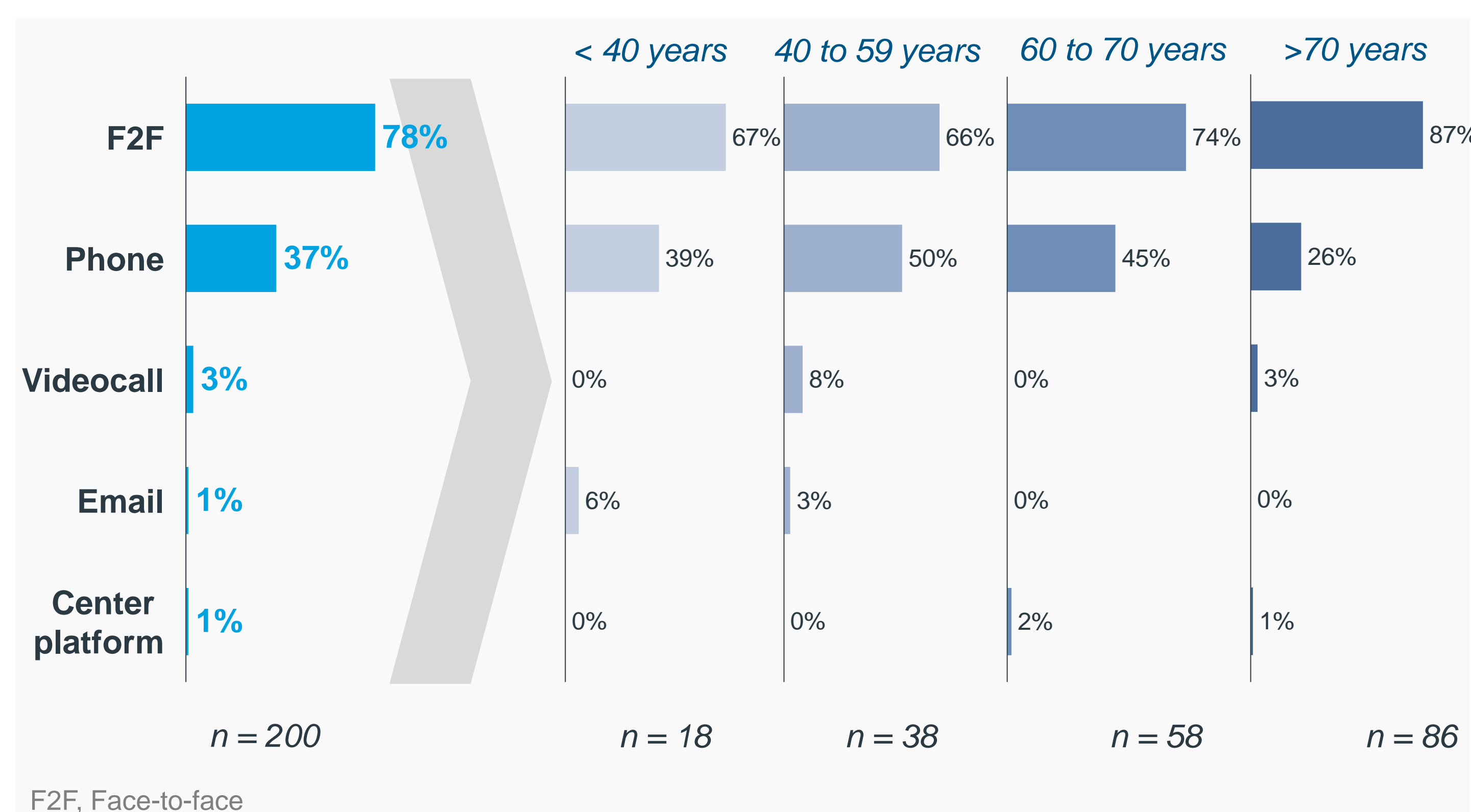
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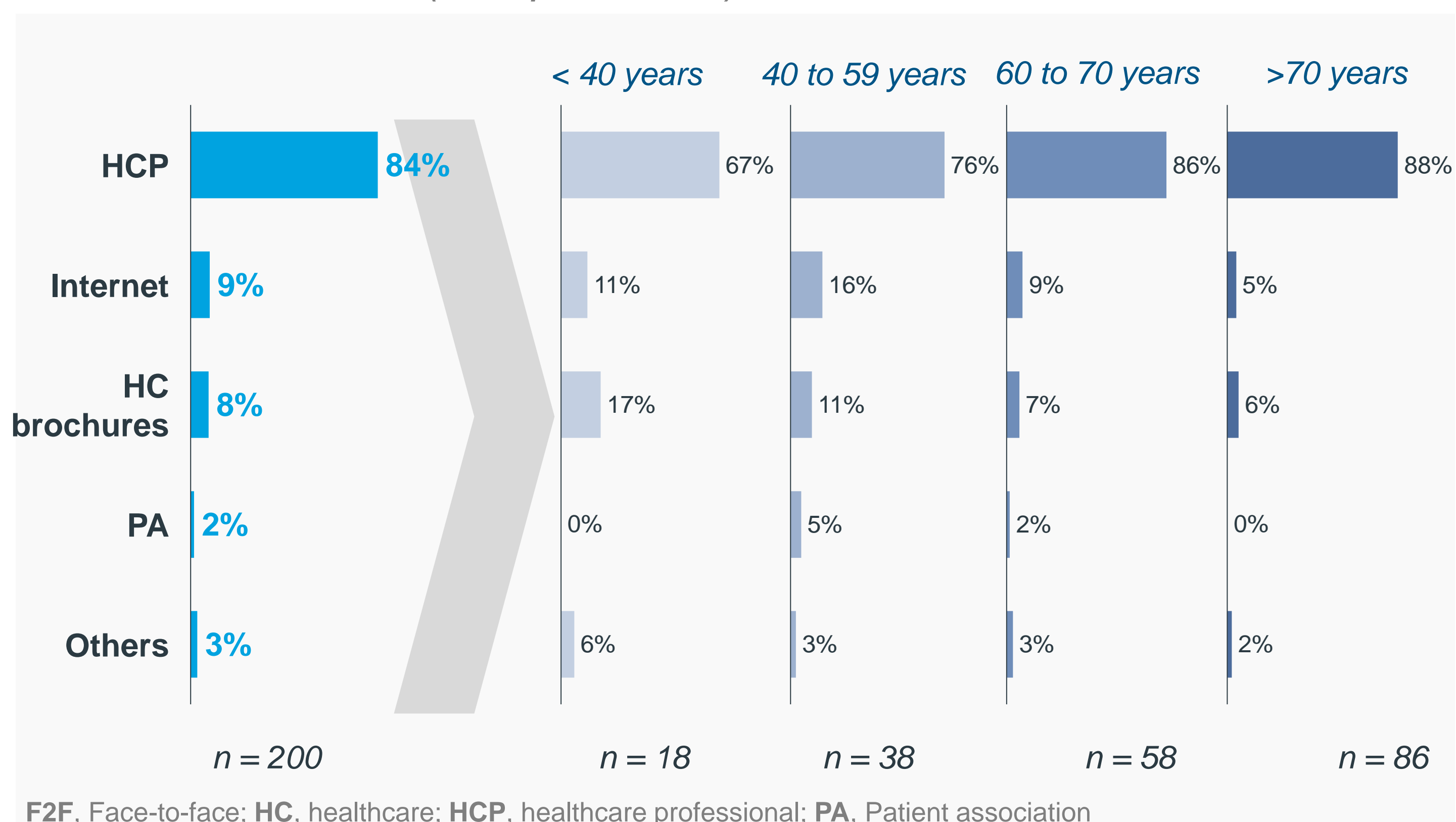
- Regardless patients age, the majority of patients visits their GP face-to-face (78%) (Fig.3)

Figure 3. Type of visit with the GP (multiple choice)



- Regarding the type of medical consultation, 59% had only face-to-face consultations with their doctor, 18% had only telephone consultations, 18% had both types, and 5% consulted with their doctors through other channels too.
- Most patients relied on healthcare professionals to keep up to date on the news about the disease, with 20.5% reporting the use of other sources, namely the internet (8.5%), leaflets from their healthcare center (8.0%), patients' associations (1.5%), and others (3.0%).

Figure 4. Methods that patients use to keep themselves updated about their disease (multiple choice)



- In general, men and women manage likewise with videocalls than men (Fig.5)
- Only 21.0% of those surveyed reported that they could easily handle technology (video-calls, mobile apps, and internet in general), a percentage that ranged between 61% in those aged <40 and 9% in those aged >70 years (Fig.5).

Figure 5. How patients with thrombosis risk manage with videocalls and apps

