



Nordic Council
of Ministers

**A Nordic survey to
monitor citizens use and
experience with eHealth**



Contents

Abbreviations	4
Preface	5
Summary	6
1 Introduction	7
1.1 Nordic eHealth Research Network	7
1.2 Former research	7
1.3 Project description	8
1.4 Contribution to the Visions of the Nordic Council of Ministers	8
2 Method	9
2.1 Reading Guide	10
3 Population Demography – Background Data	11
3.1 Background Data Collected – Age, Gender, Education, and Need for IT Assistance	11
3.2 Education Level	14
3.3 Regions	20
3.4 Need for assistance when using digital healthcare services	27
4 Access, Capabilities, and Use of Digital Healthcare	28
4.1 Knowledge concerning your digital health data	28
4.2 Access to digital healthcare data	40
4.3 Comprehension of digital healthcare data	52
5 Use of Digital Healthcare Services	64
5.1 Use of healthcare services – Institution types	64
5.2 Use of healthcare services - Frequency	87
6 Use of Digital Healthcare Services – Communication and Devices	105
6.1 Communication with Healthcare Professionals	105
7 Collecting and Generating Digital Health Data	117
7.1 Collecting and generating personal health data	117

8 Use of Digital Healthcare Data – Where and Why	131
8.1 Where is digital data accessed?	131
8.2 Reasons for accessing online health data	146
9 Sharing of Health Data	163
9.1 Sharing of health data – healthcare providers	163
9.2 Sharing of health data – research	175
10 Effects/Consequences Linked to Digital Healthcare	189
10.1 Effect on learning	189
10.2 Effect on health management	202
10.3 Effect on treatment	215
10.4 Effect on accessibility	233
10.5 Sharing of health data	251
10.6 The digital healthcare system is the solution to structural issues	269
10.7 Effect on health inequity	281
10.8 Effect on quality	295
10.9 Digital healthcare results in less travelling	307
References	325
About this publication	327
A Nordic survey to monitor citizens use and experience with eHealth	327

This publication is also available online in a web-accessible version at:
<https://pub.norden.org/temanord2023-541>

Abbreviations

- Digital health: The field of knowledge and practice associated with the development and use of digital technologies to improve health
- eHealth: Health services and information delivered or enhanced through the Internet and related technologies
- e-services: electronic services
- Freq: Frequency
- IT: Information technology
- N: Number of participants
- NCM: Nordic Council of Ministers
- NeRN: Nordic eHealth Research Network

Preface

The Nordic eHealth Research Network (NeRN), a subgroup of the Nordic Council of Ministers (NCM) and the eHealth group (NCM subgroup), has conducted a study on Nordic citizens' experiences, use, and attitudes towards the digital healthcare systems. The research method used was a survey conducted in February and March 2023.

The focus of this study was to explore Nordic citizens' experiences and attitudes toward digital healthcare, including how citizens access and use these services and health data. Hence, the study provides a preliminary evaluation in relation to the strategies and visions formulated by the Nordic Council of Ministers. These strategies include the development of more sustainable welfare states, enhancing the health and well-being of Nordic citizens, ensuring the inclusion of vulnerable groups in Nordic societies, and promoting preventive healthcare. Additionally, the study aimed to identify relevant indicators pertaining to digital healthcare systems and solutions in Nordic countries.

As such, this study offers an updated perspective on the topic for Nordic decision-makers, researchers, and other stakeholders. It enhances our understanding of citizens' access to digital healthcare, their use of health data, and their attitudes towards the digitalization of Nordic healthcare systems. We extend our gratitude to NeRN for conducting this timely study, which anticipates the future digitalization of the Nordic healthcare system.

The eHealth Group

Summary

The Nordic eHealth Research Network (NeRN), a subgroup of the Nordic Council of Ministers (NCM) and the eHealth group, has conducted a study to examine Nordic citizens' experiences, use, and attitudes towards digital healthcare systems.

In developing the survey questionnaire for this study, relevant indicators were created to enable comparisons across Nordic countries. This approach facilitates the identification of similarities and differences among these countries and supports the study's aim of producing generalizable data applicable to policymakers, decision-makers, and other stakeholders. In essence, the data presented in this report has the potential to facilitate the development of evidence-informed digital healthcare policies in Nordic countries.

The questionnaire was meticulously developed through an iterative process by the NeRN researchers. This process considered national differences within healthcare and the diversity among Nordic languages to ensure accurate translations and content consistency. The questions were informed by the researchers' knowledge of digital healthcare systems in the five countries; the prevailing policies and strategies in the Nordic region and the NCM; and former questionnaires used to examine the subject field, ensuring a study based on solid background knowledge and alignment with the study's objectives.

The survey was conducted by MEGAFON in February and March 2023, comprising 5,078 interviews, including 4,567 internet interviews and 511 phone interviews.

The study's findings indicate general trends across the countries, with a majority of citizens utilizing digital healthcare services. However, approximately 10% of citizens require assistance when using these services, and some do not use them at all. Differences between countries become particularly evident when scrutinizing citizens' attitudes toward digital healthcare services. Notably, citizens' perceptions of how digitalization impacts health equity, quality, and accessibility vary significantly. Another interesting finding pertains to citizens' willingness to share their health data, with most willing to do so for treatment but slightly fewer for research purposes within a Nordic healthcare context.

1 Introduction

1.1 Nordic eHealth Research Network

The Nordic eHealth Research Network (NeRN) was established on 15.02.2012 as a subgroup of the NCM and the eHealth group. NeRN comprises researchers from universities and health institutions in Denmark, Finland, Iceland, Norway, and Sweden.

NeRN's objective is to develop common Nordic indicators for eHealth functionalities and services, which can be utilized by national, Nordic, and international policymakers, decision-makers, scientific communities, associations, and interest groups. These indicators aim to support Nordic welfare systems and the ongoing development of sustainable digital healthcare systems. This report discloses citizens' experiences with digital healthcare.

1.2 Former research

The citizen survey presented in this report is the result of several years of research in the field. Over the past decade, NeRN researchers have conducted national surveys on citizens' use and experiences with digital healthcare services and eHealth in the Nordic countries.

In Denmark, researchers from Aalborg University conducted biannual national citizen surveys from 2013 to 2021, involving more than 1.000 respondents each time. The questionnaire used in these surveys comprised 34 questions related to citizens' experiences and attitudes toward health information technology [1,2].

Sweden conducted citizen surveys in 2019 and 2021 regarding citizens' use of eHealth. These surveys, developed by researchers from Karolinska Institutet and Linköping University, involved approximately 5.000 respondents and were distributed by the Swedish eHealth Agency [3-6].

In Finland, three surveys were conducted in 2014, 2017, and 2020 as part of the "Monitoring and Assessment of Social Welfare and Health Care Information System Services" project. The questionnaires, examining citizens' use of welfare, digitalization, and healthcare e-services, involved 4.000 to 6.000 citizens over the years [7-12].

In Norway, an annual citizen survey on the use, attitudes, and satisfaction towards digital health services, has been conducted since 2019. The questionnaire was developed in collaboration with NeRN and other stakeholders and involved approximately 1.500 respondents each year [13].

Hence, NeRN has formerly engaged in research activities based on citizen surveys. However, the unique aspect of the study outlined in this report is that it is the first time the same citizen survey regarding digital healthcare services has been conducted simultaneously across the five Nordic countries.

1.3 Project description

This study specifically examines citizens' access, use, and attitudes toward digital healthcare and personal health data across Sweden, Norway, Denmark, Finland, and Iceland. It adopts a cross-sectional study design to provide policymakers and decision-makers with quantitative data for evidence-informed policies in digital healthcare. Hence, the study's results allow for comparisons among the Nordic countries, facilitating targeted policies and interventions. Various stakeholders, including patient associations, professional associations, interest groups, healthcare professionals, and citizens, can utilize these research-based insights.

The survey and subsequent analysis were funded by the NCM. Since the study's findings are relevant to organizations developing healthcare systems and data exchange, the publication fee was covered by the NCM project, "World's Smoothest Cross-Border Mobility and Daily Life through Digitalization - Promoting Cross-Border Data Exchanges between Authorities." This collaboration aims to reach target audiences and explore opportunities for enhanced cross-border data exchange in the digital healthcare sector. Consequently, the citizen survey results, representing citizens' voices, can inform and support the work of developers and authority organizations in the field of digital health.

1.4 Contribution to the Visions of the Nordic Council of Ministers

This study examines citizens' access, use of digital healthcare services and data, and their attitudes towards sharing health data and the digitalization of healthcare. It aligns with the strategies and visions formulated by the NCM, which include a focus on creating more sustainable welfare states, improving the health and well-being of Nordic citizens, ensuring the inclusion of vulnerable groups, and promoting preventive healthcare interventions to address lifestyle diseases. The survey results can serve as potential indicators to address these Nordic challenges. Specifically, the study provides decision-makers, researchers, and other stakeholders with an improved understanding of citizens' access to digital healthcare, their use of health data, and their attitudes toward the digitalization of Nordic healthcare systems.

2 Method

The questionnaire underwent a meticulous development process by NeRN researchers. The process included in-person meetings in Helsinki and subsequent online collaboration to address national differences, conceptual disagreements, and other essential aspects within the eHealth domain. This approach ensured expert validation of the questionnaire by researchers with country-specific experience and in-depth knowledge about the digital healthcare sector. A comprehensive validation based on citizens' perceptions is the next step in the validation process. Parties interested in using the questionnaire can contact the main author, Jeppe Eriksen, at je@plan.aau.dk.

The questionnaire consists of 25 questions, which examine the following themes:

- Questions 1 to 5 (Background variables): age, gender, education, place of residence (region) and assistance when using technology.
- Questions 6 to 8: Access and competencies.
- Questions 9 to 11: Use of digital healthcare services.
- Questions 12 to 14: Collection and use of health data.
- Questions 15 and 16: Sharing of health data.
- Questions 17 to 25: Effects and consequences.

After the development phase, the distribution of the questionnaire was initiated, which was handled by MEGAFON, who was hired due to their experience and methodological expertise in the area of survey studies. Before the survey commenced, five interviews were arranged by MEGAFON to test the face validity of the questionnaire. Hence, minor alterations and changes in the questionnaire were also implemented in this phase through inputs from MEGAFON and their partners.

The internet interviews, which constitute 90% of the data sample, were done with respondents who were members of the citizen panel managed by MEGAFON or collaborators, which in this case were Norstat and Gallup. The phone interviews, which make up 10% of the participants, were done with randomly selected citizens. The combination and use of these two approaches were deliberately chosen to secure representative, diverse, and inclusive samples.

The survey was conducted from February 2nd to March 4th, 2023, targeting citizens above 18 years of age in Denmark, Sweden, Norway, Finland, and Iceland. Respondents' identities remained anonymous. Internet interviews used email communication, and phone interviews were conducted between 16:00 and 21:30 on

weekdays and 12:00 to 16:00 on Saturdays. Five extra attempts were made to contact respondents when no one answered the phone.

Across the five Nordic countries, 14,045 citizens were contacted via email, and 10,725 citizens were contacted via phone. The survey yielded 5,078 interviews, including 4,567 internet interviews and 511 phone interviews. Response rates were 33% and 5%, respectively, suggesting that certain population segments may be underrepresented in the sample. Consequently, it is plausible that the number of citizens requiring assistance when using digital healthcare services and those not using such services may in fact be higher.

Moreover, the study is based on a cross-sectional design, which involves collecting data at a single point in time. Consequently, the study's conclusions are time-limited, necessitating future research to monitor trends in citizens' access, use, and attitudes toward digital healthcare services.

2.1 Reading Guide

This report follows the structure of the questionnaire, which includes 25 questions. It begins with presenting data based on the five background variables and then proceeds to descriptive analyses of questions 6 to 25. The questionnaire's themes encompass Nordic citizens' access and understanding of digital health services, their usage of these services and devices, the collection and utilization of digital healthcare data, their attitudes toward sharing health data, and the potential effects and consequences of the digitalization of healthcare.

Whenever possible, responses from all five countries are presented in the same table or figure. However, for some questions, data is displayed in country-specific graphs due to substantial differences in healthcare systems among the countries. All responses are cross-referenced with background variables such as age, gender, and education. Additionally, answers from seven questions are correlated with the region of residence, and answers from 13 questions are linked to citizens' need for assistance when using digital health services. All numerical values are presented as integers, with percentages rounded accordingly.

3 Population Demography – Background Data

Questions one to five in the survey are background variables disclosing the participants:

- *Age*
- *Gender*
- *Education level*
- *Region of residence*
- *Need for assistance when using digital healthcare services.*

In this section, results based on these background variables are presented for the five countries.

3.1 Background Data Collected – Age, Gender, Education, and Need for IT Assistance

The background data for the participants from the five Nordic countries are presented in Table 3.1.a, except answers about region of residency which can be found in section 3.3.

Table 3.1.a Compiled background data. Data on all five countries compiled for "Age groups", "Gender", "Education level", and "Need for assistance" respectively.

*Several education levels are included, see all data in detail in Table 3.2.c.

Age groups	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	180	18	184	18	215	21	204	20	199	20
30–39 years	151	15	160	16	195	19	174	17	170	17
40–49 years	172	17	151	15	171	17	169	17	166	16
50–59 years	170	17	173	17	156	15	176	17	162	16
60–69 years	153	15	167	16	141	14	145	14	148	15
70 years and above	191	19	180	18	135	13	148	15	172	17
Gender	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	512	50	509	50	525	52	507	50	505	50
Male	504	50	491	48	479	47	505	50	503	49
Non-binary	0	0	10	1	7	1	2	0	5	0
Do not wish not to share that information	1	0	5	0	2	0	2	0	4	0
Education	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	44	4	92	9	95	9	45	4	78	8
Secondary education (Matriculation exam)	95	9	102	10	233*	23*	129	13	449	44
Vocational education (Skilled worker, Craftsman)	131	13	278	27	106*	10*	113	11	-	-

Short higher education (less than 3 years)	99	10	142	14	89*	9*	145	14	-	-
Medium-length higher education (3–4 years)	313	31	214	21	253	25	305	30	475	47
Longer higher education (over 4 years)	303	30	170	17	224	22	265	26	-	-
PhD	32	3	17	2	13	1	14	1	15	1
	Denmark		Finland		Iceland		Norway		Sweden	
Need for assistance with IT	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Never	805	79	670	66	786	78	743	73	758	75
Rarely	137	13	204	20	121	12	171	17	146	14
Sometimes	39	4	63	6	50	5	68	7	59	6
Often	10	1	21	2	17	2	7	1	25	2
Always	11	1	16	2	8	1	8	1	5	0
Not relevant, I do not use digital health services	11	1	26	3	25	2	16	2	16	2
Don't know/do not remember	4	0	15	1	6	1	3	0	8	1
N	1017		1015		1013		1016		1017	

In Table 3.1.a, the homogeneity of the populations in the Nordic countries is characteristic when looking at the age and gender distribution, although respondents from Iceland are slightly younger compared to respondents from the other countries. The educational systems are slightly different in the countries, which needs to be kept in mind when making comparisons.

3.2 Education Level

This section shows the citizens' highest completed education. The education level divisions are different in the five Nordic countries; thus, the answers are presented separately.

Denmark

Table 3.2.a and Figure 3.2.a disclose the educational level of the Danish population.

Table 3.2.a Danish participants distributed by education level.

Education Level	Freq	%
Primary school	44	4
Secondary education (Matriculation exam, HF, HTX, HHX etc.)	95	9
Vocational education	131	13
Short higher education (less than 3 years)	99	10
Medium-length higher education (3–4 years)	313	31
Longer higher education (over 4 years)	303	30
PhD	32	3
Total	1017	100

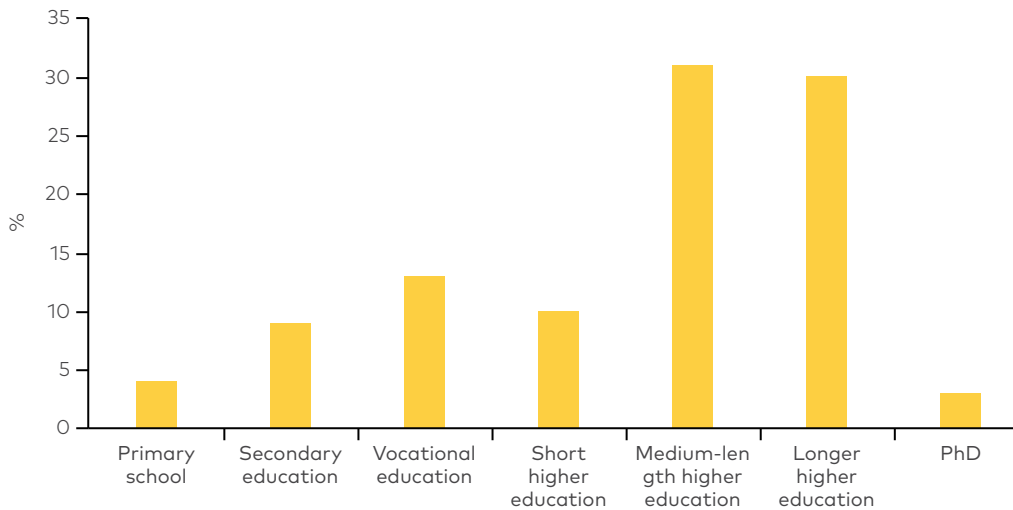


Figure 3.2.a Danish participants distributed by education level.

As seen in Table 3.2.a and Figure 3.2.a, 60% of the participants have either a *Medium-length* or *Longer higher education*. Nine to 13% of the population has either a *Secondary*, *Vocational*, or *Short higher education*, whereas very few are located at each end of the spectrum, with a *Primary school* (4%) or a *PhD* (3%) as the highest completed education.

Finland

In Table 3.2.b and Figure 3.2.b, the distribution of the educational level of the Finnish participants is displayed.

Table 3.2.b Finnish participants distributed by education level.

Education Level	Freq	%
Primary school	92	9
Secondary education (Matriculation exam)	102	10
Vocational education	278	27
Short higher education (less than 3 years)	142	14
Medium-length higher education (3–4 years)	214	21
Longer higher education (over 4 years)	170	17
PhD	17	2
Total	1015	100

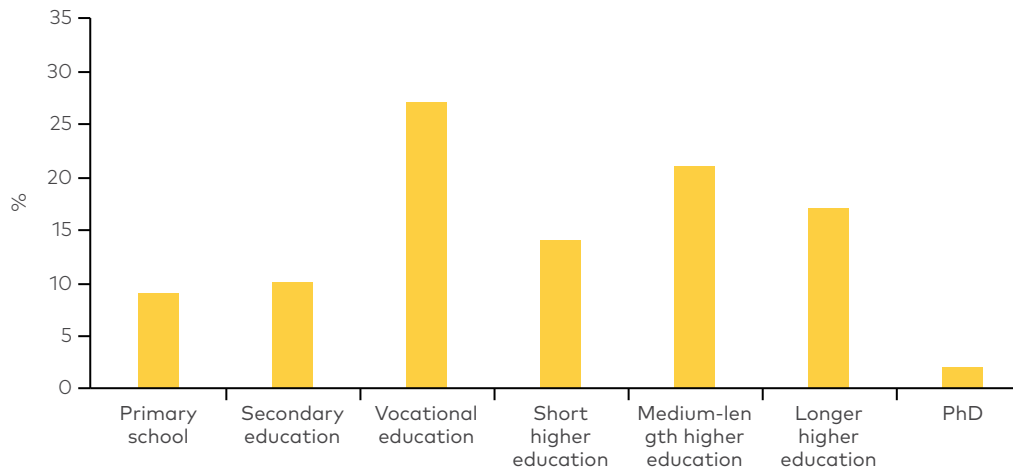


Figure 3.2.b Finnish participants distributed by education level.

As seen in Table 3.2.b and Figure 3.2.b, the most frequent education level is *Vocational education* (27%), followed by *Medium-length higher education* (21%) and *Longer higher education* (17%).

Iceland

Table 3.2.c and Figure 3.2.c present the distribution of the Icelandic participants according to education level.

Table 3.2.c Icelandic participants distributed by education level.

Education Level	Freq	%
Primary school	95	9
Youth education	57	6
Vocational education	49	5
Master's degree in industrial industry	52	5
Matriculation exam	139	14
Secondary education, other than Matriculation exam	94	9
Secondary education, technical school examination	37	4
Bachelor's degree, BSc	253	25
Master's degree, MSc	224	22
PhD	13	1
Total	1013	100

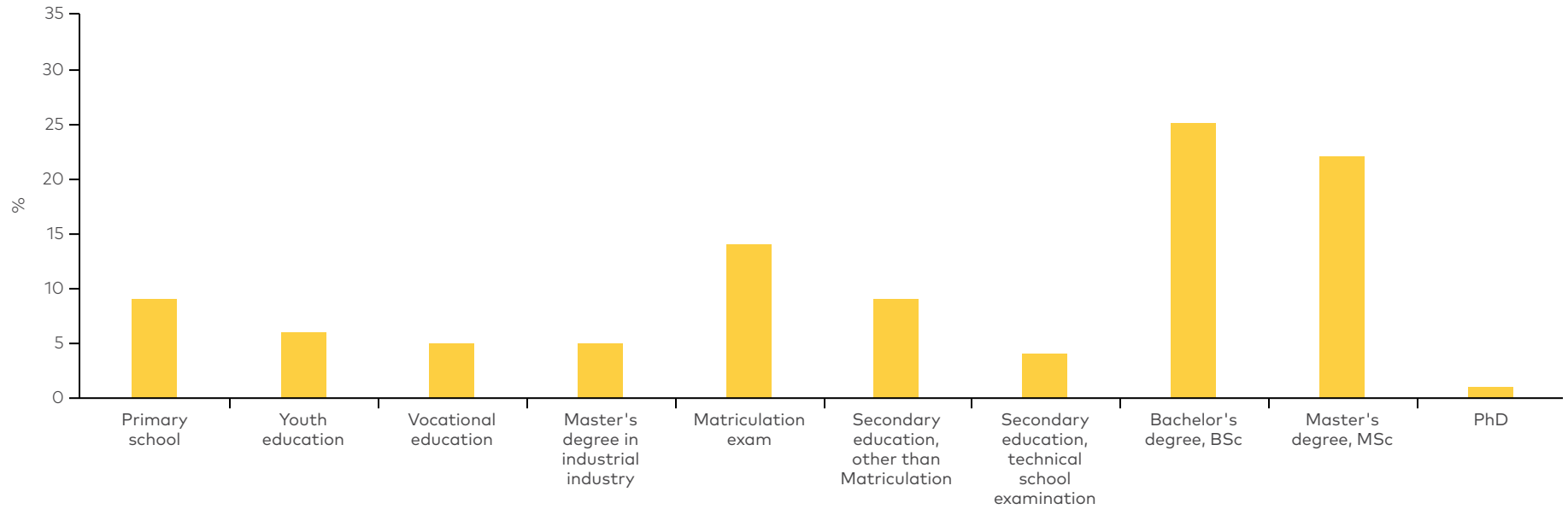


Figure 3.2.c Icelandic participants distributed by education level.

Figure 3.2.c shows that *Bachelor's degree, BSc* (25%) and *Master's degree, MSc* (22%) are the most frequent educational levels in an Icelandic context, followed by *Matriculation exam* (14%), *Primary school* (9%), and *Secondary education, other than Matriculation exam* (9%).

Norway

Table 3.2.d and Figure 3.2.d shows the distribution of educational level in the Norwegian population.

Table 3.2.d Norwegian participants distributed by education level.

Education Level	Freq	%
Primary school	45	4
Secondary education (Matriculation exam)	129	13
Vocational education	113	11
Short higher education (less than 3 years)	145	14
Medium-length higher education (3–4 years)	305	30
Longer higher education (over 4 years)	265	26
PhD	14	1
Total	1016	100

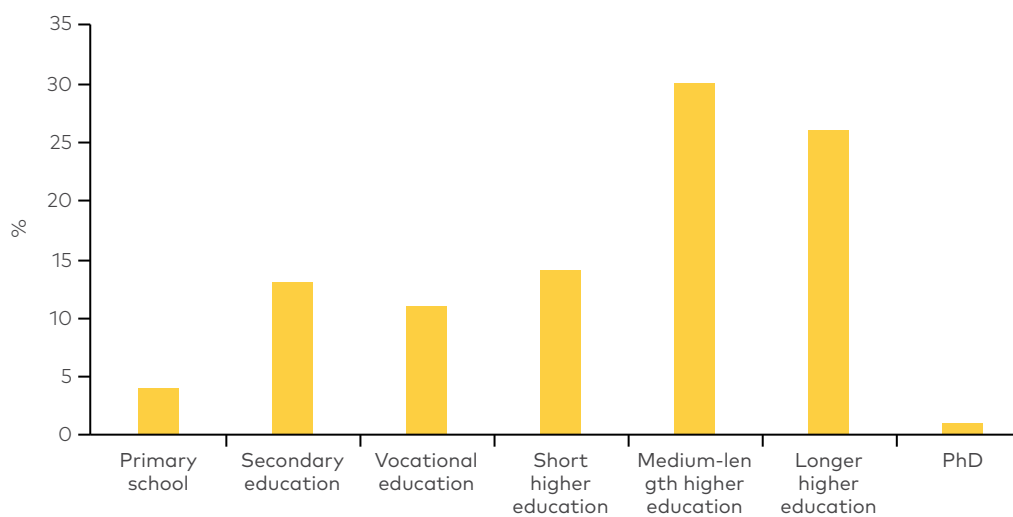


Figure 3.2.d Norwegian participants distributed by education level.

In Norway, *Medium-length higher education* (30%) and *Longer higher education* (26%) are the most frequent education levels, while *Primary school* (4%) and *PhD* (1%) are the least frequent education levels.

Sweden

Table 3.2.e and Figure 3.2.e provide an overview of the educational level in Sweden.

Table 3.2.e Swedish participants distributed by education level.

Education Level	Freq	%
Primary school	78	8
Secondary school	449	44
University/College	475	47
PhD	15	1
Total	1017	100

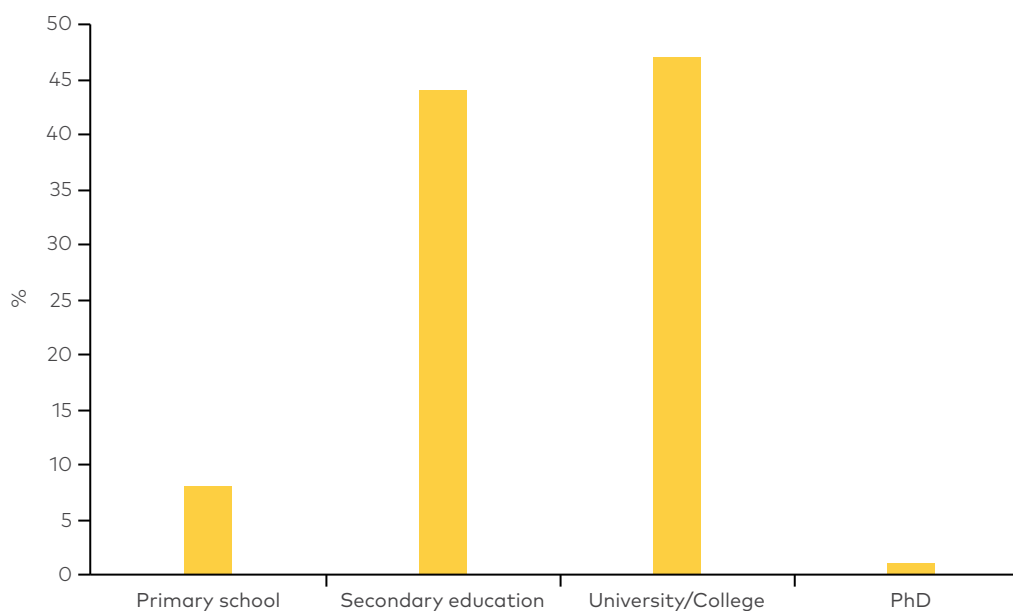


Figure 3.2.e Swedish participants distributed by education level.

As seen in Figure 3.2.e, the majority of the Swedish participations have an education level of either *Secondary school* (44%) or *University/College* (47%). 8% of the population have *Primary school* as the highest education and 1% have a *PhD*.

3.3 Regions

This section provides overviews of the citizens' *region of residence*.

Denmark

Table 3.3.a Danish Citizens distributed by region.

Region	Freq	%
Region Hovedstaden	324	32
Region Sjælland	143	14
Region Syddanmark	214	21
Region Midtjylland	235	23
Region Nordjylland	101	10
Total	1017	100

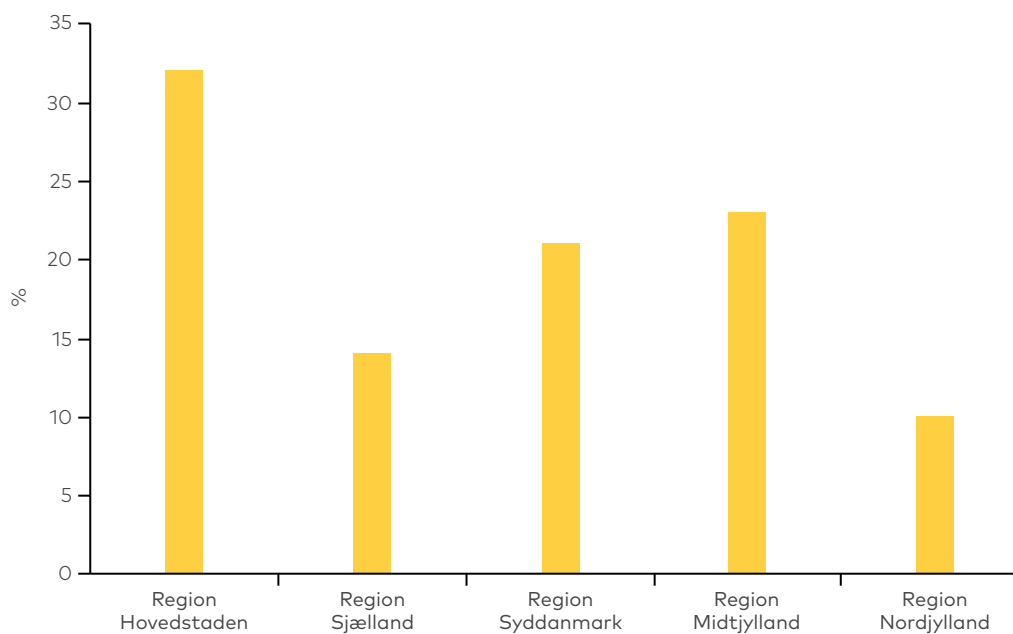


Figure 3.3.a Danish participants distributed by region.

Finland

Table 3.3.b Finnish Citizens distributed by region.

Region	Freq	%
City of Helsinki	135	13
East Uusimaa wellbeing services county	12	1
Vantaa and Kerava wellbeing services county	56	6
Central Uusimaa wellbeing services county	39	4
West Uusimaa wellbeing services county	73	7
Kanta-Häme wellbeing services county	36	4
Päijät-Häme wellbeing services county	30	3
Southwest Finland wellbeing services county	97	10
Satakunta wellbeing services county	38	4
Pirkanmaa wellbeing services county	89	9
Central Finland wellbeing services county	49	5
Kymenlaakso wellbeing services county	26	3
South Karelia wellbeing services county	32	3
South Savo wellbeing services county	22	2
South Ostrobothnia wellbeing services county	38	4
Ostrobothnia wellbeing services county	20	2
Central Ostrobothnia wellbeing services county	9	1
North Karelia wellbeing services county	31	3
North Ostrobothnia wellbeing services county	82	8
North Savo wellbeing services county	66	7
Kainuu wellbeing services county	12	1
Lapland wellbeing services county	23	2
Total	1015	100

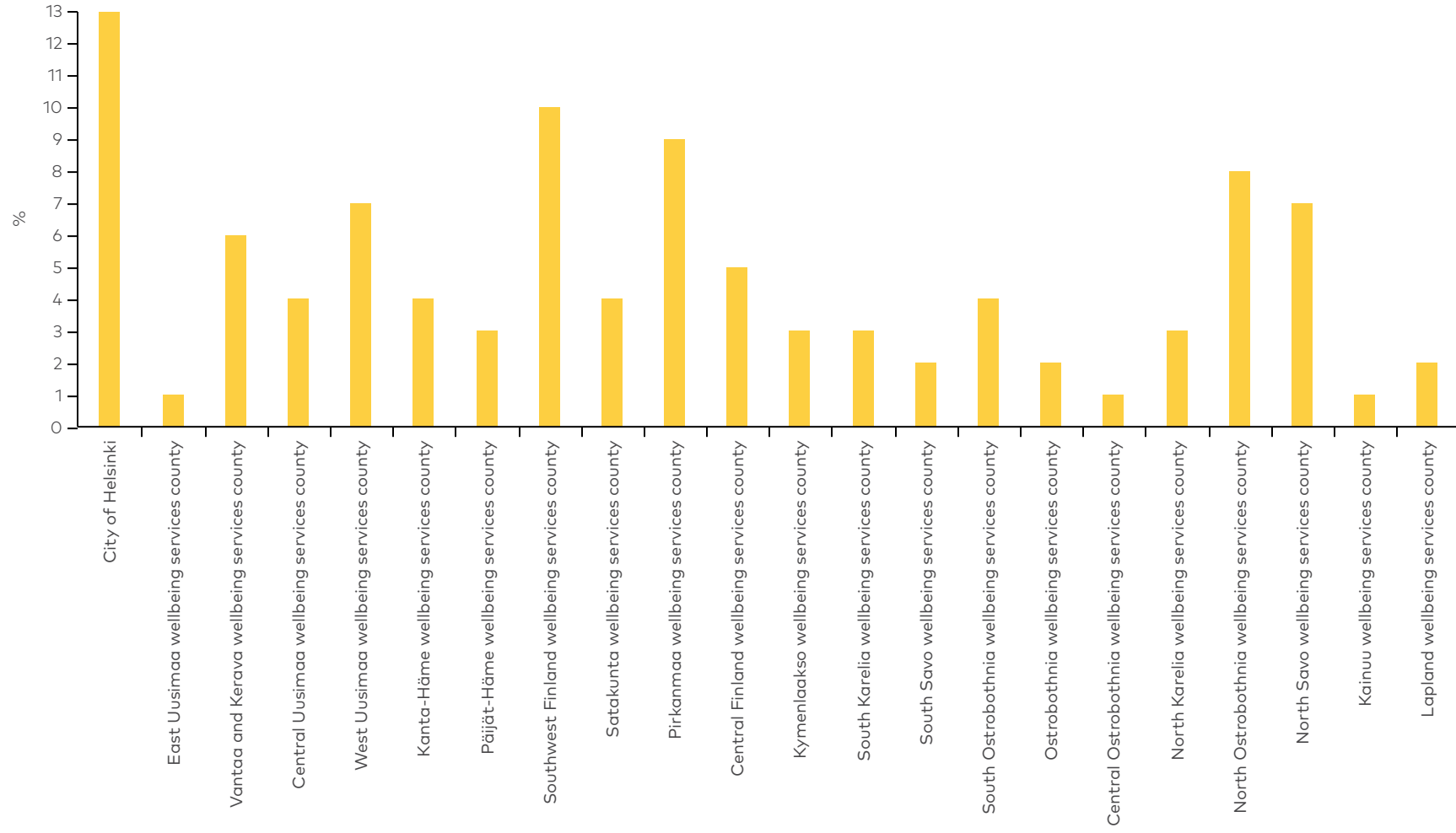


Figure 3.3.b Finnish participants distributed by region.

Iceland

Table 3.3.c Icelandic Citizens distributed by region.

Region	Freq	%
Höfuðborgarsvæðið	648	64
Suðurnes (Reykjanes)	66	7
Vesturland	42	4
Vestfirðir	18	2
Norðurland vestra	18	2
Norðurland eystra	102	10
Austurland	45	4
Suðurland	74	7
Total	1013	100

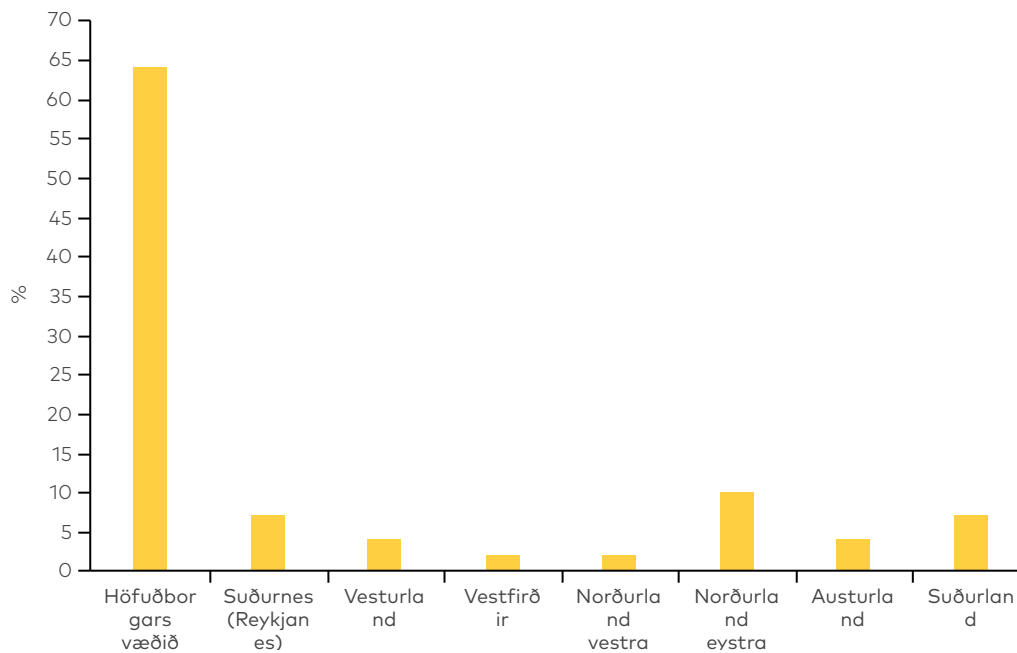


Figure 3.3.c Icelandic participants distributed by region.

Norway

Table 3.3.d Norwegian Citizens distributed by region.

Region	Freq	%
Midt-Norge	144	14
Nord-Norge	90	9
Oslo	132	13
Sørlandet ink Telemark	88	9
Vestlandet	204	20
Østlandet	358	35
Total	1016	100

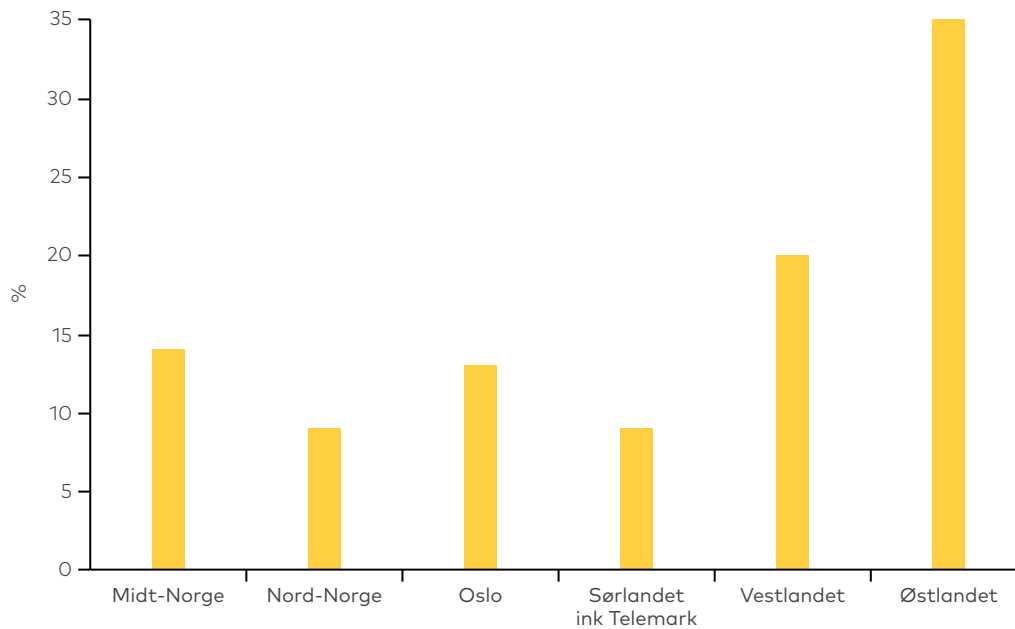


Figure 3.3.d Norwegian participants distributed by region.

Sweden

Table 3.3.e Swedish Citizens distributed by region.

Region	Freq	%
Blekinge	20	2
Dalarna	19	2
Gävleborg	24	2
Gotland	11	1
Halland	36	4
Jämtland	20	2
Jönköping	28	3
Kalmar	24	2
Kronoberg	14	1
Norrbotten	26	3
Örebro	27	3
Östergötland	51	5
Skåne	132	13
Södermanland	31	3
Stockholm	222	22
Uppsala	35	3
Värmland	47	5
Västerbotten	27	3
Västernorrland	22	2
Västmanland	27	3
Västra Götaland	174	17
Total	1017	100

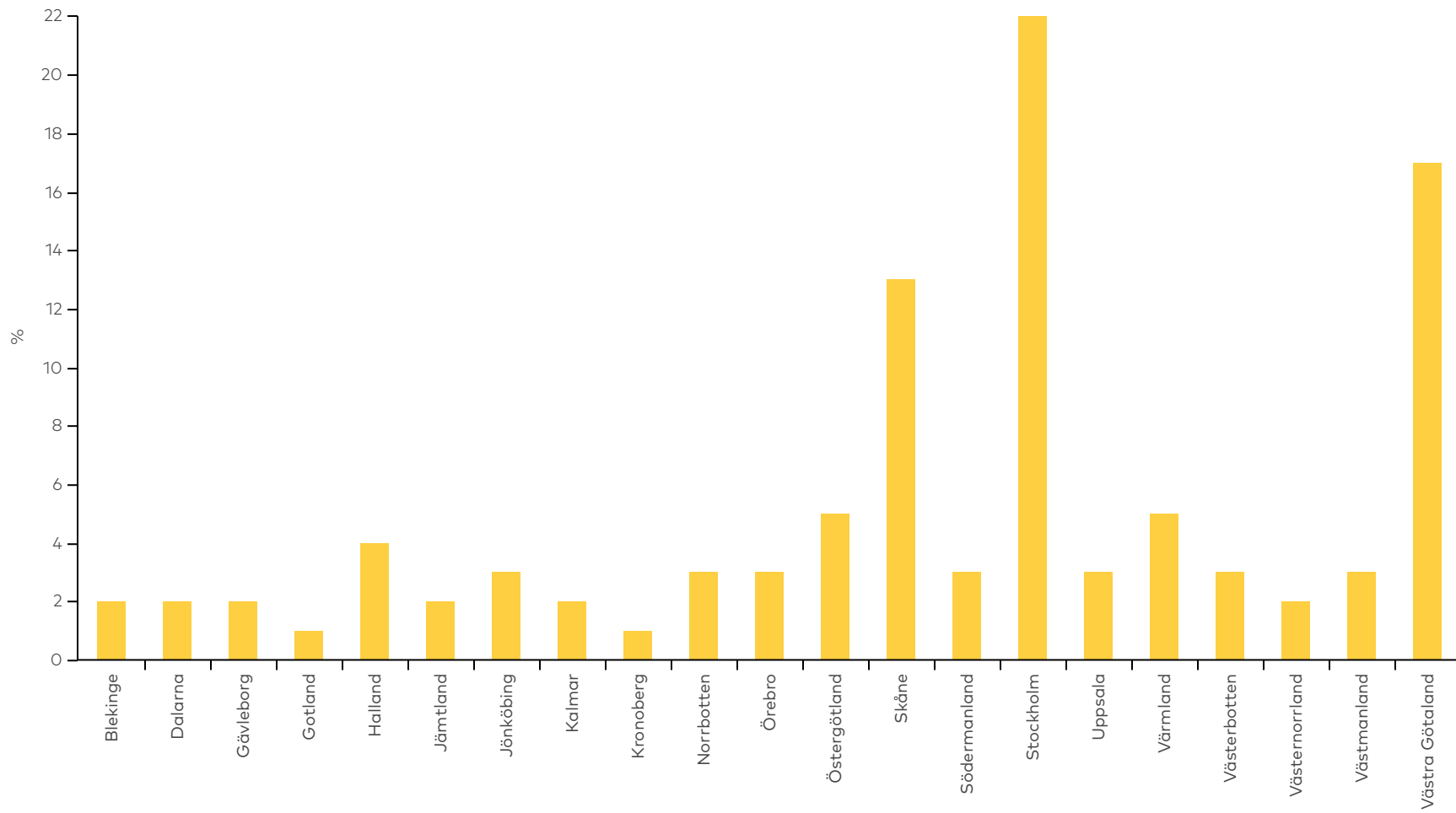


Figure 3.3.e Swedish participants distributed by region.

3.4 Need for assistance when using digital healthcare services

Question 5 in the questionnaire regards citizens' need for assistance when using digital healthcare services. The answers are outlined in Table 3.4.a and Figure 3.4.a.

Table 3.4.a Need for assistance when using digital healthcare services.

Need for assistance with IT	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Never	805	79	670	66	786	78	743	73	758	75
Rarely	137	13	204	20	121	12	171	17	146	14
Sometimes	39	4	63	6	50	5	68	7	59	6
Often	10	1	21	2	17	2	7	1	25	2
Always	11	1	16	2	8	1	8	1	5	0
Not relevant, I do not use digital healthcare services	11	1	26	3	25	2	16	2	16	2
Don't know/do not remember	4	0	15	1	6	1	3	0	8	1
Total	1017	100	1015	100	1013	100	1016	100	1017	100

Figure 3.4.a Need for assistance when using digital healthcare services.

As seen in Figure 3.4.a, the majority of the participants replied *Never* or *Rarely* (86%, 89%, 90%, and 92%). Nonetheless, citizens' need for assistance when using digital healthcare services still requires attention as 6% to 10% across the countries *sometimes*, *often*, or *always* need assistance.

4 Access, Capabilities, and Use of Digital Healthcare

4.1 Knowledge concerning your digital health data

In Table 4.1.a and Figure 4.1.a the answers to question 6 which concerns whether citizens know where to access their digital healthcare data online, are shown.

Table 4.1.a I know where I can access my digital healthcare data online.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	510	50	627	62	399	39	433	43	392	39
Agree	402	40	312	31	471	46	450	44	350	34
Neutral	39	4	21	2	63	6	66	6	115	11
Disagree	33	3	20	2	45	4	35	3	49	5
Strongly disagree	25	2	17	2	15	1	13	1	24	2
Not applicable	1	0	7	1	7	1	1	0	6	1
Don't know	7	1	11	1	13	1	18	2	81	8
Total	1017	100	1015	100	1013	100	1016	100	1017	100

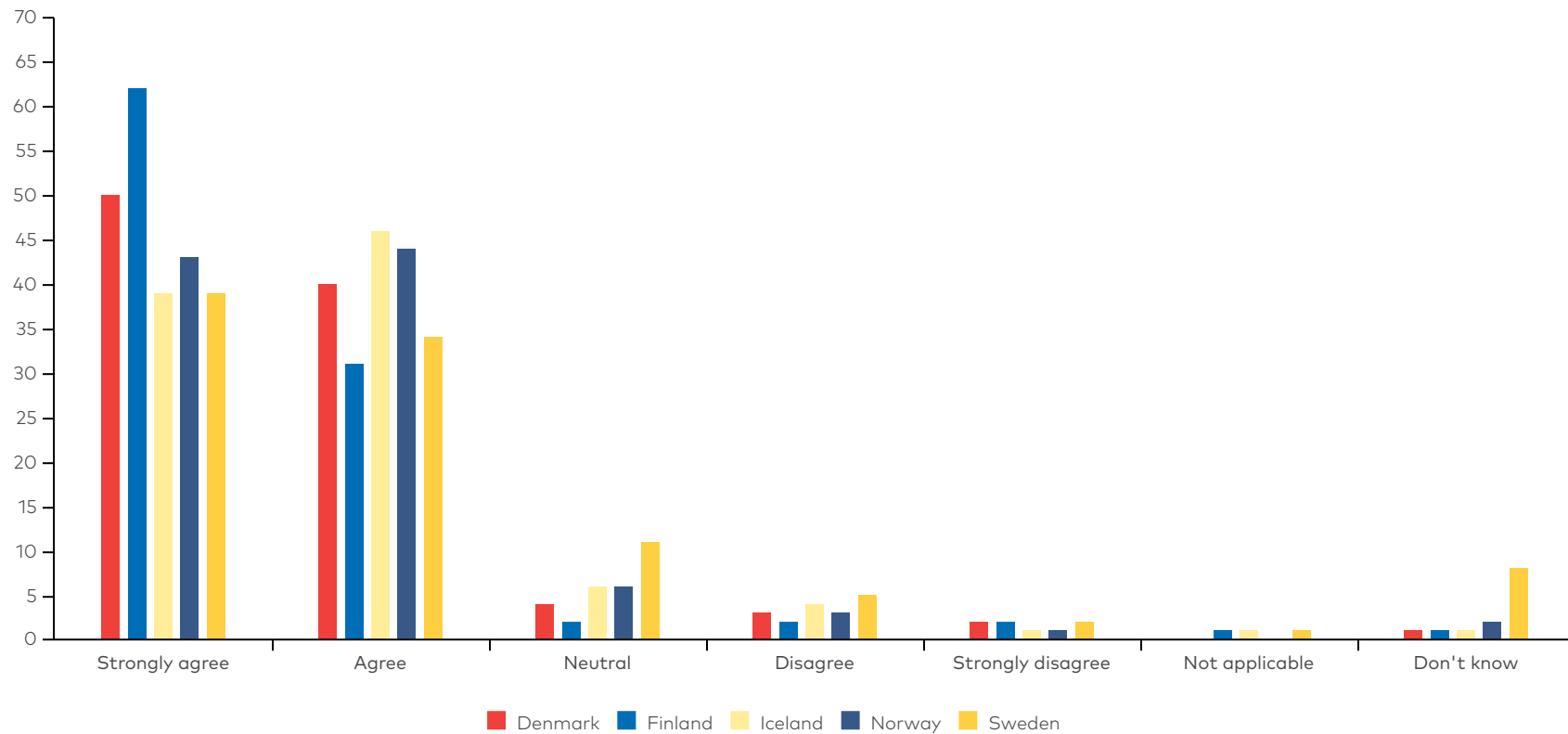


Figure 4.1.a I know where I can access my digital healthcare data online.

As seen in Table 4.1.a and Figure 4.1.a, the following number of citizens *Strongly agree* or *Agree*: 90% (Denmark), 93% (Finland), 85% (Iceland), 87% (Norway), and 74% (Sweden). Hence, based on these numbers and the relatively high number of Swedes answering *Neutral* or *Don't know*, it seems that a higher part of this population compared to the other Nordic countries have difficulties accessing their healthcare data online.

Cross tables – Denmark

Table 4.1.b I know where I can access my digital healthcare data online. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	102	10	59	6	6	1	3	0	9	1			1	0
30–39 years	48	5	80	8	7	1	11	1	4	0			1	0
40–49 years	66	6	89	9	10	1	4	0	3	0				
50–59 years	85	8	71	7	4	0	6	1	3	0	1	0		
60–69 years	91	9	49	5	7	1	4	0	1	0			1	0
70 years or more	118	12	54	5	5	0	5	0	5	0			4	0
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	241	24	232	23	16	2	14	1	6	1	1	0	2	0
Male	269	26	169	17	23	2	19	2	19	2			5	0
Do not wish to share that information			1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	24	2	13	1	2	0	1	0	4	0				

Secondary education (Matriculation exam etc.)	53	5	34	3	3	0	2	0	3	0				
Vocational education	72	7	48	5	4	0	1	0	4	0		2 0		
Short higher education (less than 3 years)	49	5	44	4	2	0	3	0	1	0				
Medium-length higher education (3–4 years)	163	16	125	12	7	1	8	1	6	1	1 0	3 0		
Longer higher education (over 4 years)	135	13	122	12	20	2	18	2	7	1		1 0		
PhD	14	1	16	2	1	0						1 0		
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	2	0			1	0	3	0				
Often	4	0	4	0	1	0	1	0						
Sometimes	11	1	18	2	6	1	4	0						
Rarely	49	5	65	6	10	1	8	1	4	0			1 0	
Never	439	43	310	30	22	2	17	2	14	1	1 0		2 0	
Not relevant, I do not use digital health services	1	0	2	0			1	0	4	0			3 0	
Don't know/do not remember	1	0	1	0			1	0					1 0	

N = 1017

Cross tables – Finland

Table 4.1.c I know where I can access my digital healthcare data online. Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	104	10	65	6	4	0	5	0			1	0	5	0
30–39 years	95	9	56	6	4	0	3	0					2	0
40–49 years	85	8	55	5	5	0	1	0	4	0	1	0		
50–59 years	114	11	47	5	4	0	4	0	3	0			1	0
60–69 years	116	11	43	4	1	0	2	0	3	0	2	0		
70 years or more	113	11	46	5	3	0	5	0	7	1	3	0	3	0
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	325	32	150	15	7	1	10	1	11	1	2	0	4	0
Male	296	29	155	15	14	1	9	1	6	1	4	0	7	1
Non-binary	4	0	6	1										
Do not wish to share that information	2	0	1	0			1	0			1	0		
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	50	5	25	2	3	0	1	0	6	1	5	0	2	0

Secondary education (Matriculation exam etc.)	53	5	39	4	3	0	3	0			4	0		
Vocational education	166	16	92	9	10	1	6	1	2	0	1	0		
Short higher education (less than 3 years)	93	9	40	4	2	0	5	0	1	0	1	0		
Medium-length higher education (3–4 years)	153	15	50	5	1	0	3	0	5	0	1	0		
Longer higher education (over 4 years)	98	10	63	6	2	0	2	0	3	0	2	0		
PhD	14	1	3	0										
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	3	0			2	0	4	0				
Often	10	1	8	1	2	0			1	0				
Sometimes	26	3	27	3	3	0	3	0			1	0	3	0
Rarely	97	10	92	9	5	0	6	1	1	0			3	0
Never	481	47	170	17	8	1	7	1	3	0			1	0
Not relevant, I do not use digital health services	4	0	5	0	1	0	2	0	6	1	5	0	3	0
Don't know/do not remember	2	0	7	1	2	0			2	0	1	0	1	0

N = 1015

Cross tables – Iceland

Table 4.1.d I know where I can access my digital healthcare data online. Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	66	7	128	13	12	1	6	1	1	0	1	0	1	0
30–39 years	69	7	100	10	10	1	12	1	2	0			2	0
40–49 years	72	7	71	7	10	1	10	1	6	1	1	0	1	0
50–59 years	76	8	56	6	17	2	3	0	2	0	1	0	1	0
60–69 years	65	6	58	6	6	1	6	1	2	0			4	0
70 years or more	51	5	58	6	8	1	8	1	2	0	4	0	4	0
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	206	20	255	25	26	3	22	2	5	0	5	0	6	1
Male	188	19	213	21	36	4	23	2	10	1	2	0	7	1
Non-binary	4	0	2	0	1	0								
Do not wish to share that information	1	0	1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	24	2	46	5	12	1	2	0	4	0	3	0	4	0
Youth education	28	3	20	2	4	0	3	0	1	0	1	0		

Vocational education	22	2	19	2	4	0	3	0	1	0				
Master's degree in industrial industry	22	2	21	2	4	0	4	0	1	0				
Matriculation exam	44	4	80	8	6	1	7	1		0		2	0	
Secondary education, other than Matriculation exam	40	4	33	3	9	1	5	0	1	0	2	0	4	0
Secondary education, technical school examination	14	1	16	2	2	0	3	0	2	0				
Bachelor's degree (BSc)	108	11	121	12	12	1	5	0	4	0	1	0	2	0
Master's degree, MSc	92	9	108	11	10	1	12	1	1	0			1	0
PhD	5	0	7	1			1	0						
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0			1	0	1	0	1	0	1	0
Often	3	0	6	1	3	0	4	0					1	0
Sometimes	9	1	23	2	9	1	6	1	2	0			1	0
Rarely	27	3	77	8	10	1	6	1					1	0
Never	353	35	356	35	36	4	25	2	10	1	1	0	5	0
Not relevant, I do not use digital health services	6	1	3	0	4	0	2	0	2	0	5	0	3	0
Don't know/do not remember			3	0	1	0	1	0					1	0

N = 1013

Cross tables – Norway

Table 4.1.e I know where I can access my digital healthcare data online. Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	64	6	110	11	17	2	8	1	3	0			2	0
30–39 years	65	6	84	8	15	1	9	1					1	0
40–49 years	66	6	89	9	5	0	3	0	3	0	1	0	2	0
50–59 years	77	8	71	7	12	1	9	1	3	0			4	0
60–69 years	79	8	48	5	8	1	5	0	3	0			2	0
70 years or more	82	8	48	5	9	1	1	0	1	0			7	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	218	21	230	23	30	3	15	1	5	0			9	1
Male	215	21	217	21	36	4	19	2	8	1	1	0	9	1
Non-binary			1	0			1	0						
Do not wish to share that information			2	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	13	1	18	2	9	1	3	0			1	0	1	0

Secondary education (Matriculation exam etc.)	51	5	55	5	8	1	6	1	5	0		4	0	
Vocational education	42	4	50	5	9	1	5	0	4	0		3	0	
Short higher education (less than 3 years)	65	6	68	7	3	0	5	0	1	0		3	0	
Medium-length higher education (3–4 years)	134	13	141	14	21	2	5	0	2	0		2	0	
Longer higher education (over 4 years)	122	12	111	11	15	1	11	1	1	0		5	0	
PhD	6	1	7	1	1	0								
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	3	0			1	0					1	0
Often	1	0	1	0	2	0	1	0	1	0			1	0
Sometimes	8	1	37	4	12	1	7	1	1	0			3	0
Rarely	62	6	80	8	14	1	4	0	6	1			5	0
Never	355	35	324	32	38	4	18	2	3	0			5	0
Not relevant, I do not use digital health services	4	0	5	0			2	0	1	0	1	0	3	0
Don't know/do not remember							2	0	1	0				

N = 1016

Cross tables – Sweden

Table 4.1.f I know where I can access my digital healthcare data online. Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	98	10	72	7	15	1	9	1	3	0	1	0	1	0
30–39 years	92	9	60	6	5	0	7	1	3	0			3	0
40–49 years	76	7	63	6	8	1	10	1	7	1	1	0	1	0
50–59 years	91	9	46	5	8	1	4	0	7	1	1	0	5	0
60–69 years	109	11	17	2	6	1	3	0	6	1	1	0	6	1
70 years or more	117	12	28	3	7	1	6	1	5	0	3	0	6	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	318	31	137	13	18	2	14	1	8	1	2	0	8	1
Male	263	26	144	14	29	3	25	2	23	2	5	0	14	1
Non-binary			4	0	1	0								
Do not wish to share that information	2	0	1	0	1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	40	4	23	2	2	0	4	0	4	0	2	0	3	0

Secondary school	256	25	125	12	27	3	16	2	17	2	1	0	7	1
University/ College	280	28	131	13	20	2	19	2	9	1	4	0	12	1
PhD	7	1	7	1					1	0				
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	2	0							1	0		
Often	10	1	8	1	3	0	2	0	1	0			1	0
Sometimes	23	2	22	2	6	1	3	0	2	0			3	0
Rarely	55	5	56	6	17	2	10	1	5	0			3	0
Never	487	48	193	19	22	2	22	2	20	2	2	0	12	1
Not relevant, I do not use digital health services	4	0	3	0			1	0	1	0	4	0	3	0
Don't know/do not remember	2	0	2	0	1	0	1	0	2	0				

N = 1017

4.2 Access to digital healthcare data

Table 4.2.a and Figure 4.2.a show the distribution of answers to question 7, where citizens were asked whether they have sufficient access to their digital healthcare data online.

Table 4.2.a I have sufficient access to my digital healthcare data online.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	478	47	558	55	253	25	365	36	522	51
Agree	365	36	348	34	423	42	421	41	280	28
Neutral	62	6	35	3	139	14	103	10	60	6
Disagree	35	3	29	3	112	11	52	5	39	4
Strongly disagree	14	1	14	1	33	3	22	2	22	2
Not applicable	3	0	10	1	6	1	5	0	11	1
Don't know	60	6	21	2	47	5	48	5	83	8
Total	1017	100	1015	100	1013	100	1016	100	1017	100

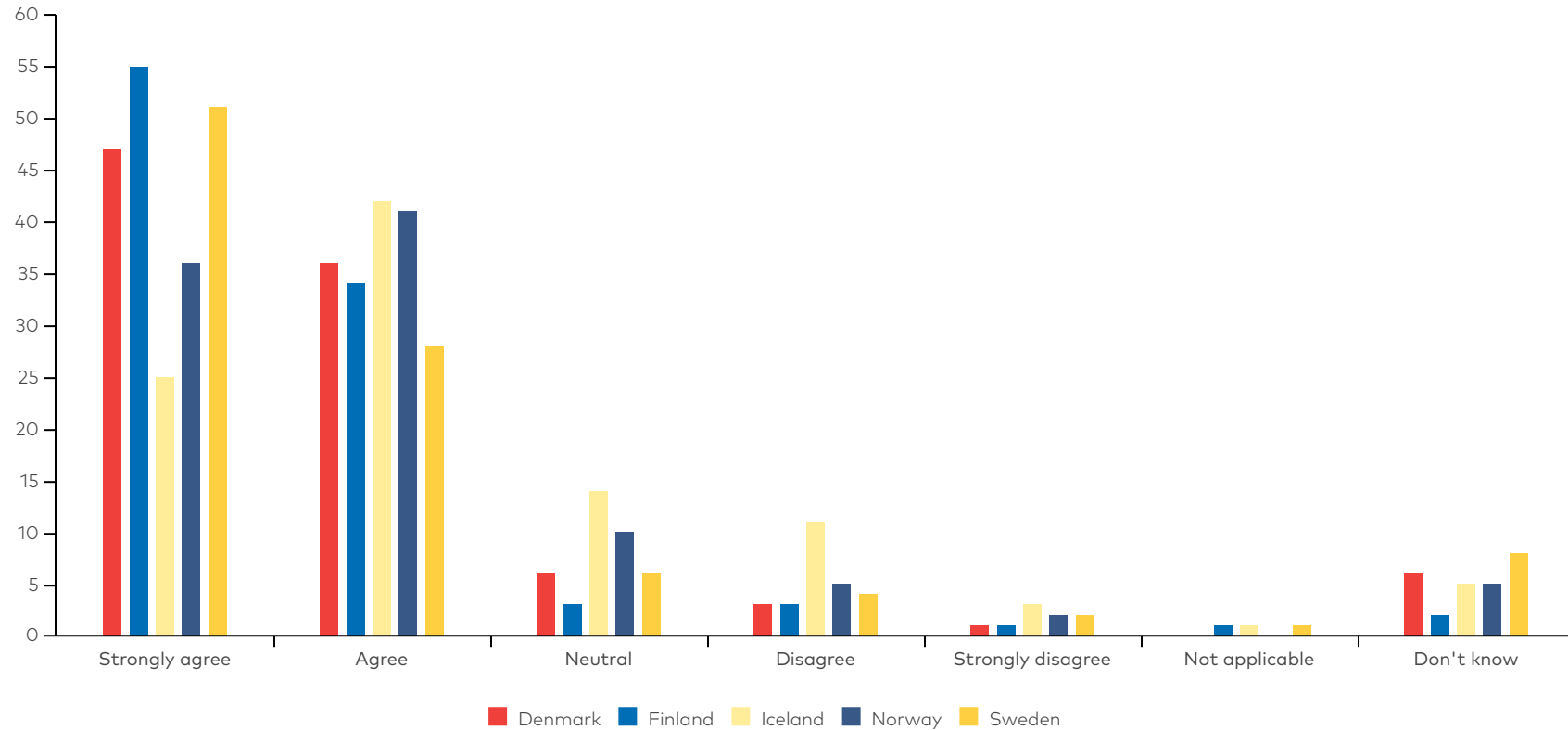


Figure 4.2.a I have sufficient access to my digital healthcare data online.

According to Figure 4.2.a. the following percentage of citizens *Strongly agree* or *Agree* that they have sufficient access to their digital healthcare data online: Denmark 83%, Finland 89%, Iceland 67%, Norway 77% and Sweden 79%. Hence, Iceland stands out as the country where citizens to the highest degree would like to attain increased access to their digital healthcare data online.

Cross tables – Denmark

Table 4.2.b I have sufficient access to my digital healthcare data online. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	100	10	53	5	12	1	3	0	3	0			9	1
30–39 years	54	5	64	6	13	1	7	1	3	0			10	1
40–49 years	57	6	80	8	9	1	9	1	3	0	1	0	13	1
50–59 years	84	8	53	5	16	2	6	1	2	0			9	1
60–69 years	80	8	56	6	4	0	6	1	1	0			6	1
70 years or more	103	10	59	6	8	1	4	0	2	0	2	0	13	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	233	23	198	19	22	2	21	2	4	0	2	0	32	3
Male	245	24	166	16	40	4	14	1	10	1	1	0	28	3
Do not wish to share that information			1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	20	2	13	1	3	0	2	0	2	0			4	0

Secondary education (Matriculation exam etc.)	51	5	29	3	7	1	3	0	1	0		4	0	
Vocational education	65	6	44	4	5	0	5	0	1	0	2	0	9	1
Short higher education (less than 3 years)	50	5	38	4	6	1	2	0	2	0			1	0
Medium-length higher education (3–4 years)	150	15	116	11	14	1	11	1	1	0			21	2
Longer higher education (over 4 years)	125	12	114	11	26	3	11	1	7	1	1	0	19	2
PhD	17	2	11	1	1	0	1	0			0		2	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	2	0					2	0			2	0
Often	4	0	2	0	1	0	3	0						
Sometimes	5	0	21	2	7	1	2	0	1	0			3	0
Rarely	48	5	52	5	16	2	7	1	2	0			12	1
Never	412	41	287	28	37	4	23	2	9	1	1	0	36	4
Not relevant, I do not use digital health services	2	0	1	0	1	0					2	0	5	0
Don't know/do not remember	2	0											2	0

N = 1017

Cross tables – Finland

Table 4.2.c I have sufficient access to my digital healthcare data online. Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	100	10	61	6	8	1	7	1	3	0			5	0
30–39 years	86	8	56	6	8	1	4	0	1	0			5	0
40–49 years	73	7	63	6	4	0	7	1	3	0			1	0
50–59 years	93	9	63	6	6	1	4	0	3	0			4	0
60–69 years	99	10	53	5	5	0	3	0	1	0	4	0	2	0
70 years or more	107	11	52	5	4	0	4	0	3	0	6	1	4	0
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	282	28	177	17	15	1	12	1	8	1	5	0	10	1
Male	272	27	162	16	19	2	16	2	6	1	5	0	11	1
Non-binary	3	0	6	1			1	0						
Do not wish to share that information	1	0	3	0	1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	50	5	22	2	3	0	2	0	5	0	6	1	4	0

Secondary education (Matriculation exam etc.)	54	5	36	4	4	0	3	0		0		5	0	
Vocational education	150	15	97	10	12	1	12	1	5	0		2	0	
Short higher education (less than 3 years)	79	8	49	5	4	0	5	0	1	0	2	0	2	0
Medium-length higher education (3–4 years)	129	13	67	7	7	1	6	1	2	0		3	0	
Longer higher education (over 4 years)	85	8	71	7	5	0	1	0	1	0	2	0	5	0
PhD	11	1	6	1										
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	6	1	2	0	1	0	4	0	1	0			2	0
Often	7	1	9	1	2	0	2	0			1	0		
Sometimes	21	2	30	3	6	1	3	0	1	0	1	0	1	0
Rarely	97	10	80	8	9	1	9	1	3	0	1	0	5	0
Never	416	41	219	22	13	1	10	1	4	0	1	0	7	1
Not relevant, I do not use digital health services	8	1	1	0	1	0			5	0	6	1	5	0
Don't know/do not remember	3	0	7	1	3	0	1	0					1	0

N = 1015

Cross tables – Iceland

Table 4.2.d I have sufficient access to my digital healthcare data online. Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	46	5	114	11	21	2	24	2	4	0			6	1
30–39 years	42	4	89	9	23	2	25	2	7	1			9	1
40–49 years	39	4	56	6	32	3	25	2	8	1	1	0	10	1
50–59 years	42	4	54	5	27	3	17	2	9	1	1	0	6	1
60–69 years	46	5	53	5	19	2	12	1	3	0			8	1
70 years or more	38	4	57	6	17	2	9	1	2	0	4	0	8	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	125	12	222	22	64	6	72	7	16	2	5	0	21	2
Male	124	12	199	20	75	7	38	4	17	2	1	0	25	2
Non-binary	4	0	1	0			1	0					1	0
Do not wish to share that information			1	0			1	0						
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	20	2	42	4	10	1	8	1	4	0	2	0	9	1
Youth education	20	2	22	2	6	1	3	0	1	0	2	0	3	0

Vocational education	15	1	21	2	8	1	4	0			1	0		
Master's degree in industrial industry	13	1	25	2	7	1	5	0	1	0	1	0		
Matriculation exam	32	3	59	6	17	2	22	2	4	0	5	0		
Secondary education, other than Matriculation exam	27	3	29	3	14	1	16	2	2	0	2	0		
Secondary education, technical school examination	10	1	13	1	5	0	3	0	3	0	3	0		
Bachelor's degree (BSc)	65	6	110	11	37	4	19	2	10	1	12	1		
Master's degree, MSc	48	5	98	10	33	3	30	3	6	1	9	1		
PhD	3	0	4	0	2	0	2	0	2	0				
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	1	0	2	0	1	0	2	0	1	0		
Often	3	0	8	1	1	0	4	0					1	0
Sometimes	8	1	18	2	12	1	8	1	1	0			3	0
Rarely	20	2	63	6	22	2	12	1	1	0			3	0
Never	219	22	326	32	97	10	87	9	28	3			29	3
Not relevant, I do not use digital health services	2	0	6	1	4	0			1	0	5	0	7	1
Don't know/do not remember			1	0	1	0							4	0

N = 1013

Cross tables – Norway

Table 4.2.e I have sufficient access to my digital healthcare data online. Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	70	7	79	8	27	3	13	1	2	0			13	1
30–39 years	43	4	86	8	19	2	11	1	5	0	1	0	9	1
40–49 years	45	4	87	9	19	2	6	1	4	0	2	0	6	1
50–59 years	65	6	71	7	18	2	10	1	2	0	1	0	9	1
60–69 years	74	7	44	4	12	1	6	1	6	1			3	0
70 years or more	68	7	54	5	8	1	6	1	3	0	1	0	8	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	178	18	218	21	51	5	32	3	8	1	2	0	18	2
Male	187	18	200	20	52	5	20	2	14	1	3	0	29	3
Non-binary			1	0									1	0
Do not wish to share that information			2	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	12	1	14	1	7	1	6	1	2	0	1	0	3	0

Secondary education (Matriculation exam etc.)	44	4	51	5	17	2	3	0	3	0			11	1
Upper secondary school - vocational subjects	34	3	53	5	10	1	8	1	2	0	2	0	4	0
Vocational training (skilled worker, craftsman)	50	5	64	6	15	1	5	0	1	0	1	0	9	1
Medium-length higher education (3–4 years)	125	12	124	12	23	2	17	2	8	1	1	0	7	1
Longer higher education (over 4 years)	95	9	108	11	30	3	13	1	5	0			14	1
PhD	5	0	7	1	1	0			1	0				
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	1	0	1	0			1	0	1	0	1	0
Often	2	0	2	0									3	0
Sometimes	8	1	28	3	12	1	9	1	3	0			8	1
Rarely	53	5	77	8	14	1	14	1	5	0			8	1
Never	297	29	308	30	75	7	25	2	11	1	2	0	25	2
Not relevant, I do not use digital health services	2	0	5	0	1	0	2	0	2	0	2	0	2	0
Don't know/do not remember							2	0					1	0

N = 1016

Cross tables – Sweden

Table 4.2.f I have sufficient access to my digital healthcare data online. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	98	10	61	6	14	1	9	1	4	0	1	0	12	1
30–39 years	75	7	56	6	13	1	10	1	3	0			13	1
40–49 years	72	7	55	5	10	1	7	1	1	0	2	0	19	2
50–59 years	87	9	39	4	9	1	6	1	6	1	3	0	12	1
60–69 years	93	9	27	3	8	1	2	0	4	0	2	0	12	1
70 years or more	97	10	42	4	6	1	5	0	4	0	3	0	15	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	275	27	154	15	16	2	15	1	9	1	6	1	30	3
Male	244	24	125	12	42	4	22	2	13	1	4	0	53	5
Non-binary			1	0	1	0	2	0			1	0		
Do not wish to share that information	3	0			1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	39	4	17	2	4	0	2	0	5	0	2	0	9	1

Secondary school	238	23	119	12	33	3	15	1	11	1	3	0	30	3
University/ College	241	24	138	14	23	2	20	2	6	1	6	1	41	4
PhD	4	0	6	1			2	0					3	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	2	0			1	0			1	0		
Often	9	1	7	1	3	0	2	0					4	0
Sometimes	19	2	23	2	6	1	1	0	2	0			8	1
Rarely	57	6	47	5	17	2	7	1	9	1			9	1
Never	429	42	197	19	34	3	26	3	10	1	7	1	55	5
Not relevant, I do not use digital health services	5	0	3	0			1	0			3	0	4	0
Don't know/do not remember	2	0	1	0			1	0	1	0			3	0

N = 1017

4.3 Comprehension of digital healthcare data

The answers to question 8, where citizens are asked whether they find it easy to understand the information available to them when accessing their digital healthcare data online, are displayed in Table 4.3.a and Figure 4.3.a.

Table 4.3.a I find it easy to understand the information available to me when accessing my digital healthcare data online.

Need for assistance with IT	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	303	30	392	39	262	26	338	33	392	39
Agree	413	41	446	44	486	48	449	44	350	34
Neutral	144	14	65	6	151	15	130	13	115	11
Disagree	91	9	64	6	62	6	41	4	49	5
Strongly disagree	28	3	14	1	17	2	20	2	24	2
Not applicable	10	1	14	1	7	1	7	1	6	1
Don't know	28	3	20	2	28	3	31	3	81	8
Total	1017	100	1015	100	1013	100	1016	100	1017	100

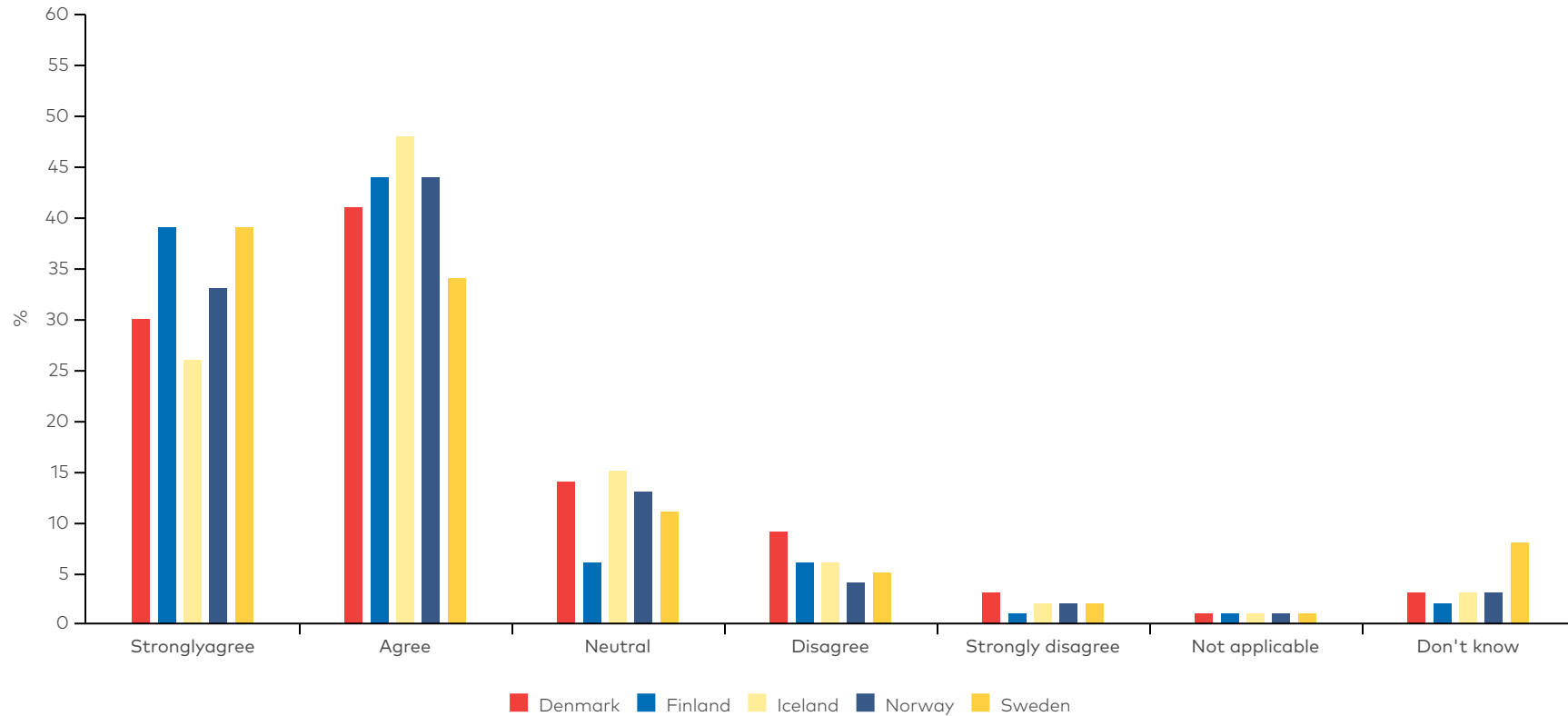


Figure 4.3.a I find it easy to understand the information available to me when accessing my digital healthcare data online.

As seen in Figure 4.3.a, 71% of the citizens in Denmark, 83% in Finland, 74% in Iceland, 77% in Norway, and 83% in Sweden *Strongly agree* or *Agree* that it is easy to understand the information available when accessing digital healthcare data online. Hence, relatively, it seems that Danes are the ones having the most difficulties understanding their digital healthcare data online.

Cross tables – Denmark

Table 4.3.b I find it easy to understand the information available to me when accessing my digital healthcare data online. Danish answers crossed with age, gender, education, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	69	7	54	5	21	2	17	2	11	1	2	0	6	1
30–39 years	32	3	65	6	30	3	14	1	5	0	1	0	4	0
40–49 years	34	3	77	8	31	3	21	2	3	0	1	0	5	0
50–59 years	53	5	71	7	24	2	14	1	3	0	1	0	4	0
60–69 years	48	5	66	6	19	2	13	1	3	0	2	0	2	0
70 years or more	67	7	80	8	19	2	12	1	3	0	3	0	7	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	134	13	222	22	81	8	46	5	10	1	4	0	15	1
Male	169	17	190	19	63	6	45	4	18	2	6	1	13	1
Do not wish to share that information			1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	17	2	5	0	9	1	6	1	4	0	1	0	2	0

Secondary education (Matriculation exam etc.)	29	3	38	4	13	1	11	1	3	0		1	0	
Vocational education	42	4	55	5	17	2	8	1	3	0	2	0	4	0
Short higher education (less than 3 years)	28	3	41	4	17	2	6	1	5	0			2	0
Medium-length higher education (3–4 years)	96	9	141	14	39	4	22	2		0	4	0	11	1
Longer higher education (over 4 years)	78	8	120	12	45	4	37	4	13	1	3	0	7	1
PhD	13	1	13	1	4	0	1	0					1	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	1	0			1	0	3	0			1	0
Often	1	0	5	0	1	0	2	0	1	0				
Sometimes	2	0	19	2	6	1	9	1	2	0			1	0
Rarely	26	3	62	6	26	3	13	1	3	0	1	0	6	1
Never	267	26	326	32	109	11	66	6	18	2	5	0	14	1
Not relevant, I do not use digital health services	1	0			1	0			1	0	4	0	4	0
Don't know/do not remember	1	0			1	0							2	0

N = 1017

Cross tables – Finland

Table 4.3.c I find it easy to understand the information available to me when accessing my digital healthcare data online. Finnish answers crossed with age, gender, education, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	72	7	80	8	10	1	10	1	5	0			7	1
30–39 years	66	7	73	7	13	1	5	0					3	0
40–49 years	51	5	70	7	10	1	14	1	3	0	1	0	2	0
50–59 years	67	7	76	7	10	1	14	1	3	0	1	0	2	0
60–69 years	60	6	78	8	12	1	11	1	1	0	4	0	1	0
70 years or more	76	7	69	7	10	1	10	1	2	0	8	1	5	0
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	214	21	212	21	27	3	35	3	6	1	8	1	7	1
Male	173	17	230	23	35	3	28	3	7	1	6	1	12	1
Non-binary	4	0	3	0	1	0	1	0	1	0				
Do not wish to share that information	1	0	1	0	2	0							1	0
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	26	3	34	3	5	0	12	1	2	0	8	1	5	0

Secondary education (Matriculation exam etc.)	31	3	51	5	9	1	5	0	2	0		4	0	
Vocational education	109	11	118	12	24	2	17	2	3	0	1	0	6	1
Short higher education (less than 3 years)	49	5	69	7	6	1	12	1	1	0	3	0	2	0
Medium-length higher education (3–4 years)	102	10	90	9	8	1	8	1	3	0	1	0	2	0
Longer higher education (over 4 years)	61	6	82	8	12	1	10	1	3	0	1	0	1	0
PhD	14	1	2	0	1	0								
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	6	1	1	0	2	0	2	0	1	0	2	0	2	0
Often	6	1	7	1	4	0	3	0	1	0				
Sometimes	15	1	31	3	6	1	8	1	1	0	1	0	1	0
Rarely	52	5	108	11	13	1	19	2	6	1	1	0	5	0
Never	303	30	293	29	36	4	32	3	3	0			3	0
Not relevant, I do not use digital health services	7	1	2	0	1	0			2	0	10	1	4	0
Don't know/do not remember	3	0	4	0	3	0							5	0

N = 1015

Cross tables – Iceland

Table 4.3.d I find it easy to understand the information available to me when accessing my digital healthcare data online. Icelandic answers crossed with age, gender, education, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	55	5	110	11	34	3	11	1	1	0			4	0
30–39 years	43	4	99	10	26	3	17	2	4	0	1	0	5	0
40–49 years	46	5	80	8	22	2	13	1	4	0	1	0	5	0
50–59 years	47	5	73	7	21	2	6	1	4	0	2	0	3	0
60–69 years	42	4	62	6	22	2	9	1	2	0			4	0
70 years or more	29	3	62	6	26	3	6	1	2	0	3	0	7	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	157	15	249	25	63	6	36	4	7	1	4	0	9	1
Male	103	10	234	23	87	9	23	2	10	1	3	0	19	2
Non-binary	2	0	1	0	1	0	3	0						
Do not wish to share that information			2	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	12	1	42	4	23	2	9	1	5	0	2	0	2	0
Youth education	18	2	20	2	7	1	4	0	3	0	2	0	3	0

Vocational education	9	1	27	3	7	1	3	0		1	0	2	0	
Master's degree in industrial industry	13	1	23	2	10	1	2	0	2	0		2	0	
Matriculation exam	29	3	76	8	15	1	14	1	1	0	1	0	3	0
Secondary education, other than Matriculation exam	23	2	40	4	18	2	8	1	1	0	1	0	3	0
Secondary education, technical school examination	11	1	14	1	6	1	3	0	1	0		2	0	
Bachelor's degree (BSc)	78	8	133	13	26	3	8	1	3	0		5	0	
Master's degree, MSc	64	6	106	10	37	4	10	1	1	0		6	1	
PhD	5	0	5	0	2	0	1	0						
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	1	0	1	0	1	0	1	0			1	0
Often	1	0	7	1	5	0	4	0						
Sometimes	6	1	19	2	13	1	9	1	3	0				
Rarely	16	2	63	6	27	3	10	1	1	0			4	0
Never	234	23	391	39	99	10	38	4	11	1	1	0	12	1
Not relevant, I do not use digital health services	2	0	5	0	4	0			1	0	5	0	8	1
Don't know/do not remember					2	0					1	0	3	0

N = 1013

Cross tables – Norway

Table 4.3.e I find it easy to understand the information available to me when accessing my digital healthcare data online. Danish answers crossed with age, gender, education, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	61	6	89	9	36	4	9	1	4	0			5	0
30–39 years	52	5	78	8	26	3	12	1	2	0	1	0	3	0
40–49 years	57	6	79	8	15	1	5	0	4	0	2	0	7	1
50–59 years	57	6	73	7	32	3	5	0	2	0	2	0	5	0
60–69 years	54	5	64	6	11	1	6	1	4	0	1	0	5	0
70 years or more	57	6	66	6	10	1	4	0	4	0	1	0	6	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	176	17	222	22	63	6	26	3	5	0	2	0	13	1
Male	161	16	226	22	66	6	14	1	15	1	5	0	18	2
Non-binary			1	0			1	0						
Do not wish to share that information	1	0			1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	9	1	21	2	8	1	4	0			1	0	2	0

Secondary education (Matriculation exam etc.)	39	4	53	5	23	2	5	0	4	0		5	0	
Vocational education	31	3	47	5	18	2	6	1	3	0	2	0	6	1
Short higher education (less than 3 years)	47	5	59	6	19	2	10	1	2	0	3	0	5	0
Medium-length higher education (3–4 years)	112	11	136	13	39	4	6	1	7	1	1	0	4	0
Longer higher education (over 4 years)	95	9	125	12	23	2	9	1	4	0			9	1
PhD	5	0	8	1			1	0						0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0	1	0			3	0				
Often	2	0	1	0			1	0					3	0
Sometimes	10	1	24	2	14	1	12	1	5	0	1	0	2	0
Rarely	40	4	84	8	32	3	7	1	1	0			7	1
Never	282	28	334	33	79	8	20	2	11	1	3	0	14	1
Not relevant, I do not use digital health services	3	0	3	0	2	0	1	0			3	0	4	0
Don't know/do not remember					2	0							1	0

N = 1016

Cross tables – Sweden

Table 4.3.f I find it easy to understand the information available to me when accessing my digital healthcare data online. Swedish answers crossed with age, gender, education, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	79	8	66	6	26	3	16	2	5	0			7	1
30–39 years	65	6	57	6	22	2	8	1	6	1			12	1
40–49 years	45	4	69	7	19	2	9	1	3	0			21	2
50–59 years	61	6	53	5	21	2	6	1	2	0	2	0	17	2
60–69 years	78	8	42	4	11	1	2	0	3	0	3	0	9	1
70 years or more	64	6	63	6	16	2	8	1	5	0	1	0	15	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	209	21	180	18	53	5	21	2	11	1	1	0	30	3
Male	181	18	168	17	59	6	27	3	12	1	5	0	51	5
Non-binary			1	0	2	0	1	0	1	0				
Do not wish to share that information	2	0	1	0	1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	28	3	22	2	8	1	5	0	3	0	1	0	11	1

Secondary school	168	17	159	16	57	6	25	2	10	1	4	0	26	3
University/ College	190	19	166	16	46	5	19	2	11	1	1	0	42	4
PhD	6	1	3	0	4	0							2	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0									1	0
Often	5	0	8	1	3	0	3	0	3	0			3	0
Sometimes	15	1	19	2	10	1	5	0	3	0			7	1
Rarely	38	4	58	6	20	2	12	1	9	1			9	1
Never	330	32	253	25	81	8	29	3	9	1	3	0	53	5
Not relevant, I do not use digital health services	2	0	6	1							3	0	5	0
Don't know/do not remember	1	0	3	0	1	0							3	0

N = 1017

5 Use of Digital Healthcare Services

5.1 Use of healthcare services – Institution types

In question 9 respondents were asked which type of healthcare services they had been in digital contact with during the last 12 months. To ensure that response options were relevant they were tailored to the national contexts.

Multiple answers were allowed per participant; consequently, the percentage is calculated by the number of participants (N) and not the number of answers chosen, for each country.

Denmark

Table 5.1.a During the last 12 months, which type of healthcare services have you been in digital contact with? (Denmark)

	Freq	%
General practitioner	788	77
Hospital	432	42
Specialist doctor	252	25
Outpatient clinic	170	17
I have not been in digital contact with the healthcare services during the last 12 months	143	14
Others	43	4
Health centre	39	4
Municipal health centre	36	4
Home care	17	2
Don't know	9	1
N	1017	

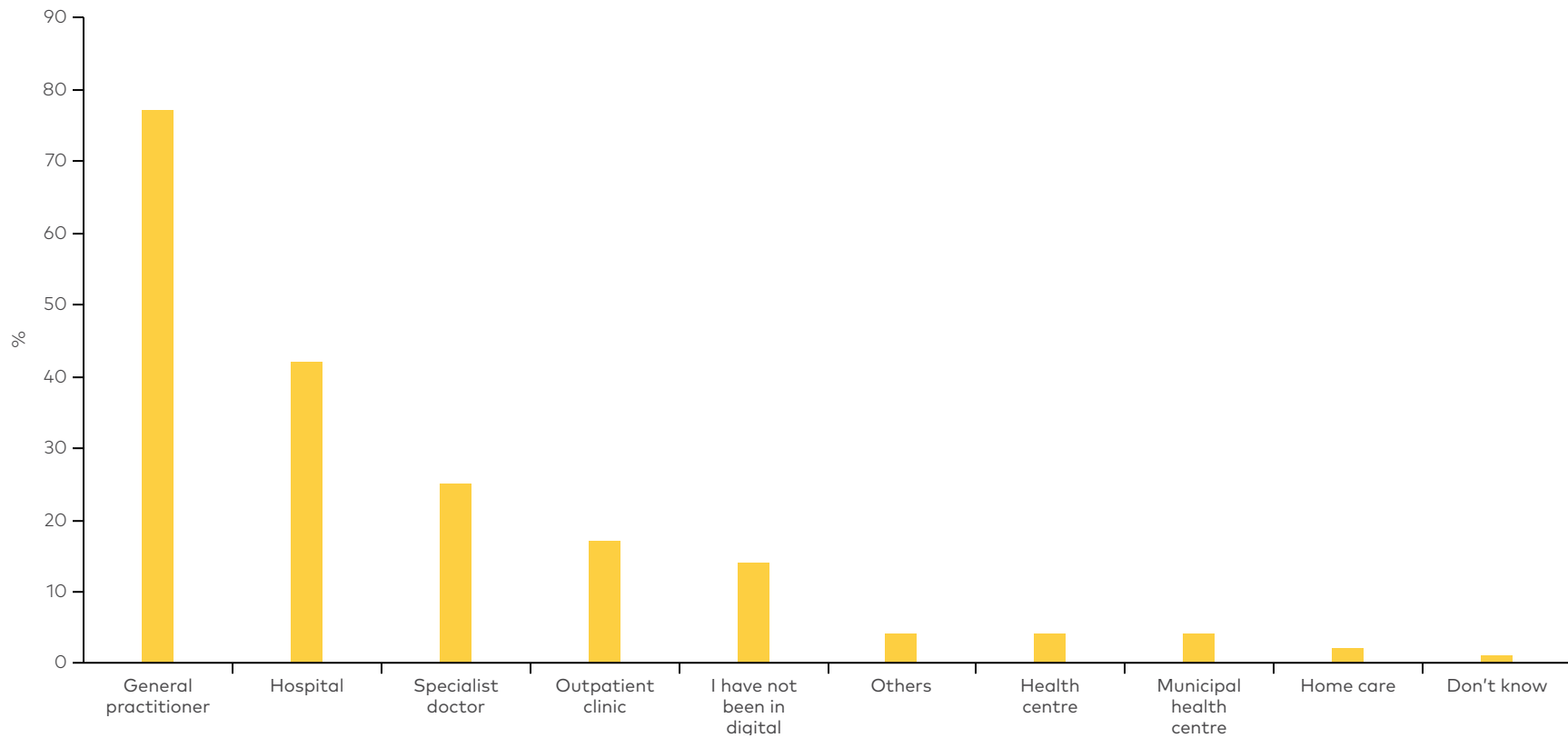


Figure 5.1.a During the last 12 months, which type of healthcare services have you been in digital contact with? (Denmark)

Cross tables

Table 5.1.b During the last 12 months, which type of healthcare services have you been in digital contact with? Danish answers crossed with age, gender, education level, region of residence, and need for assistance when using digital health services.

Age	Hospital		Out-patient clinic		General practitioner		Specialist doctor		Health centre		Home care		Municipal health centre		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	52	5	13	1	124	12	37	4	6	1	3	0	1	0	4	0	34	3	5	0
30–39 years	61	6	18	2	125	12	42	4	11	1	2	0	6	1	7	1	18	2	3	0
40–49 years	77	8	31	3	133	13	39	4	3	0			3	0	12	1	28	3		
50–59 years	69	7	36	4	125	12	45	4	9	1	1	0	6	1	4	0	25	2	1	0
60–69 years	72	7	30	3	127	12	39	4	5	0	5	0	10	1	7	1	18	2		
70 years or more	102	10	42	4	154	15	50	5	5	0	6	1	10	1	9	1	20	2		
Gender	Hospital		Out-patient clinic		General practitioner		Specialist doctor		Health centre		Home care		Municipal health centre		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	229	23	95	9	427	42	137	13	18	2	8	1	23	2	20	2	52	5	3	0
Male	204	20	74	7	360	35	114	11	21	2	9	1	13	1	23	2	91	9	6	1
Do not wish to share that information			1	0	1	0	1	0												

Education level	Hospital		Out-patient clinic		General practitioner		Specialist doctor		Health centre		Home care		Municipal health centre		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	16	2	3	0	26	3	9	1	1	0	3	0	2	0			12	1	1	0
Secondary education (Matriculation exam etc.)	35	3	9	1	71	7	21	2	4	0	2	0	2	0	8	1	13	1	1	0
Vocational education	53	5	12	1	94	9	26	3	7	1	2	0	6	1	6	1	22	2	6	1
Short higher education (less than 3 years)	52	5	19	2	81	8	23	2	3	0	4	0	3	0	2	0	14	1		
Medium-length higher education (3–4 years)	133	13	68	7	251	25	86	8	9	1	3	0	14	1	10	1	40	4	1	0
Longer higher education (over 4 years)	131	13	49	5	242	24	77	8	13	1	3	0	8	1	16	2	37	4		
PhD	13	1	10	1	23	2	10	1	2	0			1	0	1	0	5	0		
Region of residence	Hospital		Out-patient clinic		General practitioner		Specialist doctor		Health centre		Home care		Municipal health centre		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	148	15	55	5	262	26	97	10	11	1	4	0	13	1	19	2	40	4	2	0
Region Midtjylland	99	10	24	2	185	18	56	6	14	1	8	1	10	1	10	1	30	3	1	0
Region Nordjylland	32	3	12	1	65	6	20	2	4	0			2	0	4	0	24	2	1	0
Region Sjælland	75	7	36	4	110	11	44	4	4	0	2	0	5	0	7	1	16	2	3	0
Region Syddanmark	79	8	43	4	166	16	35	3	6	1	3	0	6	1	3	0	33	3	2	0

Need for assistance when using digital health services	Hospital		Out-patient clinic		General practitioner		Specialist doctor		Health centre		Home care		Municipal health centre		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	2	0	7	1	2	0			1	0					4	0		
Often	5	0	1	0	8	1	6	1	1	0					1	0	1	0		
Sometimes	21	2	6	1	34	3	9	1	1	0	5	0	4	0			5	0		
Rarely	59	6	26	3	103	10	31	3	7	1	5	0	14	1	9	1	21	2	3	0
Never	344	34	135	13	633	62	204	20	29	3	6	1	18	2	33	3	102	10	6	1
Not relevant, I do not use digital health services					1	0											10	1		
Don't know/do not remember	2	0			2	0			1	0										

N = 1017

Finland

Table 5.1.c During the last 12 months, which type of healthcare services have you been in digital contact with? (Finland)

	Freq	%
Private healthcare service provider (including both private general practitioners and specialists)	443	44
Public sector social and health centre	387	38
Public sector hospital	319	31
Public sector outpatient clinic	288	28
I have not been in digital contact with the healthcare services during the last 12 months	163	16
Don't know	27	3
Other	23	2
Public sector home care	19	2
N	1015	

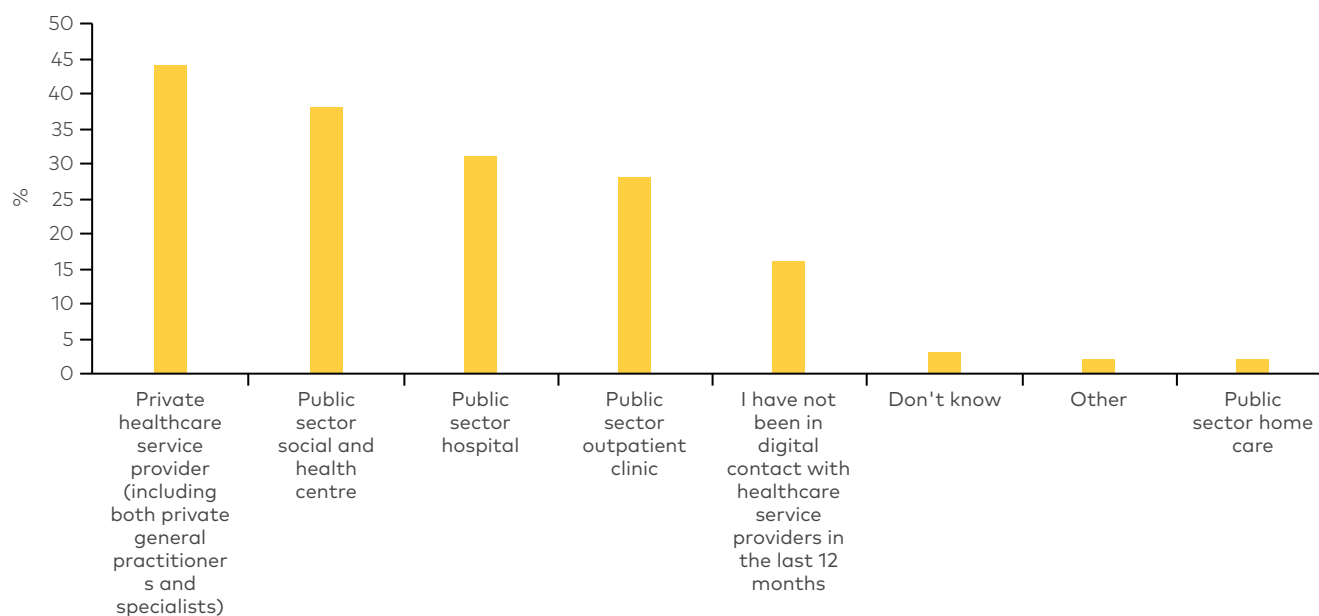


Figure 5.1.b During the last 12 months, which type of healthcare services have you been in digital contact with? (Finland)

Cross tables

Table 5.1.d During the last 12 months, which type of healthcare services have you been in digital contact with? Finnish answers crossed with age, gender, education level, region of residence, and need for assistance when using digital health services.

Age	Private healthcare service provider (including both private general practitioners and specialists)		Public sector social and health centre		Public sector hospital		Public sector outpatient clinic		Public sector home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	79	8	67	7	59	6	42	4	5	0	4	0	23	2	10	1
30–39 years	91	9	64	6	54	5	48	5			2	0	17	2	4	0
40–49 years	87	9	44	4	44	4	39	4	4	0	6	1	19	2	9	1
50–59 years	96	9	53	5	55	5	41	4	1	0	4	0	26	3	3	0
60–69 years	51	5	75	7	57	6	51	5	1	0	3	0	31	3		
70 years or more	39	4	84	8	50	5	67	7	8	1	4	0	47	5	1	0
Gender	Private healthcare service provider (including both private general practitioners and specialists)		Public sector social and health centre		Public sector hospital		Public sector outpatient clinic		Public sector home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	235	23	224	22	150	15	143	14	4	0	9	1	77	8	12	1
Male	205	20	154	15	163	16	137	13	15	1	13	1	85	8	14	1
Non-binary	2	0	6	1	5	0	7	1					1	0		
Do not wish to share that information	1	0	3	0	1	0	1	0			1	0			1	0

Education level	Private healthcare service provider (including both private general practitioners and specialists)		Public sector social and health centre		Public sector hospital		Public sector outpatient clinic		Public sector home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	15	1	27	3	30	3	25	2	3	0			28	3	6	1
Secondary education (Matriculation exam etc.)	48	5	46	5	34	3	22	2	2	0	1	0	14	1	5	0
Vocational education	108	11	93	9	86	8	79	8	5	0	7	1	44	4	12	1
Short higher education (less than 3 years)	46	5	60	6	49	5	48	5	1	0	4	0	25	2	1	0
Medium-length higher education (3-4 years)	120	12	84	8	61	6	60	6	3	0	8	1	28	3	1	0
Longer higher education (over 4 years)	99	10	68	7	53	5	49	5	4	0	3	0	21	2	2	0
PhD	7	1	9	1	6	1	5	0	1	0			3	0		

Region of residence	Private healthcare service provider (including both private general practitioners and specialists)		Public sector social and health centre		Public sector hospital		Public sector outpatient clinic		Public sector home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	13	1	9	1	11	1	11	1	1	0			6	1	1	0
South Ostrobothnia wellbeing services county	15	1	15	1	12	1	12	1	1	0	2	0	5	0	2	0
South Savo wellbeing services county	6	1	9	1	6	1	8	1		0			5	0		
City of Helsinki	67	7	66	7	36	4	36	4	1	0	3	0	20	2	3	0
East Uusimaa wellbeing services county	5	0	7	1	1	0	2	0	1	0	1	0	1	0		
Kainuu wellbeing services county	1	0	3	0	4	0	6	1					2	0		
Kanta-Häme wellbeing services county	13	1	17	2	16	2	18	2	1	0			5	0		
Central Ostrobothnia wellbeing services county	3	0	3	0	3	0	1	0							1	0
Central Finland wellbeing services county	20	2	15	1	19	2	10	1			1	0	13	1		
Central Uusimaa wellbeing services county	18	2	18	2	12	1	11	1	2	0			8	1	2	0

Kymenlaakso wellbeing services county	9	1	5	0	8	1	12	1			2	0	5	0	1	0
Lapland wellbeing services county	11	1	4	0	10	1	7	1			1	0	2	0	1	0
West Uusimaa wellbeing services county	45	4	25	2	20	2	21	2			1	0	11	1	1	0
Pirkanmaa wellbeing services county	46	5	33	3	31	3	27	3	1	0	4	0	13	1	2	0
Ostrobothnia wellbeing services county	7	1	7	1	12	1	4	0	1	0			4	0		
North Karelia wellbeing services county	8	1	11	1	10	1	7	1	2	0			8	1	1	0
North Ostrobothnia wellbeing services county	31	3	32	3	29	3	24	2	3	0	1	0	10	1	3	0
North Savo wellbeing services county	26	3	25	2	18	2	18	2			1	0	13	1	1	0
Päijät-Häme wellbeing services county	12	1	12	1	5	0	5	0			2	0	6	1		
Satakunta wellbeing services county	12	1	14	1	12	1	9	1	1	0	1	0	5	0	3	0
Vantaa and Kerava wellbeing services county	24	2	24	2	14	1	13	1	1	0	2	0	6	1	3	0
Southwest Finland wellbeing services county	51	5	33	3	30	3	26	3	3	0	1	0	15	1	2	0

Need for assistance when using digital health services	Private healthcare service provider (including both private general practitioners and specialists)		Public sector social and health centre		Public sector hospital		Public sector outpatient clinic		Public sector home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	3	0	5	0	6	1	1	0			5	0		
Often	7	1	9	1	9	1	6	1					3	0	2	0
Sometimes	25	2	21	2	16	2	18	2	4	0	2	0	9	1	3	0
Rarely	76	7	90	9	77	8	63	6	5	0	4	0	30	3	8	1
Never	328	32	262	26	210	21	191	19	9	1	16	2	92	9	7	1
Not relevant, I do not use digital health services			2	0	1	0	3	0					19	2	2	0
Don't know/do not remember	2	0			1	0	1	0			1	0	5	0	5	0

N = 1015

Iceland

Table 5.1.e During the last 12 months, which type of healthcare services have you been in digital contact with? (Iceland)

	Freq	%
General practitioner	783	77
Surgeon	201	20
I have not been in digital contact with the healthcare services during the last 12 months	143	14
Hospital	134	13
Orthopaedic department	88	9
Other	49	5
Don't know	10	1
Home care	5	0
N	1013	

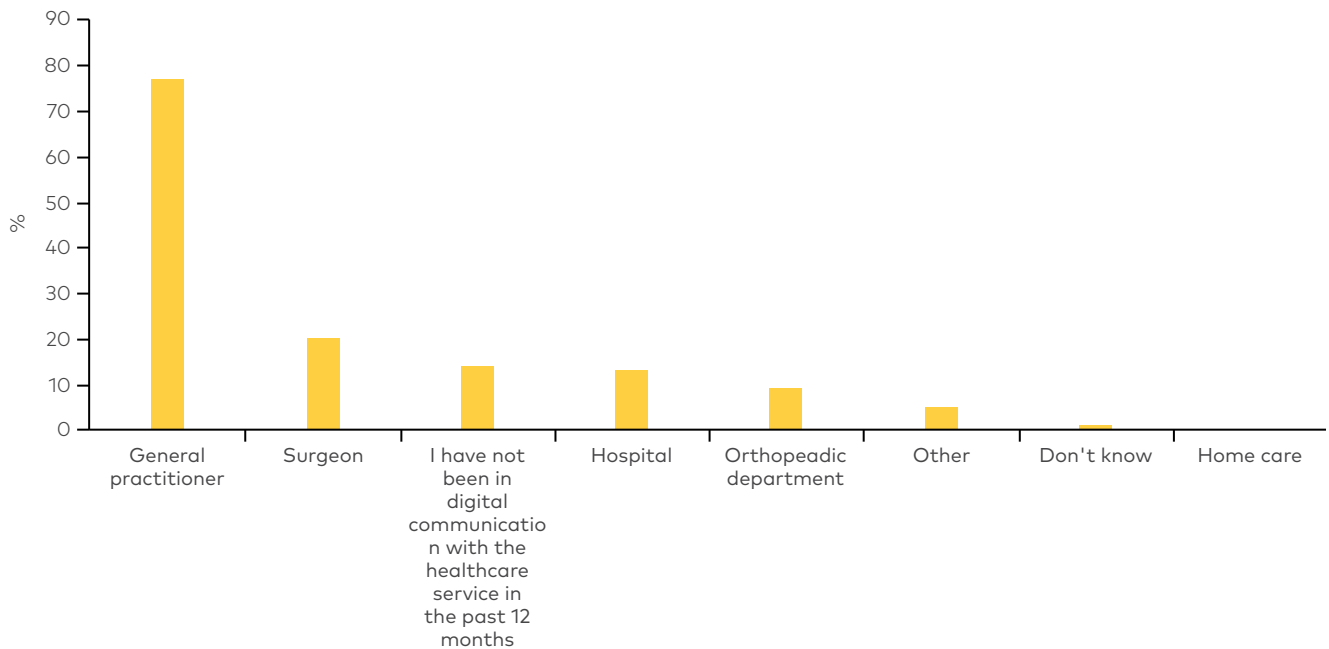


Figure 5.1.c During the last 12 months, which type of healthcare services have you been in digital contact with? (Iceland)

Cross tables

Table 5.1.f During the last 12 months, which type of healthcare services have you been in digital contact with? Icelandic answers crossed with age, gender, education level, region of residence, and need for assistance when using digital health services.

Age	Hospital		Surgeon		Orthopaedic department		General practitioner		Home care		Other		I have not been in digital contact with healthcare service providers in the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	28	3	39	4	15	1	164	16	2	0	12	1	33	3	4	0
30–39 years	32	3	39	4	23	2	161	16			4	0	21	2	3	0
40–49 years	26	3	35	3	11	1	137	14			6	1	22	2		
50–59 years	16	2	29	3	13	1	117	12			12	1	22	2	2	0
60–69 years	21	2	38	4	15	1	110	11	1	0	9	1	18	2		
70 years or more	11	1	21	2	11	1	94	9	2	0	6	1	27	3	1	0
Gender	Hospital		Surgeon		Orthopaedic department		General practitioner		Home care		Other		I have not been in digital contact with healthcare service providers in the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	68	7	103	10	43	4	423	42	3	0	27	3	58	6	7	1
Male	65	6	96	9	43	4	353	35	2	0	22	2	84	8	3	0
Non-binary	1	0	2	0	2	0	6	1								
Do not wish to share that information							1	0					1	0		

Education level	Hospital		Surgeon		Orthopaedic department		General practitioner		Home care		Other		I have not been in digital contact with healthcare service providers in the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	18	2	10	1	5	0	60	6	1	0	7	1	22	2	3	0
Youth education	4	0	6	1	4	0	39	4	1	0	1	0	13	1		
Vocational education	6	1	9	1	7	1	39	4			3	0	6	1		
Master's degree in industrial industry	4	0	8	1	4	0	35	3			3	0	11	1	2	0
Matriculation exam	18	2	24	2	8	1	112	11	1	0	11	1	13	1	3	0
Secondary education, other than Matriculation exam	11	1	21	2	9	1	66	7			3	0	18	2		
Secondary education, technical school examination	5	0	7	1	4	0	28	3			1	0	7	1		
Bachelor's degree (BSc)	33	3	56	6	24	2	207	20	2	0	13	1	28	3	2	0
Master's degree, MSc	34	3	57	6	23	2	187	18			5	0	23	2		
PhD	1	0	3	0			10	1			2	0	2	0		
Region of residence	Hospital		Surgeon		Orthopaedic department		General practitioner		Home care		Other		I have not been in digital contact with healthcare service providers in the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	4	0	5	0	2	0	26	3	1	0			15	1	1	0
Höfuðborgarsvæðið	83	8	143	14	66	7	542	54	2	0	30	3	67	7	4	0

Norðurland eystra	14	1	13	1	2	0	79	8	1	0	3	0	13	1	3	0
Norðurland vestra	3	0	4	0	1	0	13	1	1	0			2	0		
Suðurland	7	1	12	1	4	0	56	6			6	1	13	1		
Suðurnes (Previously Reykjanes)	11	1	13	1	5	0	40	4			6	1	15	1	1	0
Vestfirðir	5	0	4	0	3	0	7	1			2	0	4	0		
Vesturland	7	1	7	1	5	0	20	2			2	0	14	1	1	0
Need for assistance when using digital health services	Hospital		Surgeon		Orthopaedic department		General practitioner		Home care		Other		I have not been in digital contact with healthcare service providers in the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	3	0	1	0	5	0					2	0		
Often	4	0	4	0	3	0	11	1					5	0		
Sometimes	8	1	7	1	4	0	34	3			2	0	13	1	1	0
Rarely	14	1	23	2	12	1	82	8	3	0	10	1	19	2	2	0
Never	104	10	161	16	68	7	643	63	2	0	37	4	83	8	6	1
Not relevant, I do not use digital health services	1	0	3	0			5	0					19	2		
Don't know/do not remember							3	0					2	0	1	0

N = 1013

Norway

Table 5.1.g During the last 12 months, which type of healthcare services have you been in digital contact with? (Norway)

	Freq	%
General practitioner	798	79
Hospital	352	35
Outpatient clinic / District psychiatric centre	183	18
Specialist doctor	158	16
I have not been in digital contact with the healthcare services during the last 12 months	134	13
Municipal health centre	65	6
Health house	26	3
Municipal home care	22	2
Other	45	4
Don't know	11	1
N	1016	

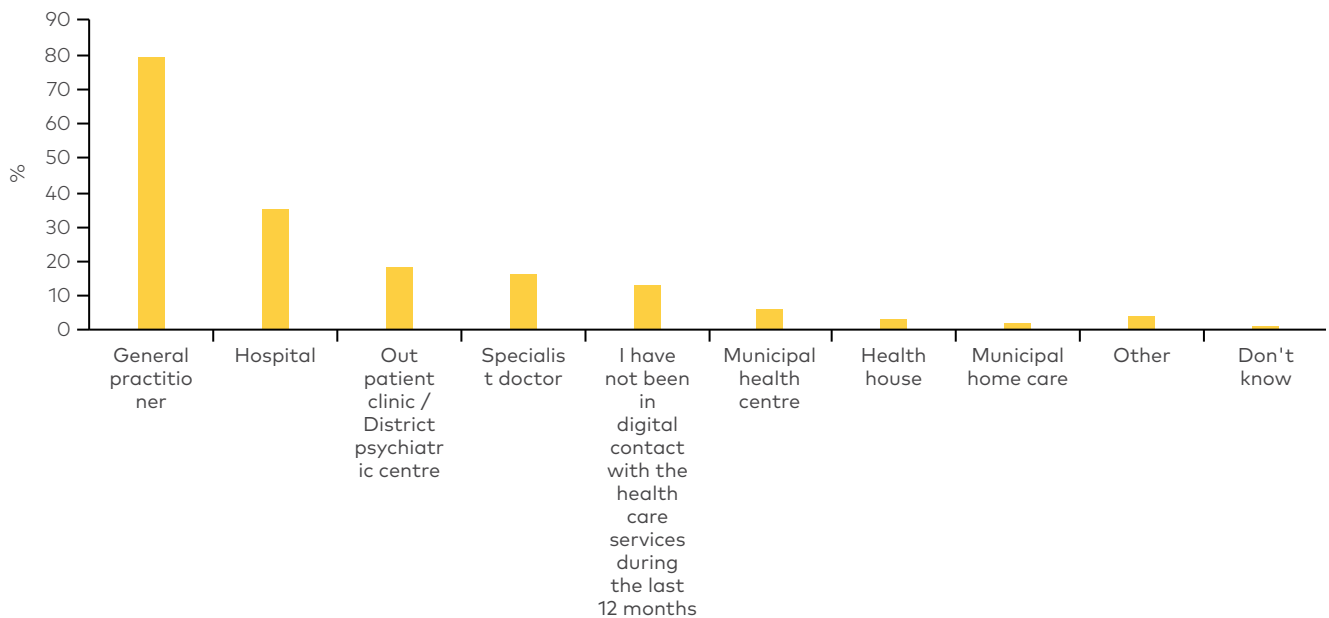


Figure 5.1.d During the last 12 months, which type of healthcare services have you been in digital contact with? (Norway)

Cross tables

Table 5.1.h During the last 12 months, which type of healthcare services have you been in digital contact with? Norwegian answers crossed with age, gender, education level, region of residence, and need for assistance when using digital health services.

Age	Hospital		General practitioner		Specialist doctor		Outpatient clinic / District psychiatric centre		Health house		Municipal health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	59	6	155	15	25	2	35	3	9	1	18	2	3	0	4	0	33	3	4	0
30–39 years	51	5	134	13	24	2	31	3	3	0	10	1	3	0	10	1	23	2	2	0
40–49 years	64	6	132	13	33	3	38	4	4	0	4	0	4	0	10	1	24	2	2	0
50–59 years	63	6	140	14	34	3	32	3	3	0	14	1	7	1	5	0	22	2	1	0
60–69 years	62	6	121	12	26	3	27	3	3	0	11	1	2	0	8	1	14	1	1	0
70 years or more	53	5	116	11	16	2	20	2	4	0	8	1	3	0	8	1	18	2	1	0
Gender	Hospital		General practitioner		Specialist doctor		Outpatient clinic / District psychiatric centre		Health house		Municipal health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	183	18	408	40	84	8	105	10	12	1	31	3	12	1	24	2	59	6	5	0
Male	167	16	388	38	73	7	76	7	13	1	34	3	10	1	21	2	74	7	6	1
Non-binary	1	0	1	0	1	0	2	0	1	0										
Do not wish to share that information	1	0	1	0													1	0		

Education level	Hospital		General practitioner		Specialist doctor		Outpatient clinic / District psychiatric centre		Health house		Municipal health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	18	2	28	3	6	1	14	1	1	0	1	0	1	0	1	0	13	1	1	0
Secondary education (Matriculation exam etc.)	42	4	94	9	16	2	24	2	5	0	7	1	3	0	2	0	20	2	4	0
Upper secondary school - vocational subjects	39	4	87	9	13	1	22	2	4	0	10	1	2	0	1	0	17	2	1	0
Vocational training (skilled worker, craftsman)	45	4	108	11	14	1	25	2	4	0	7	1	0	0	6	1	28	3	1	0
Medium-length higher education (3-4 years)	118	12	257	25	56	6	54	5	8	1	23	2	9	1	16	2	26	3		
Longer higher education (over 4 years)	83	8	212	21	49	5	39	4	4	0	17	2	7	1	18	2	29	3	3	0
PhD	7	1	12	1	4	0	5	0							1	0	1	0	1	0
Region of residence	Hospital		General practitioner		Specialist doctor		Outpatient clinic / District psychiatric centre		Health house		Municipal health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	54	5	107	11	18	2	27	3	5	0	6	1	4	0	10	1	24	2	2	0

Nord-Norge	34	3	61	6	11	1	18	2	1	0	15	1	2	0	3	0	18	2		
Oslo	38	4	107	11	32	3	19	2	2	0	8	1	3	0	16	2	13	1	1	0
Sørlandet ink Telemark	32	3	72	7	10	1	10	1	2	0	3	0	1	0	2	0	10	1	1	0
Vestlandet	76	7	164	16	37	4	39	4	6	1	12	1	6	1	6	1	21	2	4	0
Østlandet	118	12	287	28	50	5	70	7	10	1	21	2	6	1	8	1	48	5	3	0
Need for assistance when using digital health services	Hospital		General practitioner		Specialist doctor		Outpatient clinic / District psychiatric centre		Health house		Municipal health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	4	0													4	0		
Often	2	0	5	0			1	0	1	0							2	0		
Sometimes	25	2	44	4	10	1	13	1	2	0	4	0	1	0	6	1	14	1	1	0
Rarely	61	6	133	13	19	2	37	4	8	1	15	1	6	1	6	1	19	2	2	0
Never	263	26	607	60	128	13	132	13	15	1	46	5	15	1	32	3	82	8	8	1
Not relevant, I do not use digital health services			4	0	1	0									1	0	11	1		
Don't know/do not remember			1	0													2	0		

N = 1016

Sweden

Table 5.1.i During the last 12 months, which type of healthcare services have you been in digital contact with? (Sweden)

	Freq	%
General practitioner	661	65
Hospital	276	27
Outpatient clinic	267	26
Specialist doctor	193	19
I have not been in digital contact with the healthcare services during the last 12 months	185	18
Municipal home care	181	18
Other	63	6
Health centre	14	1
Don't know	13	1
N	1017	

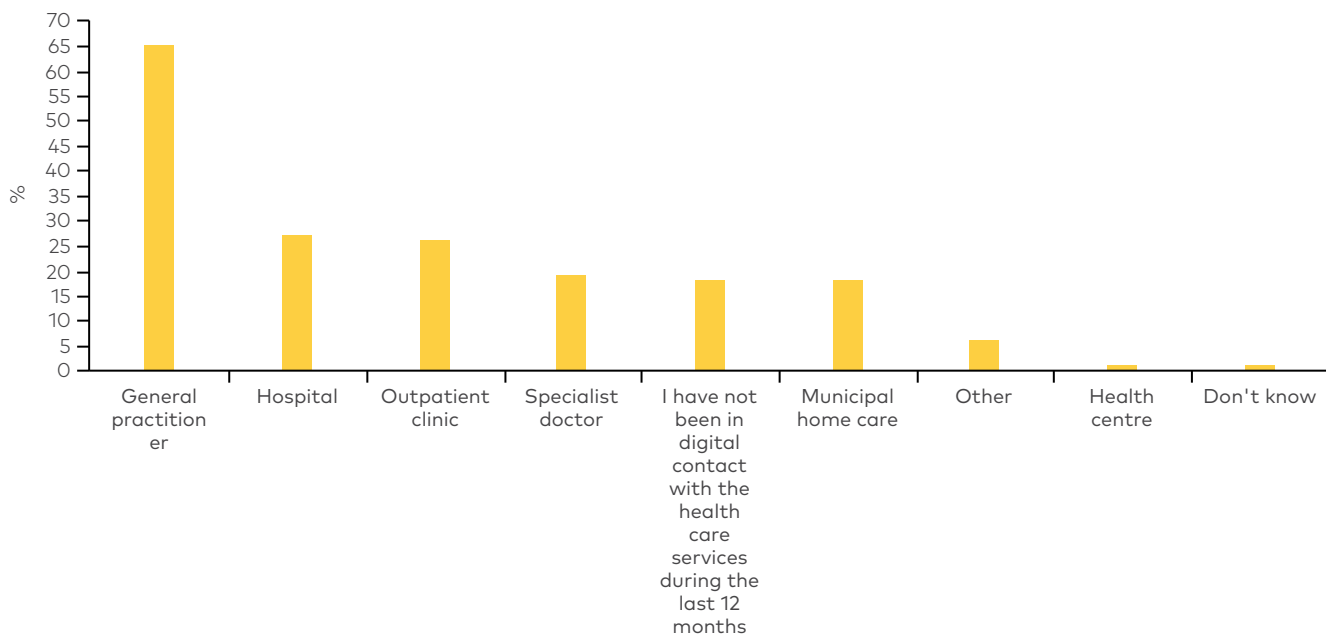


Figure 5.1.e During the last 12 months, which type of healthcare services have you been in digital contact with? (Sweden)

Cross tables

Table 5.1.j During the last 12 months, which type of healthcare services have you been in digital contact with? Swedish answers crossed with age, gender, education level, region of residence, and need for assistance when using digital health services.

Age	Hospital		General practitioner		Out-patient clinic		Specialist doctor		Health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	69	7	139	14	57	6	41	4	2	0	68	7	12	1	20	2	3	0
30–39 years	58	6	111	11	47	5	26	3	4	0	46	5	17	2	23	2	1	0
40–49 years	30	3	107	11	40	4	31	3	1	0	31	3	11	1	28	3	3	0
50–59 years	35	3	94	9	39	4	30	3	2	0	23	2	7	1	37	4	2	0
60–69 years	34	3	96	9	42	4	30	3	1	0	6	1	12	1	35	3	2	0
70 years or more	50	5	114	11	42	4	35	3	4	0	7	1	4	0	42	4	2	0
Gender	Hospital		General practitioner		Out-patient clinic		Specialist doctor		Health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	139	14	329	32	136	13	99	10	10	1	106	10	37	4	84	8	6	1
Male	134	13	327	32	130	13	94	9	4	0	73	7	26	3	99	10	7	1
Non-binary	2	0	3	0	1	0					2	0						
Do not wish to share that information	1	0	2	0											2	0		

Education level	Hospital		General practitioner		Out-patient clinic		Specialist doctor		Health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	20	2	44	4	11	1	7	1			10	1	2	0	21	2	2	0
Secondary school	133	13	296	29	111	11	79	8	3	0	77	8	24	2	84	8	5	0
University/College	121	12	314	31	142	14	104	10	11	1	92	9	36	4	77	8	5	0
PhD	2	0	7	1	3	0	3	0			2	0	1	0	3	0	1	0
Region of residence	Hospital		General practitioner		Out-patient clinic		Specialist doctor		Health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	7	1	13	1	7	1	4	0			2	0	1	0	4	0		
Dalarna	5	0	15	1	4	0	3	0	2	0	5	0	1	0				
Gavleborg	6	1	13	1	6	1	4	0			1	0	1	0	5	0		
Gotland	5	0	7	1	3	0	2	0			1	0			3	0		
Halland	12	1	24	2	9	1	11	1			4	0	3	0	6	1		
Jamtland	3	0	14	1	3	0	3	0			1	0	2	0	4	0	1	0
Jonkoping	9	1	22	2	9	1	6	1			3	0	1	0	3	0		
Kalmar	4	0	16	2	7	1	4	0			3	0	1	0	6	1		
Kronoberg	2	0	11	1	5	0	1	0	1	0	3	0	1	0				
Norrbottnen	10	1	18	2	4	0	2	0	1	0	3	0	1	0	4	0		
Orebro	9	1	22	2	9	1	3	0					1	0	2	0		
Ostergotland	18	2	32	3	19	2	6	1			7	1	5	0	9	1	2	0

Skane	32	3	91	9	33	3	23	2		18	2	8	1	22	2	3	0	
Sodermanland	6	1	19	2	4	0	5	0	2	0	5	0	2	0	7	1	1	0
Stockholm	58	6	130	13	53	5	53	5	4	0	59	6	18	2	44	4	2	0
Uppsala	12	1	23	2	8	1	9	1			5	0	1	0	7	1		
Varmland	12	1	25	2	13	1	7	1			9	1	1	0	12	1		
Vasterbotten	6	1	17	2	7	1	2	0			2	0	2	0	8	1		
Vasternorrland	8	1	15	1	9	1	7	1			5	0	2	0	3	0	1	0
Vastmanland	6	1	19	2	8	1	5	0			5	0	2	0	4	0		
Vastra Gotaland	46	5	115	11	47	5	33	3	4	0	40	4	9	1	32	3	3	0
Need for assistance when using digital health services	Hospital		General practitioner		Out-patient clinic		Specialist doctor		Health centre		Municipal home care		Other		I have not been in digital contact with the healthcare services during the last 12 months		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	4	0	4	0	3	0	3	0			2	0	1	0	1	0		
Often	11	1	19	2	9	1	6	1	1	0	12	1	2	0	3	0		
Sometimes	12	1	41	4	13	1	12	1	1	0	13	1	1	0	9	1		
Rarely	44	4	97	10	37	4	26	3	5	0	25	2	7	1	23	2	3	0
Never	204	20	493	48	204	20	144	14	7	1	129	13	52	5	132	13	10	1
Not relevant, I do not use digital health services	1	0	5	0	1	0	2	0							11	1		
Don't know/do not remember			2	0											6	1		

N = 1016

5.2 Use of healthcare services - Frequency

In question 10, the citizens were asked how often they had made use of digital healthcare services to assist with personal health issues, during the last 12 months. Table 5.2.a and Figure 5.2.a provides an overview of the participants' answers to question 10.

Table 5.2.a During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
0 times	189	19	205	20	186	18	185	18	303	30
1-2 times	324	32	331	33	315	31	347	34	386	38
3-4 times	252	25	245	24	269	27	227	22	170	17
5-10 times	164	16	146	14	163	16	173	17	107	11
11-20 times	47	5	35	3	39	4	42	4	21	2
More than 20 times	18	2	25	2	16	2	15	1	18	2
Don't know	23	2	28	3	25	2	27	3	12	1
Total	1017	100	1015	100	1013	100	1016	100	1017	100

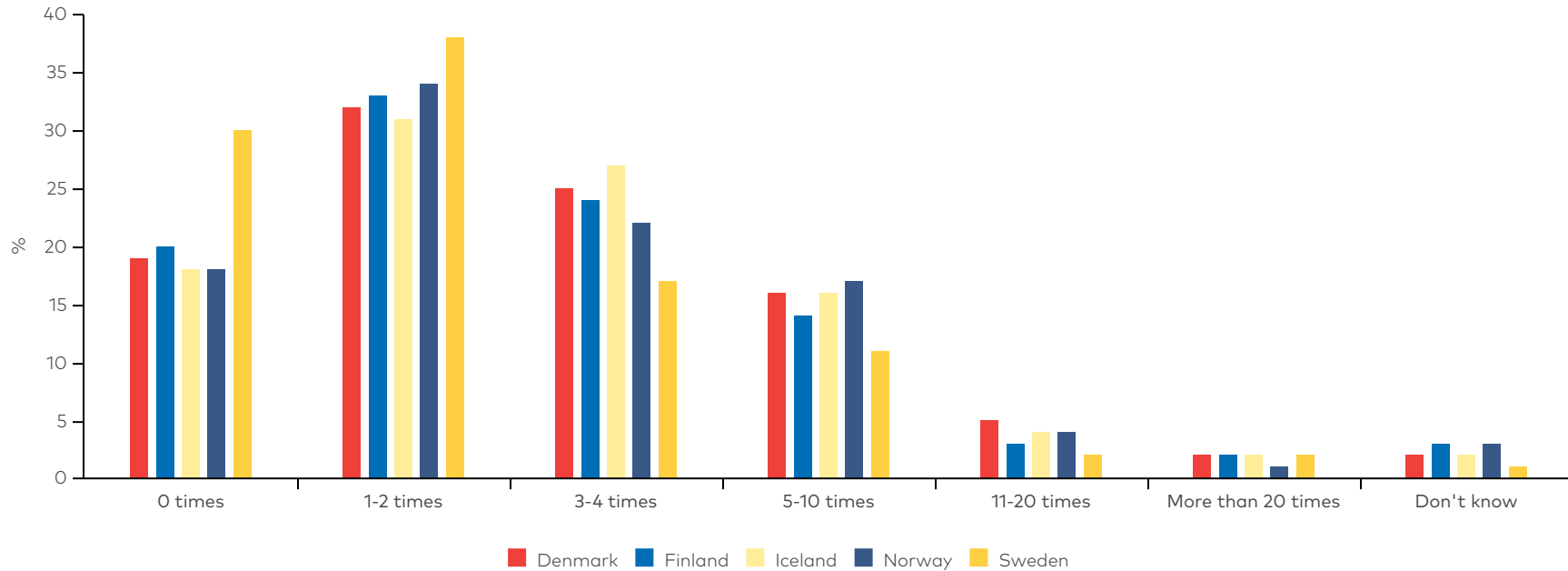


Figure 5.2.a During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues?

According to Figure 5.2.a, the majority of the population typically makes use of digital healthcare services *1–2 times* (avg. 34%) or *3–4 times* (avg. 23%) per year. However, on average, 15% of the citizens make use of digital healthcare services *5–10 times* per year and 5% use digital healthcare services *11+ times* per year. In this context, the Swedish numbers are interesting, since digital healthcare services seem to be used relatively less in Sweden compared to the other Nordic countries; for example,

indicated by the fact that the response *0 times* is 10 to 12 percentage points higher in Sweden compared to the other countries.

Cross tables – Denmark

Table 5.2.b During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues? Danish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	46	5	54	5	35	3	26	3	11	1	3	0	5	0
30–39 years	27	3	51	5	41	4	16	2	5	0	2	0	9	1
40–49 years	36	4	59	6	32	3	29	3	8	1	3	0	5	0
50–59 years	30	3	53	5	47	5	29	3	7	1	1	0	3	0
60–69 years	23	2	49	5	45	4	28	3	6	1	2	0		
70 years or more	27	3	58	6	52	5	36	4	10	1	7	1	1	0
Gender	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	67	7	161	16	143	14	90	9	30	3	9	1	12	1
Male	122	12	163	16	108	11	74	7	17	2	9	1	11	1
Do not wish to share that information					1	0								

Education level	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	14	1	10	1	8	1	7	1	4	0			1	0
Secondary education (Matriculation exam etc.)	19	2	34	3	21	2	14	1	3	0	1	0	3	0
Vocational education	30	3	40	4	35	3	16	2	3	0			7	1
Short higher education (less than 3 years)	17	2	33	3	28	3	16	2	1	0	3	0	1	0
Medium-length higher education (3-4 years)	53	5	88	9	86	8	52	5	21	2	7	1	6	1
Longer higher education (over 4 years)	50	5	106	10	67	7	54	5	15	1	7	1	4	0
PhD	6	1	13	1	7	1	5	0					1	0
Region of residence	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	56	6	101	10	79	8	59	6	13	1	8	1	8	1
Region Midtjylland	37	4	65	6	65	6	45	4	15	1	4	0	4	0
Region Nordjylland	32	3	34	3	19	2	10	1	4	0			2	0
Region Sjælland	24	2	45	4	30	3	25	2	9	1	5	0	5	0
Region Syddanmark	40	4	79	8	59	6	25	2	6	1	1	0	4	0

Need for assistance when using digital health services	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	4	0	2	0	2	0			2	0	1	0		
Often	1	0	2	0	3	0	2	0	2	0				
Sometimes	6	1	10	1	12	1	6	1	3	0	1	0	1	0
Rarely	27	3	41	4	37	4	20	2	3	0	4	0	5	0
Never	141	14	266	26	198	19	135	13	37	4	12	1	16	2
Not relevant, I do not use digital health services	10	1	1	0										
Don't know/do not remember			2	0			1	0					1	0

N = 1017

Cross tables – Finland

Table 5.2.c During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues? Finnish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	34	3	58	6	45	4	33	3	3	0	4	0	7	1
30–39 years	26	3	53	5	51	5	18	2	5	0	2	0	5	0
40–49 years	29	3	46	5	34	3	27	3	4	0	2	0	9	1
50–59 years	31	3	61	6	35	3	23	2	13	1	6	1	4	0
60–69 years	34	3	62	6	40	4	21	2	4	0	6	1		
70 years or more	51	5	51	5	40	4	24	2	6	1	5	0	3	0
Gender	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	89	9	168	17	123	12	87	9	21	2	9	1	12	1
Male	115	11	160	16	115	11	56	6	14	1	16	2	15	1
Non-binary	1	0	2	0	4	0	3	0						
Do not wish to share that information			1	0	3	0							1	0

Education level	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	36	4	22	2	17	2	10	1	2	0	1	0	4	0
Secondary education (Matriculation exam etc.)	18	2	27	3	32	3	17	2	1	0	2	0	5	0
Vocational education	57	6	91	9	66	7	32	3	10	1	11	1	11	1
Short higher education (less than 3 years)	28	3	49	5	28	3	21	2	6	1	6	1	4	0
Medium-length higher education (3-4 years)	38	4	78	8	47	5	40	4	6	1	3	0	2	0
Longer higher education (over 4 years)	24	2	59	6	51	5	24	2	10	1			2	0
PhD	4	0	5	0	4	0	2	0			2	0		
Region of residence	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	7	1	14	1	4	0	6	1			1	0		
South Ostrobothnia wellbeing services county	7	1	13	1	9	1	6	1			1	0	2	0
South Savo wellbeing services county	7	1	10	1	5	0								
City of Helsinki	25	2	38	4	37	4	21	2	6	1	4	0	4	0
East Uusimaa wellbeing services county	1	0	5	0	4	0	1	0			1	0		

Kainuu wellbeing services county	2	0	2	0	4	0	2	0	1	0	1	0
Kanta-Häme wellbeing services county	6	1	12	1	9	1	5	0	2	0	1	0
Central Ostrobothnia wellbeing services county			5	0	2	0	1	0			1	0
Central Finland wellbeing services county	15	1	15	1	9	1	6	1	2	0	2	0
Central Uusimaa wellbeing services county	8	1	9	1	7	1	10	1	3	0	2	0
Kymenlaakso wellbeing services county	6	1	11	1	4	0	4	0			1	0
Lapland wellbeing services county	4	0	8	1	4	0	4	0	1	0	1	0
West Uusimaa wellbeing services county	11	1	23	2	18	2	17	2	1	0	1	0
Pirkanmaa wellbeing services county	15	1	22	2	22	2	19	2	5	0	5	0
Ostrobothnia wellbeing services county	3	0	8	1	5	0	3	0	1	0		
North Karelia wellbeing services county	9	1	10	1	8	1	2	0			1	0
North Ostrobothnia wellbeing services county	16	2	23	2	27	3	8	1	3	0	1	0
North Savo wellbeing services county	14	1	27	3	12	1	7	1	1	0	3	0
Päijät-Häme wellbeing services county	8	1	11	1	9	1	1	0			1	0

Satakunta wellbeing services county	8	1	14	1	7	1	6	1	2	0			1	0
Vantaa and Kerava wellbeing services county	9	1	21	2	16	2	5	0	2	0	1	0	2	0
Southwest Finland wellbeing services county	24	2	30	3	23	2	12	1	5	0	1	0	2	0
Need for assistance when using digital health services	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	4	0	3	0	4	0						
Often	4	0	4	0	6	1	4	0	1	0	1	0	1	0
Sometimes	11	1	28	3	9	1	9	1	1	0			5	0
Rarely	41	4	64	6	46	5	30	3	8	1	11	1	4	0
Never	119	12	225	22	179	18	98	10	25	2	13	1	11	1
Not relevant, I do not use digital health services	20	2	3	0	1	0							2	0
Don't know/do not remember	5	0	3	0	1	0	1	0					5	0

N = 1015

Cross tables – Iceland

Table 5.2.d During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues? Icelandic answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	48	5	71	7	44	4	33	3	9	1	3	0	7	1
30–39 years	31	3	77	8	45	4	29	3	8	1	2	0	3	0
40–49 years	29	3	52	5	51	5	30	3	4	0	3	0	2	0
50–59 years	24	2	47	5	41	4	32	3	5	0	2	0	5	0
60–69 years	20	2	36	4	41	4	26	3	11	1	5	0	2	0
70 years or more	34	3	32	3	47	5	13	1	2	0	1	0	6	1
Gender	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	86	8	160	16	121	12	104	10	27	3	11	1	16	2
Male	98	10	154	15	145	14	57	6	11	1	5	0	9	1
Non-binary	1	0	1	0	2	0	2	0	1	0				
Do not wish to share that information	1	0			1	0								

Education level	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	23	2	23	2	20	2	18	2	7	1	1	0	3	0
Youth education	14	1	18	2	18	2	4	0	1	0			2	0
Vocational education	9	1	15	1	12	1	8	1	1	0	4	0		
Master's degree in industrial industry	14	1	12	1	16	2	4	0	2	0	1	0	3	0
Matriculation exam	25	2	44	4	36	4	24	2	2	0	4	0	4	0
Secondary education, other than Matriculation exam	22	2	21	2	26	3	16	2	3	0	2	0	4	0
Secondary education, technical school examination	7	1	10	1	13	1	5	0	2	0				
Bachelor's degree (BSc)	36	4	94	9	66	7	41	4	9	1	1	0	6	1
Master's degree, MSc	33	3	75	7	60	6	40	4	10	1	3	0	3	0
PhD	3	0	3	0	2	0	3	0	2	0				
Region of residence	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	16	2	13	1	11	1	4	0					1	0
Höfuðborgarsvæðið	96	9	204	20	180	18	111	11	28	3	13	1	16	2
Norðurland eystra	17	2	38	4	22	2	18	2	3	0	1	0	3	0
Norðurland vestra	3	0	4	0	5	0	5	0	1	0				

Suðurland	16	2	19	2	25	2	11	1	2	0	1	0		
Suðurnes (Previously Reykjanes)	18	2	21	2	13	1	7	1	4	0			3	0
Vestfirðir	3	0	7	1	5	0	2	0	1	0				
Vesturland	17	2	9	1	8	1	5	0			1	0	2	0
Need for assistance when using digital health services	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0	2	0	1	0					1	0
Often	5	0	2	0	6	1	3	0			1	0		
Sometimes	13	1	9	1	15	1	8	1	1	0	1	0	3	0
Rarely	28	3	38	4	31	3	17	2	1	0	3	0	3	0
Never	117	12	257	25	215	21	134	13	36	4	11	1	16	2
Not relevant, I do not use digital health services	19	2	5	0									1	0
Don't know/do not remember	3	0	1	0					1	0			1	0

N = 1013

Cross tables – Norway

Table 5.2.e During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues? Norwegian answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	52	5	68	7	37	4	32	3	8	1	6	1	1	0
30–39 years	30	3	67	7	27	3	32	3	9	1	5	0	4	0
40–49 years	31	3	56	6	34	3	29	3	7	1	10	1	2	0
50–59 years	29	3	55	5	54	5	29	3	4	0	2	0	3	0
60–69 years	21	2	43	4	35	3	31	3	11	1	3	0	1	0
70 years or more	22	2	58	6	40	4	20	2	3	0	1	0	4	0
Gender	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	81	8	151	15	115	11	101	10	26	3	21	2	12	1
Male	103	10	195	19	111	11	71	7	16	2	6	1	3	0
Non-binary			1	0			1	0						
Do not wish to share that information	1	0			1	0								

Education level	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	15	1	6	1	7	1	9	1	5	0	2	0	1	0
Secondary education (Matriculation exam etc.)	27	3	44	4	23	2	24	2	4	0	4	0	3	0
Upper secondary school - vocational subjects	25	2	36	4	27	3	15	1	4	0	4	0	2	0
Vocational training (skilled worker, craftsman)	36	4	48	5	36	4	18	2	3	0	2	0	2	0
Medium-length higher education (3-4 years)	40	4	110	11	71	7	58	6	15	1	5	0	6	1
Longer higher education (over 4 years)	40	4	101	10	59	6	46	5	9	1	9	1	1	0
PhD	2	0	2	0	4	0	3	0	2	0	1	0		
Region of residence	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	29	3	57	6	25	2	25	2	2	0	4	0	2	0
Nord-Norge	25	2	22	2	28	3	13	1	2	0				
Oslo	18	2	38	4	34	3	28	3	4	0	7	1	3	0
Sørlandet ink Telemark	16	2	36	4	13	1	15	1	4	0	4	0		
Vestlandet	37	4	69	7	42	4	35	3	12	1	5	0	4	0
Østlandet	60	6	125	12	85	8	57	6	18	2	7	1	6	1

Need for assistance when using digital health services	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	4	0	2	0			1	0					1	0
Often	3	0			2	0	2	0						
Sometimes	18	2	22	2	8	1	13	1	2	0	1	0	4	0
Rarely	28	3	60	6	45	4	29	3	8	1			1	0
Never	117	12	260	26	171	17	128	13	32	3	26	3	9	1
Not relevant, I do not use digital health services	13	1	2	0	1	0								
Don't know/do not remember	2	0	1	0										

N = 1016

Cross tables – Sweden

Table 5.2.f During the last 12 months, how often have you made use of digital healthcare services to assist you with your health issues? Swedish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	38	4	91	9	35	3	24	2	6	1	2	0	3	0
30–39 years	40	4	73	7	32	3	17	2	2	0	5	0	1	0
40–49 years	51	5	65	6	24	2	18	2	3	0	3	0	2	0
50–59 years	57	6	61	6	22	2	17	2	1	0	2	0	2	0
60–69 years	55	5	49	5	27	3	13	1	2	0			2	0
70 years or more	62	6	47	5	30	3	18	2	7	1	6	1	2	0
Gender	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	148	15	193	19	81	8	60	6	10	1	8	1	5	0
Male	152	15	191	19	89	9	44	4	10	1	10	1	7	1
Non-binary			1	0			3	0	1	0				
Do not wish to share that information	3	0	1	0										

Education level	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	7	1	10	1	1	0	2	0						
Dalarna	3	0	10	1	4	0	1	0					1	0
Gavleborg	9	1	11	1	4	0								
Gotland	5	0	3	0	3	0								
Halland	12	1	11	1	5	0	6	1	1	0	1	0		
Jamtland	5	0	8	1	6	1	1	0						
Jonkoping	6	1	6	1	7	1	6	1	1	0	2	0		
Kalmar	7	1	12	1	4	0			1	0				
Kronoberg	1	0	6	1	3	0	3	0					1	0
Norrbotten	11	1	7	1	1	0	4	0			1	0	2	0
Orebro	4	0	15	1	2	0	4	0	2	0				
Ostergotland	15	1	13	1	12	1	4	0	2	0	4	0	1	0
Skane	37	4	53	5	17	2	14	1	3	0	4	0	4	0
Sodermanland	11	1	13	1	5	0	1	0					1	0
Stockholm	70	7	84	8	36	4	23	2	4	0	5	0		
Uppsala	10	1	13	1	7	1	4	0	1	0				
Varmland	19	2	15	1	9	1	3	0	1	0				

Vasterbotten	12	1	8	1	5	0	1	0	1	0				
Vasternorrland	5	0	4	0	5	0	5	0	3	0				
Vastmanland	8	1	10	1	5	0	4	0						
Vastra Gotaland	46	5	74	7	29	3	21	2	1	0	1	0	2	0
	0 times		1-2 times		3-4 times		5-10 times		11-20 times		More than 20 times		Don't know	
Need for assistance when using digital health services	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	1	0	2	0					1	0		
Often	4	0	7	1	6	1	6	1	2	0				
Sometimes	12	1	28	3	7	1	6	1			5	0	1	0
Rarely	40	4	62	6	26	3	14	1	1	0	1	0	2	0
Never	226	22	285	28	128	13	81	8	18	2	11	1	9	1
Not relevant, I do not use digital health services	13	1	3	0										
Don't know/do not remember	7	1			1	0								

N = 1016

6 Use of Digital Healthcare Services – Communication and Devices

6.1 Communication with Healthcare Professionals

The next question, question 11, concerns citizens' use of IT devices when communicating digitally with healthcare professionals. The participants' answers are shown in Table 6.1.a and Figure 6.1.a.

Table 6.1.a When communicating digitally with healthcare professionals, which type of IT-devices are you then using?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Computer	703	69	649	64	678	67	558	55	449	44
Smartphone	733	72	734	72	710	70	789	78	751	74
iPad/tablet	256	25	141	14	136	13	163	16	134	13
Other types of devices	3	0	2	0	0	0	2	0	3	0
I do not communicate digitally with healthcare professionals	38	4	45	4	63	6	69	7	105	10
Don't know	3	0	7	1	6	1	2	0	4	0
N	1017		1015		1013		1016		1017	

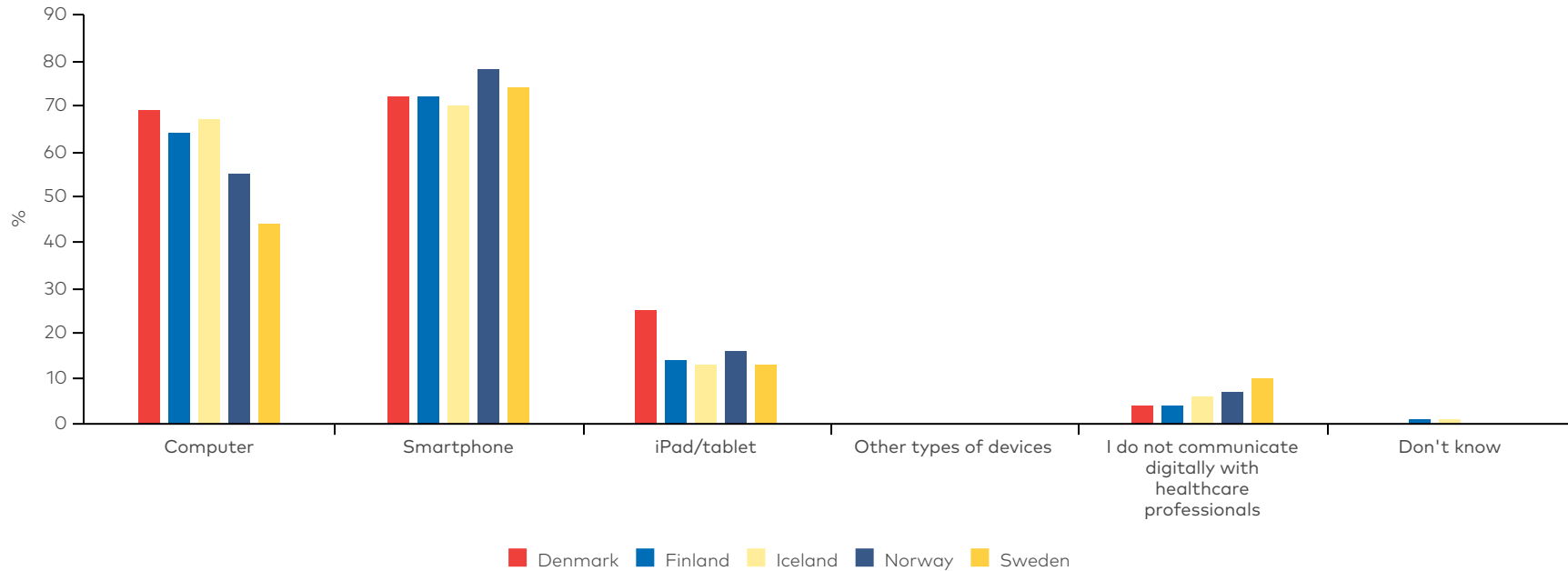


Figure 6.1.a When communicating digitally with healthcare professionals, which type of IT-devices are you then using?

The numbers in Figure 6.1.a. show that the use of *Smartphones* is a typical approach across the five countries, as 73% on average communicate digitally with healthcare professionals in this way. *Computers* are also used by the citizens, most often in Denmark (69%) and less often in Sweden (44%). *iPad/tablets* are not used that frequently; however, these devices seem to be relatively popular in a Danish context, where 25% of the population use these devices to communicate with healthcare professionals, which is 9 to 12 percentage points more than in the other countries. Noticeable is also the number of citizens who are not communicating digitally with healthcare professionals, which varies from 4 to 10% between the countries.

Cross tables – Denmark

Table 6.1.b When communicating digitally with healthcare professionals, which type of IT-devices are you then using? Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	105	10	154	15	11	1			7	1	2	0
30–39 years	93	9	122	12	26	3	1	0	5	0	1	0
40–49 years	123	12	139	14	32	3	1	0	6	1		
50–59 years	124	12	120	12	66	6			7	1		
60–69 years	116	11	92	9	54	5			6	1		
70 years or more	142	14	106	10	67	7	1	0	7	1		
Gender	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	332	33	382	38	140	14	1	0	17	2	1	0
Male	370	36	350	34	116	11	2	0	21	2	2	0
Do not wish to share that information	1	0	1	0								
Education level	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	24	2	30	3	6	1			4	0		

Secondary education (Matriculation exam etc.)	57	6	77	8	16	2			2	0	1	0
Vocational education	81	8	92	9	31	3	1	0	7	1	1	0
Short higher education (less than 3 years)	68	7	70	7	30	3			4	0		
Medium-length higher education (3–4 years)	216	21	224	22	102	10	2	0	9	1		
Longer higher education (over 4 years)	229	23	219	22	67	7			11	1	1	0
PhD	28	3	21	2	4	0			1	0		
	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
Need for assistance when using digital health services	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	3	0	2	0			2	0		
Often	9	1	8	1	1	0						
Sometimes	24	2	22	2	11	1			2	0		
Rarely	96	9	78	8	36	4	1	0	2	0	2	0
Never	563	55	621	61	206	20	2	0	22	2	1	0
Not relevant, I do not use digital health services	2	0	1	0					8	1		
Don't know/do not remember	2	0							2	0		

N = 1017

Cross tables – Finland

Table 6.1.c When communicating digitally with healthcare professionals, which type of IT-devices are you then using? Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	108	11	158	16	11	1	1	0	7	1	4	0
30–39 years	85	8	142	14	9	1			5	0	1	0
40–49 years	92	9	130	13	18	2			2	0		
50–59 years	121	12	120	12	29	3			4	0	1	0
60–69 years	111	11	86	8	39	4			7	1		
70 years or more	132	13	98	10	35	3	1	0	20	2	1	0
Gender	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	297	29	399	39	64	6			23	2	3	0
Male	339	33	322	32	76	7	2	0	22	2	3	0
Non-binary	9	1	9	1								
Do not wish to share that information	4	0	4	0	1	0					1	0
Education level	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	55	5	50	5	9	1			14	1		

Secondary education (Matriculation exam etc.)	67	7	84	8	8	1			2	0	1	0
Vocational education	149	15	202	20	36	4	1	0	12	1	3	0
Short higher education (less than 3 years)	90	9	89	9	31	3	1	0	8	1	1	0
Medium-length higher education (3–4 years)	148	15	175	17	21	2			4	0	1	0
Longer higher education (over 4 years)	126	12	128	13	32	3			4	0	1	0
PhD	14	1	6	1	4	0			1	0		
Need for assistance when using digital health services	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	8	1	1	0			4	0		
Often	14	1	12	1	4	0			2	0		
Sometimes	40	4	36	4	8	1			4	0		
Rarely	134	13	155	15	28	3			4	0	3	0
Never	442	44	511	50	97	10	2	0	11	1	1	0
Not relevant, I do not use digital health services	5	0	4	0	2	0			18	2		
Don't know/do not remember	7	1	8	1	1	0			2	0	3	0

N = 1015

Cross tables – Iceland

Table 6.1.d When communicating digitally with healthcare professionals, which type of IT-devices are you then using? Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Computer		Smartphone		iPad/tablet		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	135	13	179	18	13	1	12	1	1	0
30–39 years	129	13	166	16	15	1	7	1	2	0
40–49 years	114	11	135	13	13	1	9	1	1	0
50–59 years	112	11	104	10	27	3	8	1	1	0
60–69 years	104	10	72	7	32	3	12	1	1	0
70 years or more	84	8	54	5	36	4	15	1		
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	330	33	401	40	74	7	29	3	2	0
Male	341	34	304	30	61	6	33	3	4	0
Non-binary	6	1	5	0	1	0				
Do not wish to share that information	1	0					1	0		
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	46	5	66	7	5	0	9	1	1	0
Youth education	32	3	35	3	11	1	6	1		

Vocational education	28	3	30	3	9	1	4	0		
Master's degree in industrial industry	33	3	27	3	12	1	5	0	1	0
Matriculation exam	91	9	118	12	14	1	4	0	1	0
Secondary education, other than Matriculation exam	55	5	52	5	17	2	11	1	1	0
Secondary education, technical school examination	25	2	22	2	7	1	2	0	1	0
Bachelor's degree (BSc)	181	18	188	19	37	4	10	1		
Master's degree, MSc	176	17	161	16	22	2	11	1	1	0
PhD	11	1	11	1	2	0	1	0		
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
Need for assistance when using digital health services	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	3	0			1	0	1	0
Often	10	1	9	1	3	0	1	0	1	0
Sometimes	28	3	31	3	8	1	5	0		
Rarely	76	8	78	8	10	1	6	1		
Never	553	55	582	57	114	11	30	3	4	0
Not relevant, I do not use digital health services	7	1	4	0	1	0	17	2		
Don't know/do not remember	1	0	3	0			3	0		

N = 1013

Cross tables – Norway

Table 6.1.e When communicating digitally with healthcare professionals, which type of IT-devices are you then using? Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	120	12	165	16	14	1	2	0	17	2		
30–39 years	91	9	155	15	9	1			8	1	1	0
40–49 years	85	8	145	14	15	1			12	1		
50–59 years	91	9	137	13	33	3			13	1		
60–69 years	83	8	103	10	45	4			11	1	1	0
70 years or more	88	9	84	8	47	5			8	1		
Gender	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	244	24	406	40	73	7			31	3	1	0
Male	311	31	381	38	90	9	2	0	37	4	1	0
Non-binary	2	0	1	0								
Do not wish to share that information	1	0	1	0					1	0		
Education level	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%

Primary school	23	2	33	3	4	0		6	1			
Secondary education (Matriculation exam etc.)	64	6	103	10	19	2	2	0	10	1		
Upper secondary school - vocational subjects	42	4	85	8	16	2			13	1		
Vocational training (skilled worker, craftsman)	65	6	110	11	28	3			13	1	1 0	
Medium-length higher education (3–4 years)	192	19	243	24	58	6			10	1	1 0	
Longer higher education (over 4 years)	161	16	205	20	35	3			16	2		
PhD	11	1	10	1	3	0			1	0		
	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
Need for assistance when using digital health services	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	3	0			1	0	2	0		
Often	2	0	4	0	1	0			2	0		
Sometimes	28	3	44	4	13	1			9	1		
Rarely	87	9	127	13	32	3			9	1		
Never	432	43	606	60	116	11	1	0	36	4	2	0
Not relevant, I do not use digital health services	4	0	4	0	1	0			10	1		
Don't know/do not remember	2	0	1	0					1	0		

N = 1016

Cross tables – Sweden

Table 6.1.f When communicating digitally with healthcare professionals, which type of IT-devices are you then using? Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services

Age	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	67	7	117	12	1	0			13	1	1	0
30–39 years	66	6	92	9	1	0	1	0	9	1	1	0
40–49 years	65	6	85	8	1	0			13	1	2	0
50–59 years	73	7	67	7	7	1			15	1		
60–69 years	77	8	40	4	7	1			24	2		
70 years or more	101	10	30	3	10	1			31	3		
Gender	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	191	19	252	25	19	2			42	4	1	0
Male	255	25	174	17	7	1	1	0	63	6	3	0
Non-binary	1	0	3	0	1	0						
Do not wish to share that information	2	0	2	0								

Education level	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	28	3	28	3	3	0			19	2		
Secondary school	187	18	209	21	13	1	1	0	37	4	2	0
University/College	224	22	193	19	10	1			46	5	2	0
PhD	10	1	1	0	1	0			3	0		
Need for assistance when using digital health services	Computer		Smartphone		iPad/tablet		Other types of devices		I do not communicate digitally with healthcare professionals		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	2	0					1	0		
Often	8	1	12	1	3	0			2	0		
Sometimes	23	2	30	3	1	0			4	0	1	0
Rarely	60	6	64	6	5	0	1	0	15	1	1	0
Never	352	35	319	31	18	2			69	7		
Not relevant, I do not use digital health services	4	0	2	0					9	1	1	0
Don't know/do not remember			2	0					5	0	1	0

N = 1017

7 Collecting and Generating Digital Health Data

7.1 Collecting and generating personal health data

In question 12 citizens are asked about their data collection behaviour. The numbers are shown in Table 7.1.a and Figure 7.1.a.

Table 7.1.a Have you collected/generated digital health data about your own health?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Yes, by using mobile apps	440	43	352	35	192	19	342	34	341	34
Yes, by using privately purchased equipment (e.g. Wearable technologies, Pedometer, Smart Watch, etc.)	249	24	292	29	230	23	250	25	187	18
Yes, by using a measurement device handed to me by the healthcare provider (e.g. equipment used to measure my blood pressure, oxygen saturation level, weight, sleep, etc.)	135	13	105	10	75	7	35	3	70	7
Yes, by completing online questionnaires as part of a treatment or when monitoring your health	206	20	187	18	108	11	84	8	116	11
Yes, by completing online questionnaires for other purposes (e.g. participation in scientific studies and evaluations)	209	21	115	11	144	14	158	16	90	9

Yes, by taking my notes on a phone, computer or other electronic devices	103	10	119	12	129	13	121	12	91	9
Other ways	15	1	4	0	9	1	5	0	17	2
No, I have not collected or generated any type of digital health data	307	30	332	33	562	55	426	42	456	45
Don't know	33	3	38	4	33	3	39	4	41	4
N	1017		1015		1013		1016		1017	

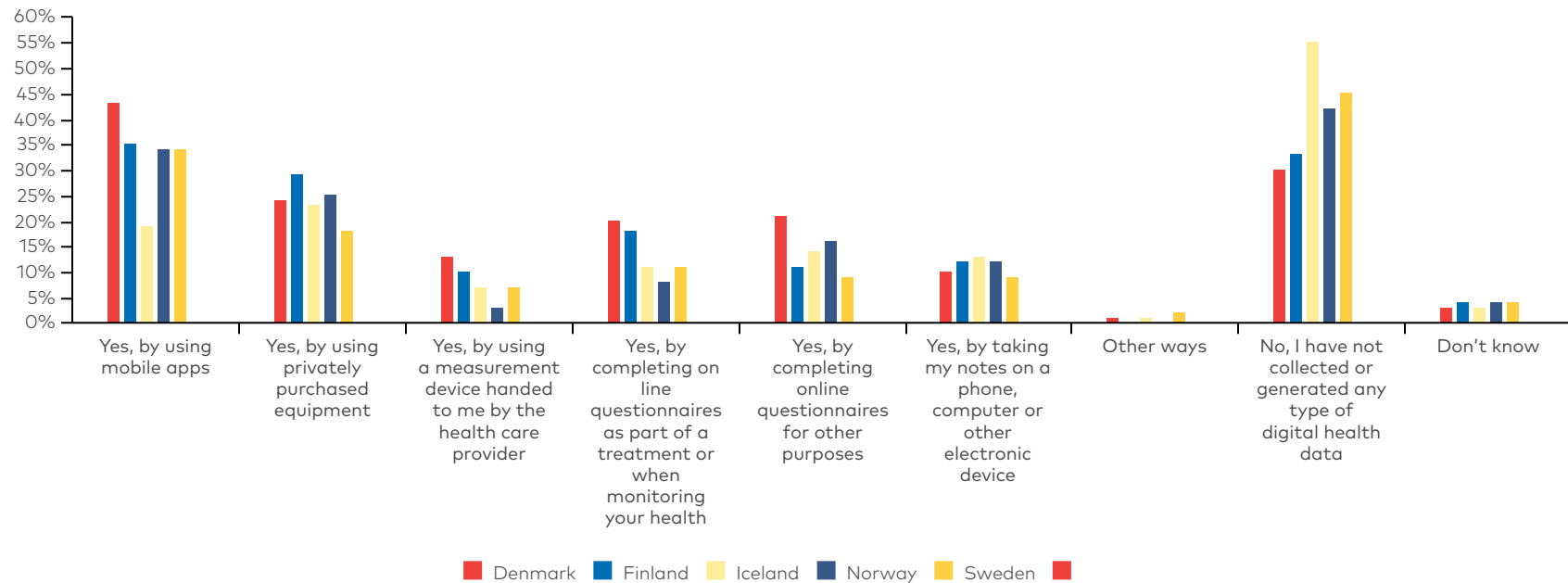


Figure 7.1.a Have you collected/generated digital health data about your own health?

Figure 7.1.a is interesting as it discloses how many different ways citizens collect/generate digital health data, while also indicating that a substantial segment of the populations in the countries, 30 to 45%, do not collect/generate digital health data. Overall, the citizens most often use mobile apps to collect/generate data, which is used by 43% in Denmark, 35% in Finland, 34% in Norway, 34% in Sweden and 19% in Iceland.

Another way to collect/generate digital health data is through the use of privately purchased equipment, which on average is done by 24% of the citizens.

Segments of the population are also collecting/generating data by completing online questionnaires as part of their treatment, which is done by 20% in Denmark, 18% in Finland, 11% in Norway, 8% in Iceland and 11% in Sweden.

In this context, the Iceland numbers are interesting, since 55% of Icelanders have not collected/generated any digital health data, the numbers linked to this question are for the other countries 30% (Denmark), 33% (Finland), 42% (Norway), and 45% (Sweden). Hence, a 10 to 25 percentage points difference between Iceland and the other countries.

Cross tables – Denmark

Table 7.1.b Have you collected/generated digital health data about your own health? Danish answers crossed with age, gender, and educational level.

Age	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	82	8	40	4	9	1	20	2	19	2	21	2	4	0	61	6	4	0
30–39 years	75	7	51	5	12	1	28	3	30	3	22	2	3	0	37	4	7	1
40–49 years	87	9	51	5	13	1	29	3	24	2	16	2	2	0	53	5	6	1
50–59 years	70	7	40	4	26	3	35	3	37	4	17	2	3	0	53	5	9	1
60–69 years	56	6	38	4	30	3	42	4	44	4	14	1			47	5	1	0
70 years or more	70	7	29	3	45	4	52	5	55	5	13	1	3	0	56	6	6	1
Gender	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	228	22	136	13	68	7	118	12	117	12	67	7	5	0	138	14	15	1
Male	211	21	113	11	67	7	88	9	92	9	36	4	10	1	169	17	18	2
Do not wish to share that information	1	0																

Education level	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	13	1	5	0	3	0	4	0	9	1	1	0			20	2	3	0
Secondary education (Matriculation exam etc.)	41	4	21	2	5	0	13	1	14	1	12	1	3	0	36	4	3	0
Vocational education	52	5	22	2	22	2	23	2	19	2	8	1			41	4	8	1
Short higher education (less than 3 years)	41	4	28	3	15	1	21	2	24	2	7	1	2	0	31	3	1	0
Medium-length higher education (3-4 years)	149	15	83	8	53	5	81	8	74	7	34	3	2	0	80	8	9	1
Longer higher education (over 4 years)	126	12	79	8	34	3	59	6	61	6	37	4	6	1	93	9	9	1
PhD	18	2	11	1	3	0	5	0	8	1	4	0	2	0	6	1		

N = 1017

Cross tables – Finland

Table 7.1.c Have you collected/generated digital health data about your own health? Finnish answers crossed with age, gender, and educational level.

Age	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	82	8	68	7	18	2	39	4	27	3	27	3			37	4	10	1
30–39 years	71	7	53	5	10	1	31	3	14	1	23	2			46	5	4	0
40–49 years	59	6	52	5	11	1	25	2	13	1	14	1	2	0	38	4	9	1
50–59 years	62	6	45	4	26	3	33	3	23	2	17	2	1	0	66	7		
60–69 years	36	4	37	4	16	2	30	3	18	2	13	1			72	7	7	1
70 years or more	42	4	37	4	24	2	29	3	20	2	25	2	1	0	73	7	8	1
Gender	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	192	19	163	16	47	5	103	10	56	6	54	5	2	0	153	15	20	2
Male	151	15	125	12	56	6	78	8	56	6	59	6	2	0	176	17	17	2
Non-binary	7	1	3	0	1	0	5	0	2	0	4	0			1	0		

Do not wish to share that information	2 0		1 0		1 0		1 0		1 0		2 0		2 0		1 0			
Education level	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	21	2	21	2	11	1	7	1	9	1	8	1			39	4	2	0
Secondary education (Matriculation exam etc.)	39	4	33	3	8	1	19	2	12	1	17	2			34	3	3	0
Vocational education	97	10	63	6	29	3	52	5	28	3	23	2	1 0		95	9	13	1
Short higher education (less than 3 years)	47	5	33	3	18	2	28	3	17	2	13	1	1 0		55	5	1	0
Medium-length higher education (3–4 years)	80	8	73	7	16	2	38	4	19	2	32	3	1 0		57	6	12	1
Longer higher education (over 4 years)	62	6	60	6	21	2	37	4	23	2	23	2	1 0		49	5	7	1
PhD	6	1	9	1	2	0	6	1	7	1	3	0			3	0		

N = 1015

Cross tables – Iceland

Table 7.1.d Have you collected/generated digital health data about your own health? Icelandic answers crossed with age, gender, and educational level.

Age	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	60	6	54	5	12	1	26	3	26	3	38	4	3	0	88	9	17	2
30–39 years	51	5	68	7	17	2	36	4	30	3	32	3			93	9	8	1
40–49 years	26	3	47	5	13	1	18	2	21	2	20	2			101	10	1	0
50–59 years	27	3	28	3	12	1	15	1	28	3	16	2	2	0	97	10	3	0
60–69 years	16	2	23	2	11	1	11	1	23	2	16	2			84	8	3	0
70 years or more	12	1	10	1	10	1	2	0	16	2	7	1	4	0	99	10	1	0

Gender	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	106	10	127	13	32	3	66	7	80	8	83	8	5	0	267	26	21	2
Male	83	8	100	10	43	4	41	4	60	6	44	4	2	0	291	29	12	1
Non-binary	3	0	3	0			1	0	4	0	2	0	2	0	2	0		
Do not wish to share that information															2	0		
Education level	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	9	1	5	0	4	0	8	1	7	1	1	0	63	6	6	1
Youth education	4	0	6	1	4	0	1	0	6	1	3	0			40	4	2	0
Vocational education	8	1	9	1	2	0	1	0	2	0	5	0			31	3	2	0

Master's degree in industrial industry	4 0	9 1	4 0	2 0	5 0	1 0	1 0	39 4
Matriculation exam	31 3	33 3	8 1	24 2	22 2	25 2	1 0	56 6 7 1
Secondary education, other than Matriculation exam	9 1	10 1	7 1	6 1	12 1	8 1	64 6 1 0	
Secondary education, technical school examination	4 0	9 1	4 0	4 0	3 0	3 0	22 2 2 0	
Bachelor's degree (BSc)	59 6	71 7	22 2	32 3	39 4	47 5	6 1 131 13 8 1	
Master's degree, MSc	61 6	71 7	18 2	31 3	43 4	28 3	110 11 5 0	
PhD	2 0	3 0	1 0	3 0	4 0	2 0	6 1	

N = 1013

Cross tables – Norway

Table 7.1.e Have you collected/generated digital health data about your own health? Norwegian answers crossed with age, gender, and educational level.

Age	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	70	7	60	6	3	0	13	1	19	2	33	3			72	7	15	1
30–39 years	69	7	52	5	5	0	13	1	24	2	30	3	2	0	60	6	8	1
40–49 years	69	7	54	5	4	0	15	1	32	3	18	2			65	6	5	0
50–59 years	57	6	38	4	7	1	16	2	32	3	15	1	1	0	79	8	6	1
60–69 years	49	5	24	2	4	0	17	2	29	3	12	1	1	0	71	7	1	0
70 years or more	28	3	22	2	12	1	10	1	22	2	13	1	1	0	79	8	4	0
Gender	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	179	18	134	13	14	1	46	5	87	9	73	7	3	0	192	19	20	2
Male	162	16	113	11	21	2	38	4	70	7	48	5	2	0	234	23	19	2
Non-binary	1	0	1	0					1	0								
Do not wish to share that information			2	0														

Education level	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	7	1	4	0	3	0	3	0	3	0	1	0	24	2	3	0
Secondary education (Matriculation exam etc.)	41	4	32	3	5	0	9	1	17	2	14	1			47	5	11	1
Upper secondary school - vocational subjects	34	3	21	2	3	0	8	1	12	1	12	1			53	5	6	1
Vocational training (skilled worker, craftsman)	51	5	35	3	5	0	7	1	18	2	10	1	1	0	61	6	8	1
Medium-length higher education (3-4 years)	107	11	82	8	11	1	30	3	48	5	46	5	1	0	125	12	7	1
Longer higher education (over 4 years)	95	9	71	7	7	1	26	3	57	6	35	3	2	0	111	11	3	0
PhD	4	0	2	0			1	0	3	0	1	0			5	0	1	0

N = 1016

Cross tables – Sweden

Table 7.1.f Have you collected/generated digital health data about your own health? Swedish answers crossed with age, gender, and educational level.

Age	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	92	9	37	4	17	2	25	2	22	2	26	3	3	0	62	6	13	1
30–39 years	79	8	45	4	8	1	24	2	13	1	25	2	4	0	50	5	11	1
40–49 years	63	6	36	4	10	1	22	2	17	2	12	1	2	0	69	7	6	1
50–59 years	47	5	30	3	10	1	16	2	15	1	6	1	1	0	82	8	5	0
60–69 years	31	3	20	2	8	1	11	1	6	1	7	1	2	0	92	9	2	0
70 years or more	29	3	19	2	17	2	18	2	17	2	15	1	5	0	101	10	4	0
Gender	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways		No, I have not collected or generated any type of digital health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	179	18	92	9	31	3	61	6	51	5	52	5	6	1	219	22	14	1
Male	159	16	91	9	37	4	54	5	38	4	36	4	11	1	234	23	27	3
Non-binary	1	0	2	0	2	0	1	0	1	0	2	0			2	0		

Do not wish to share that information	2	0	2	0					1	0			1	0				
	Yes, by using mobile apps		Yes, by using privately purchased equipment		Yes, by using a measurement device handed to me by the healthcare provider		Yes, by completing online questionnaires as part of a treatment or when monitoring your health		Yes, by completing online questionnaires for other purposes		Yes, by taking my notes on a phone, computer or other electronic devices		Other ways	No, I have not collected or generated any type of digital health data	Don't know			
Education level	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
Elementary school	19	2	10	1	4	0	5	0	1	0	2	0	1	0	45	4	4	0
Secondary school	148	15	75	7	30	3	43	4	39	4	41	4	9	1	211	21	20	2
University/College	171	17	99	10	35	3	65	6	50	5	47	5	7	1	192	19	17	2
PhD	3	0	3	0	1	0	3	0			1	0			8	1		

N = 1017

8 Use of Digital Healthcare Data – Where and Why

8.1 Where is digital data accessed?

This section regards where citizens access their online health data (Question 13). Citizens' options in this area are country-specific, which is why response options were tailored according to national differences.

Multiple answers are allowed per participant, and therefore the percentage is calculated by N, not the total number of options chosen, for each country.

Denmark

Table 8.1.a and Figure 8.1.a present the answers to question 13 for the Danish participants.

Table 8.1.a Where do you access your online health data? (Denmark)

	Freq	%
Sundhed.dk and/or MinSundhed app	830	82
Healthcare providers own digital service	230	23
Borger.dks webpage or app	167	16
I do not access my online health data	125	12
Other webpages or mobile apps	84	8
Other	47	5
Don't know	12	1
N	1017	

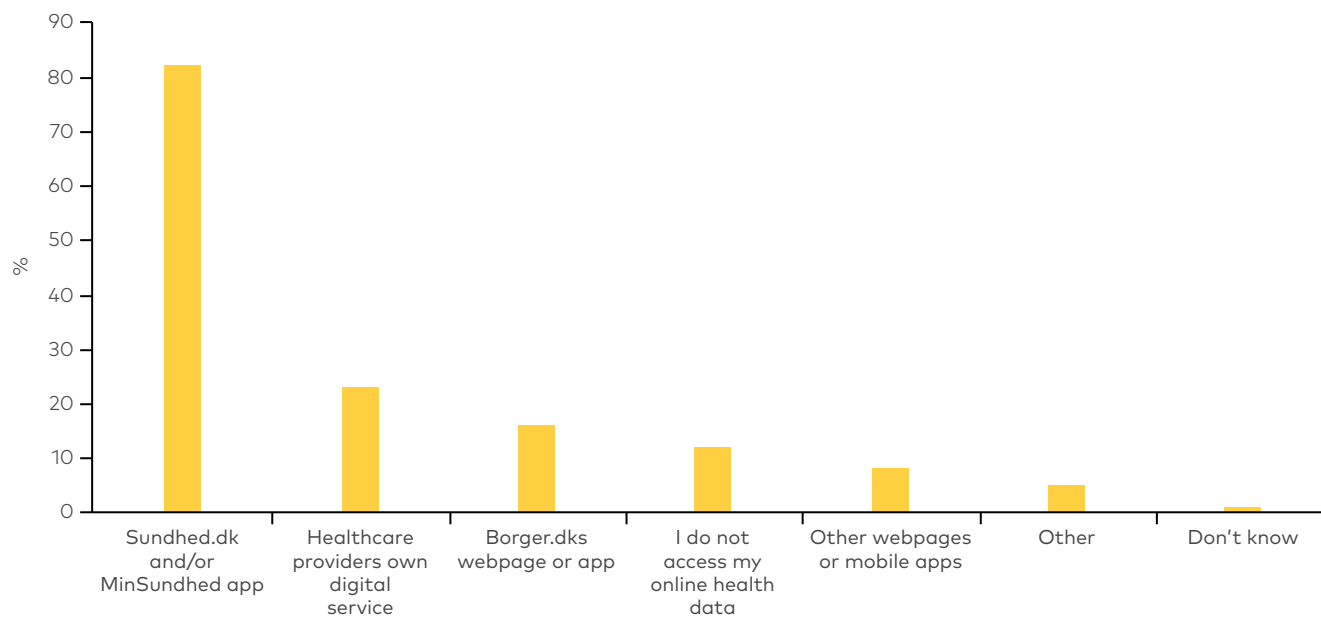


Figure 8.1.a Where do you access your online health data? (Denmark)

Cross tables

Table 8.1.b Where do you access your online health data? Danish answers crossed with age, gender, and educational level.

Age	Sundhed.dk and/or MinSundhed app		Healthcare providers own digital service		Borger.dks webpage or app		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	152	15	30	3	18	2	16	2	11	1	16	2	4	0
30–39 years	124	12	40	4	13	1	15	1	10	1	19	2	3	0
40–49 years	139	14	34	3	22	2	21	2	9	1	24	2	3	0
50–59 years	137	13	39	4	35	3	14	1	5	0	27	3		
60–69 years	124	12	45	4	29	3	9	1	6	1	15	1	1	0
70 years or more	154	15	42	4	50	5	9	1	6	1	24	2	1	0
Gender	Sundhed.dk and/or MinSundhed app		Healthcare providers own digital service		Borger.dks webpage or app		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	f	%	Freq	%	Freq	%
Female	427	42	126	12	80	8	42	4	29	3	56	6	4	0
Male	403	40	104	10	87	9	42	4	18	2	68	7	8	1
Do not wish to share that information											1	0		

Education level	Sundhed.dk and/or MinSundhed app		Healthcare providers own digital service		Borger.dks webpage or app		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	F	%	Freq	%	Freq	%
Primary school	35	3	8	1	8	1	2	0			6	1	2	0
Secondary education (Matriculation exam etc.)	82	8	15	1	9	1	6	1	6	1	8	1	2	0
Vocational education	109	11	22	2	22	2	10	1	2	0	13	1	2	0
Short higher education (less than 3 years)	78	8	22	2	21	2	12	1	3	0	15	1	1	0
Medium-length higher education (3-4 years)	259	25	77	8	64	6	19	2	15	1	33	3	4	0
Longer higher education (over 4 years)	241	24	80	8	42	4	29	3	19	2	45	4	1	0
PhD	26	3	6	1	1	0	6	1	2	0	5	0		

N = 1017

Finland

Table 8.1.c and Figure 8.1.b present the answers to question 13 for the Finland participants.

Table 8.1.c Where do you access your online health data? (Finland)

	Freq	%
In My Kanta Pages (patient accessible electronic health records)	916	90
From the website or application of a private healthcare provider	290	29
From the website or application of a public healthcare provider	188	19
I do not access my online health data	57	6
Other webpages or mobile apps	55	5
Other	10	1
Don't know	5	0
N	1015	

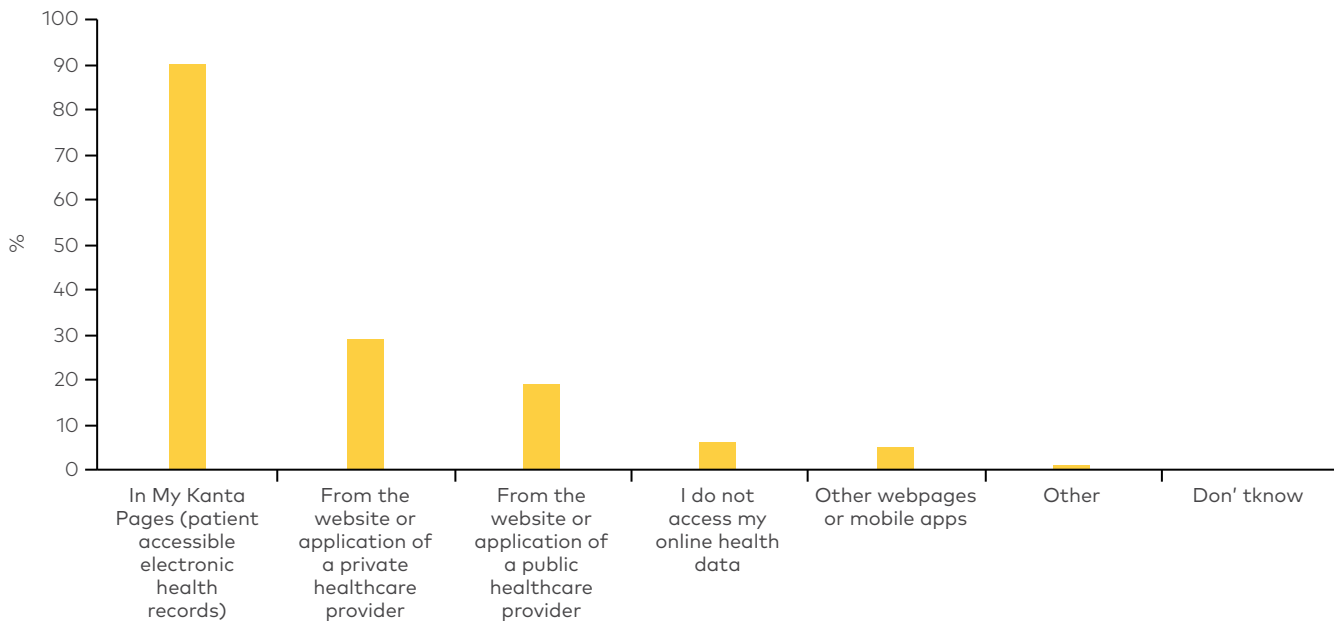


Figure 8.1.b Where do you access your online health data? (Finland)

Cross tables

Table 8.1.d Where do you access your online health data? Finnish answers crossed with age, gender, and educational level.

Age	In My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	162	16	47	5	38	4	17	2	1	0	9	1	1	0
30–39 years	150	15	55	5	30	3	13	1	1	0	5	0		
40–49 years	137	13	65	6	27	3	8	1	2	0	6	1	1	0
50–59 years	155	15	72	7	25	2	8	1	1	0	10	1	1	0
60–69 years	155	15	33	3	29	3	4	0	2	0	8	1	1	0
70 years or more	157	15	18	2	39	4	5	0	3	0	19	2	1	0
Gender	In My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	470	46	158	16	102	10	30	3	6	1	24	2	1	0
Male	434	43	129	13	79	8	25	2	4	0	32	3	3	0
Non-binary	8	1	1	0	6	1					1	0		
Do not wish to share that information	4	0	2	0	1	0							1	0

Education level	My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	74	7	9	1	11	1	2	0	1	0	15	1	1	0
Secondary education (Matriculation exam etc.)	91	9	33	3	20	2	5	0	1	0	8	1		
Vocational education	251	25	67	7	52	5	15	1	2	0	11	1	3	0
Short higher education (less than 3 years)	130	13	30	3	29	3	5	0	2	0	7	1		
Medium-length higher education (3-4 years)	195	19	81	8	40	4	15	1	2	0	10	1	1	0
Longer higher education (over 4 years)	160	16	67	7	33	3	12	1	1	0	6	1		
PhD	15	1	3	0	3	0	1	0	1	0				

N=1017

Iceland

Table 8.1.e and Figure 8.1.c present the answers to question 13 for the Icelandic participants.

Table 8.1.e Where do you access your online health data? (Iceland)

	Freq	%
Heilsuveru	962	95
Other webpages or mobile apps	107	11
Healthcare providers own digital service	34	3
I do not access my online health data	24	2
Other	9	1
Don't know	19	2
N	1013	

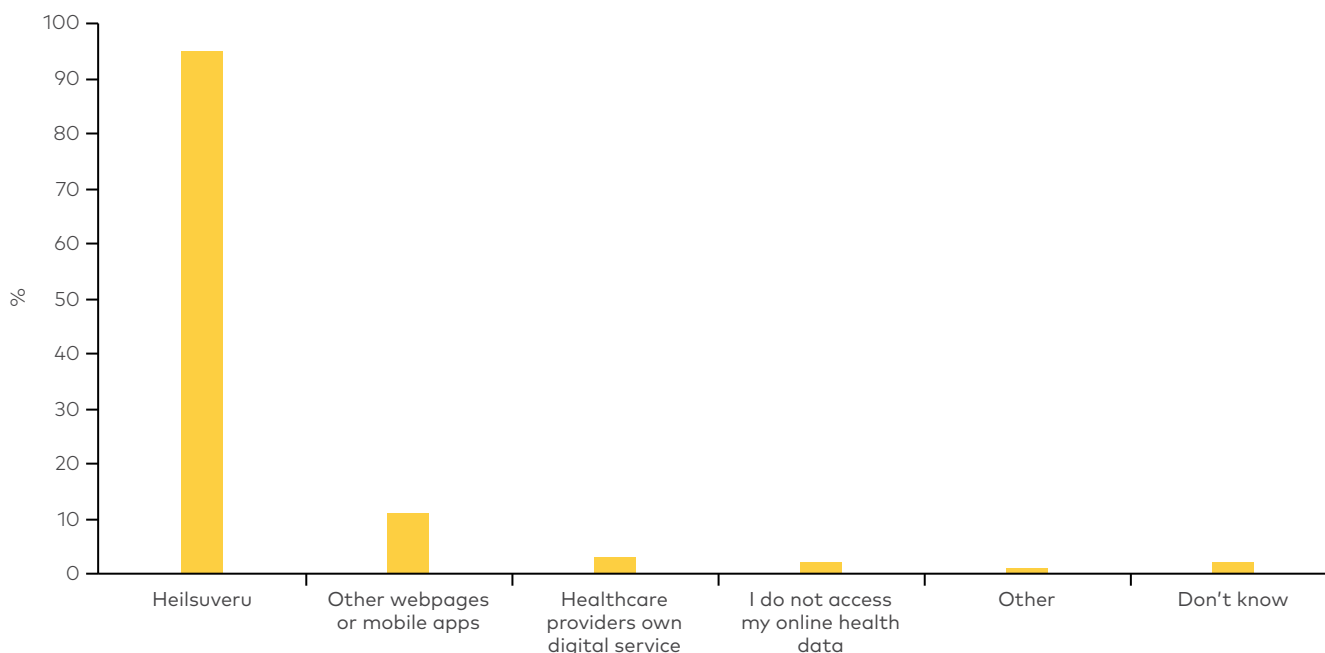


Figure 8.1.c Where do you access your online health data? (Iceland)

Cross tables

Table 8.1.f Where do you access your online health data? Icelandic answers crossed with age, gender, and educational level.

Age	In My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	162	16	47	5	38	4	17	2	1	0	9	1	1	0
30–39 years	150	15	55	5	30	3	13	1	1	0	5	0		
40–49 years	137	13	65	6	27	3	8	1	2	0	6	1	1	0
50–59 years	155	15	72	7	25	2	8	1	1	0	10	1	1	0
60–69 years	155	15	33	3	29	3	4	0	2	0	8	1	1	0
70 years or more	157	15	18	2	39	4	5	0	3	0	19	2	1	0
Gender	In My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	470	46	158	16	102	10	30	3	6	1	24	2	1	0
Male	434	43	129	13	79	8	25	2	4	0	32	3	3	0
Non-binary	8	1	1	0	6	1					1	0		
Do not wish to share that information	4	0	2	0	1	0							1	0

Education level	My Kanta Pages (patient accessible electronic health records)		From the website or application of a private healthcare provider		From the website or application of a public healthcare provider		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	74	7	9	1	11	1	2	0	1	0	15	1	1	0
Secondary education (Matriculation exam etc.)	91	9	33	3	20	2	5	0	1	0	8	1		
Vocational education	251	25	67	7	52	5	15	1	2	0	11	1	3	0
Short higher education (less than 3 years)	130	13	30	3	29	3	5	0	2	0	7	1		
Medium-length higher education (3- 4 years)	195	19	81	8	40	4	15	1	2	0	10	1	1	0
Longer higher education (over 4 years)	160	16	67	7	33	3	12	1	1	0	6	1		
PhD	15	1	3	0	3	0	1	0	1	0				

N = 1015

Norway

Table 8.1.g and Figure 8.1.d present the answers to question 13 for the Norwegian participants.

Table 8.1.g Where do you access your online health data? (Norway)

	Freq	%
Helsenorge.no/HelsaMi app	862	85
Healthcare providers own digital service	132	13
I do not access my online health data	112	11
Other webpages or mobile apps	62	6
Other	17	2
Don't know	14	1
N	1016	

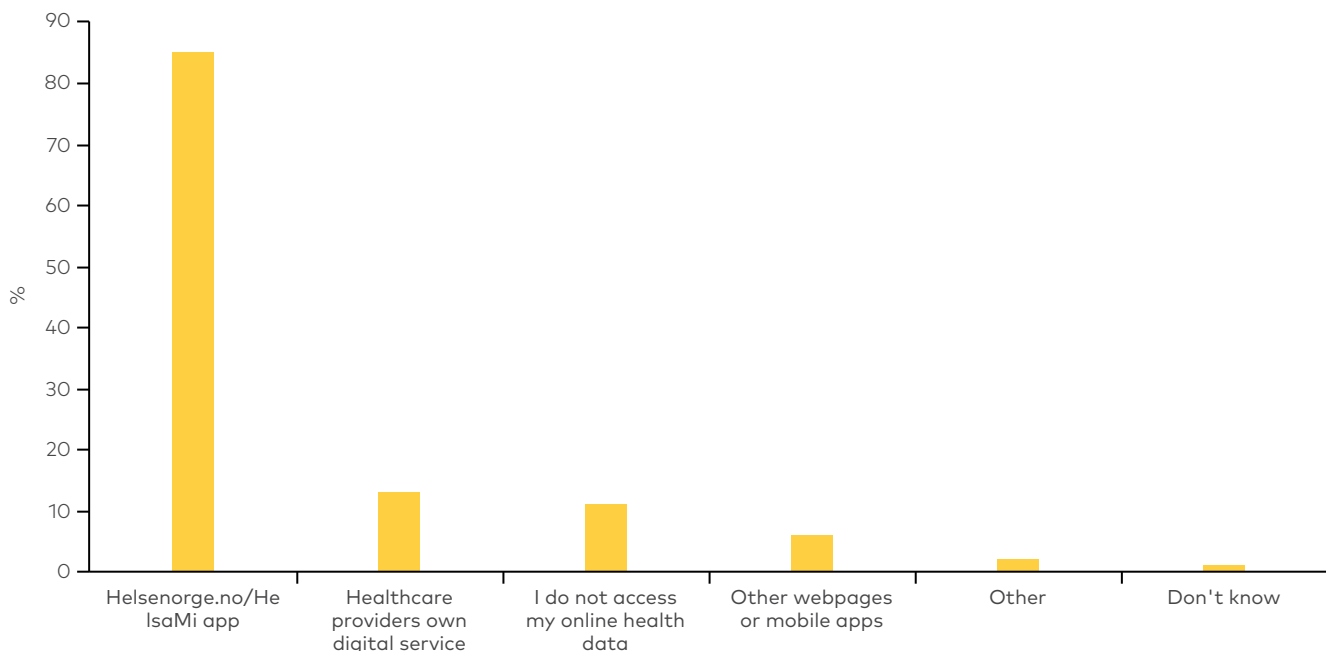


Figure 8.1.d Where do you access your online health data? (Norway)

Cross tables

Table 8.1.h Where do you access your online health data? Norwegian answers crossed with age, gender, and educational level.

Age	Helsenorge.no/ HelsaMi app		Healthcare providers own digital service		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	167	16	25	2	15	1	3	0	17	2	8	1
30–39 years	143	14	28	3	11	1	3	0	20	2	1	0
40–49 years	144	14	22	2	17	2	1	0	19	2	4	0
50–59 years	155	15	26	3	9	1	3	0	20	2	1	0
60–69 years	126	12	19	2	8	1	5	0	15	1		
70 years or more	127	13	12	1	2	0	2	0	21	2		
Gender	Helsenorge.no/ HelsaMi app		Healthcare providers own digital service		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	439	43	69	7	28	3	9	1	56	6	3	0
Male	419	41	63	6	34	3	8	1	56	6	11	1
Non-binary	2	0										
Do not wish to share that information	2	0										

Education level	Helsenorge.no/ HelsaMi app		Healthcare providers own digital service		Other webpages or mobile apps		Other		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school/Public school/Boarding school etc.	34	3	6	1	1	0	1	0	6	1	2	0
Secondary education (Matriculation exam etc.)	103	10	23	2	6	1	3	0	17	2	4	0
Upper secondary school - vocational subjects	93	9	10	1	3	0	2	0	14	1	2	0
Vocational training (skilled worker, craftsman)	124	12	8	1	4	0			17	2	2	0
Medium-length higher education (3-4 years) (e.g. nurse, teacher, bachelor's degree, professional bachelor's degree)	266	26	46	5	25	2	9	1	27	3	2	0
Longer higher education (over 4 years)	229	23	34	3	22	2	2	0	31	3	1	0
PhD	13	1	5	0	1	0					1	0

N = 1016

Sweden

Table 8.1.i and Figure 8.1.e display the answers to question 13 for the Swedish participants.

Table 8.1.i Where do you access your online health data? (Sweden)

	Freq	%
Journalen - 1177	810	80
I do not access my online health data	160	16
Other webpages or mobile apps	85	8
Healthcare providers own digital service	64	6
Other	11	1
Don't know	15	1
N	1017	

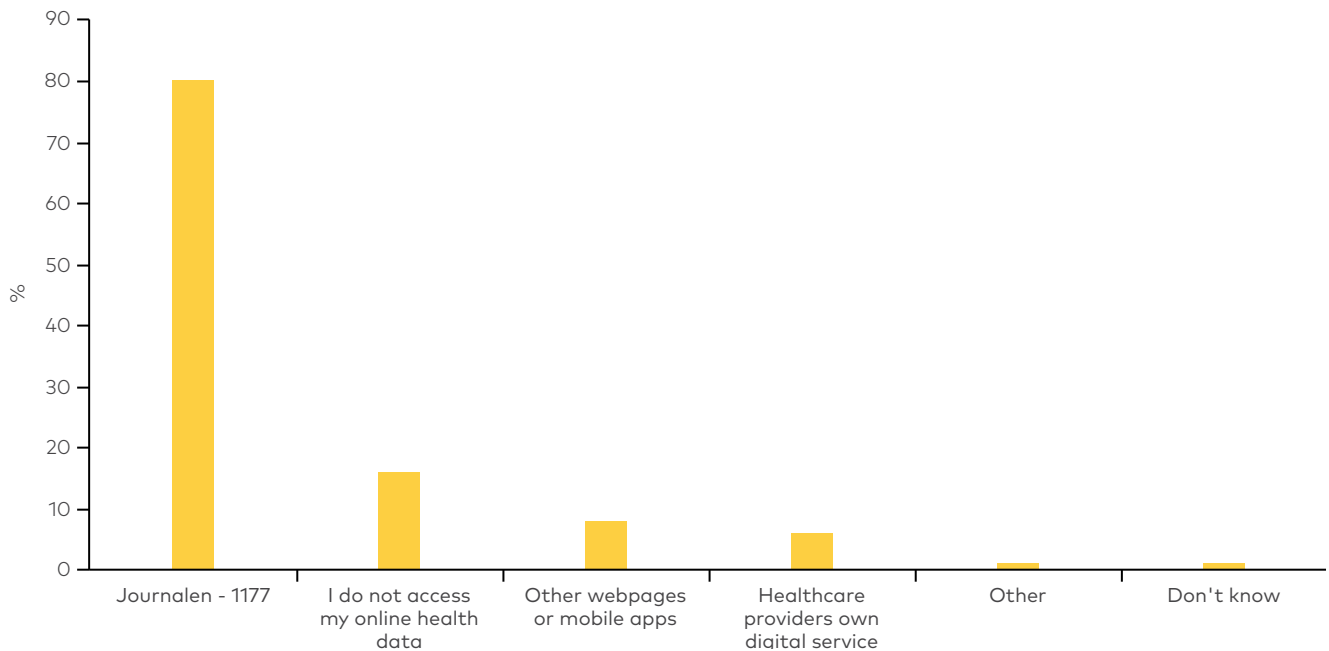


Figure 8.1.e Where do you access your online health data? (Sweden)

Cross tables

Table 8.1.j Where do you access your online health data? Swedish answers crossed with age, gender, and educational level.

Age	Journalen - 1177		Healthcare providers own digital service		Other webpages or mobile apps		Other places:		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	176	17	9	1	23	2	3	0	15	1	1	0
30–39 years	140	14	16	2	20	2	1	0	15	1	5	0
40–49 years	132	13	8	1	18	2	1	0	29	3	1	0
50–59 years	128	13	9	1	13	1	2	0	26	3	3	0
60–69 years	108	11	13	1	5	0	2	0	33	3	4	0
70 years or more	126	12	9	1	6	1	2	0	42	4	1	0
Gender	Journalen - 1177		Healthcare providers own digital service		Other webpages or mobile apps		Other places:		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	427	42	32	3	42	4	4	0	59	6	5	0
Male	378	37	32	3	40	4	7	1	100	10	10	1
Non-binary	3	0			2	0						
Do not wish to share that information	2	0			1	0			1	0		

Education level	Journalen - 1177		Healthcare providers own digital service		Other webpages or mobile apps		Other places:		I do not access my online health data		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	54	5	4	0	4	0	1	0	20	2	1	0
Secondary school	367	36	32	3	33	3	5	0	65	6	5	0
University/College	380	37	28	3	46	5	5	0	70	7	9	1
PhD	9	1			2	0			5	0		

N = 1017

On average, 9% of the participants do not access their online health data, ranging from 2% (Iceland) to 16% (Sweden), but those who access their online health data, typically access this type of information through the national health portals or apps in each country; accordingly, 82% (Denmark), 90% (Finland), 95%

(Iceland), 85% (Norway), and 80% (Sweden) use the national health portal in each of the countries.

8.2 Reasons for accessing online health data

In the next question, number 14, the citizens were asked why they are accessing their online health data. Responses are displayed in Table 8.2.a and Figure 8.2.a.

Participants who answered *I do not access my online health data* in question 13 were not asked question 14.

Participants were allowed to provide multiple answers; thus, frequency and N are not equal.

Table 8.2.a Why are you accessing your online health data?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
To get an overview of my medical history	359	40	527	55	356	36	362	40	367	43
To see my medication and/or renew my prescriptions	425	48	628	66	724	73	529	59	411	48
To view my test results	666	75	756	79	451	46	543	60	483	56
To control that my information is correct	147	16	283	30	206	21	199	22	173	20
To follow my physical training activities	96	11	79	8	82	8	104	12	78	9
To get an overview of my diet	21	2	18	2	33	3	27	3	18	2
Out of curiosity	186	21	174	18	185	19	210	23	260	30
Other reasons	35	4	15	2	28	3	41	5	25	3
Don't know	30	3	23	2	56	6	29	3	25	3
N	892		958		989		904		857	

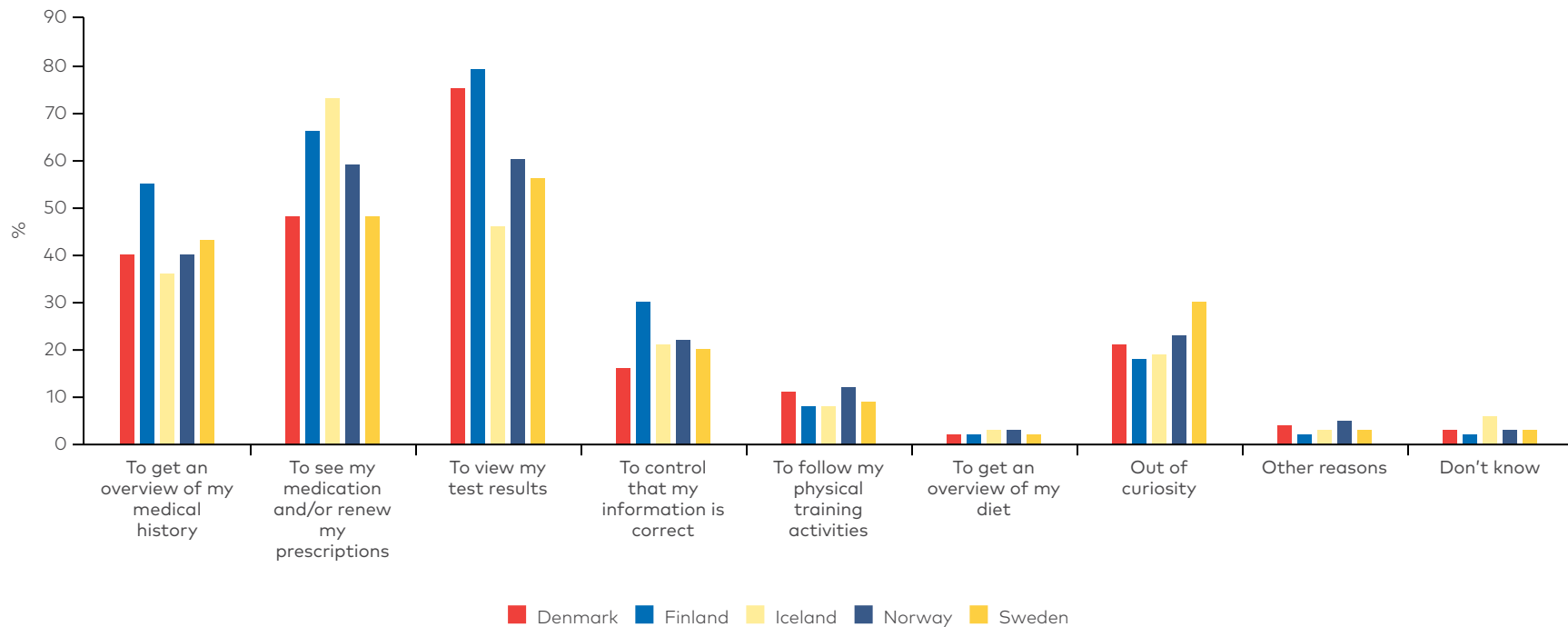


Figure 8.2.a Why are you accessing your online health data?

As seen in Figure 8.2.a, the most frequent answers in all five Nordic countries are, *To view my test results* (mean: 63%, ranging from 46% in Iceland to 79% in Finland); *To see my medication and/or renew my prescriptions* (mean: 59%, ranging from 48% in Denmark and Sweden to 73% in Iceland); and to g

et an overview of my medical history (mean: 43%, ranging from 35% in Iceland to 55% in Finland).

Out of curiosity (mean: 22%, ranging from 18% in Finland to 30% in Sweden) and *To control that my information is correct* (mean: 22%, ranging from 16% in Denmark to 30% in Finland); are other relevant reasons why the citizens are accessing their health data.

Cross tables – Denmark

Table 8.2.b Why are you accessing your online health data? Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	63	7	49	5	100	11	23	3	18	2	5	1	41	5	13	1	12	1
30–39 years	61	7	63	7	108	12	21	2	15	2	2	0	36	4	8	1	4	0
40–49 years	63	7	71	8	117	13	22	2	18	2	6	1	25	3	6	1	3	0
50–59 years	46	5	60	7	107	12	27	3	20	2	5	1	31	3	6	1	4	0
60–69 years	50	6	80	9	108	12	25	3	14	2	2	0	22	2	2	0	4	0
70 years or more	76	9	102	11	126	14	29	3	11	1	1	0	31	3			3	0
Gender	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	176	20	240	27	382	43	75	8	57	6	16	2	86	10	14	2	4	0
Male	183	21	185	21	284	32	72	8	39	4	5	1	100	11	21	2	26	3
Do not wish to share that information																		

Education level	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	16	2	15	2	26	3	4	0	2	0			13	1	1	0	3	0
Secondary education (Matriculation exam etc.)	30	3	29	3	54	6	20	2	12	1	5	1	23	3	5	1	5	1
Vocational education	40	4	53	6	80	9	15	2	11	1	3	0	18	2	5	1	9	1
Short higher education (less than 3 years)	34	4	47	5	60	7	9	1	10	1	2	0	17	2	2	0	3	0
Medium-length higher education (3-4 years)	121	14	152	17	221	25	58	7	25	3	3	0	51	6	5	1	6	1
Longer higher education (over 4 years)	104	12	115	13	204	23	37	4	30	3	7	1	58	7	15	2	4	0
PhD	14	2	14	2	21	2	4	0	6	1	1	0	6	1	2	0		

Need for assistance when using digital health services	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know			
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%		
Always	3	0	5	1	4	0			1	0									1	0
Often	4	0	6	1	8	1			1	0										
Sometimes	14	2	12	1	21	2	11	1	4	0	1	0	8	1	1	0				
Rarely	47	5	66	7	85	10	23	3	5	1	4	0	24	3	2	0			6	1
Never	289	32	336	38	547	61	113	13	85	10	16	2	151	17	32	4			22	2
Not relevant, I do not use digital health services	1	0											3	0						
Don't know/do not remember	1	0			1	0													1	0

N = 892

Cross tables – Finland

Table 8.2.c Why are you accessing your online health data? Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	97	10	94	10	122	13	65	7	12	1	6	1	67	7	3	0	8	1
30–39 years	93	10	98	10	121	13	46	5	14	1	3	0	34	4			3	0
40–49 years	67	7	89	9	117	12	26	3	13	1	3	0	31	3	4	0	5	1
50–59 years	88	9	112	12	132	14	45	5	15	2	3	0	19	2	2	0	1	0
60–69 years	91	9	113	12	125	13	49	5	9	1	1	0	11	1	2	0	3	0
70 years or more	91	9	122	13	139	15	52	5	16	2	2	0	12	1	4	0	3	0
Gender	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	287	30	348	36	412	43	159	17	39	4	10	1	96	10	7	1	4	0
Male	232	24	272	28	332	35	118	12	40	4	8	1	70	7	8	1	18	2
Non-binary	5	1	5	1	8	1	3	0					7	1				
Do not wish to share that information	3	0	3	0	4	0	3	0					1	0			1	0

Education level	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	39	4	49	5	61	6	25	3	4	0	1	0	13	1	1	0	2	0
Secondary education (Matriculation exam etc.)	54	6	66	7	66	7	27	3	7	1	3	0	24	3			2	0
Vocational education	140	15	171	18	196	20	81	8	20	2	7	1	53	6	3	0	14	1
Short higher education (less than 3 years)	70	7	98	10	115	12	36	4	8	1	1	0	12	1	2	0	2	0
Medium-length higher education (3-4 years)	114	12	123	13	166	17	54	6	20	2	2	0	45	5	8	1	3	0
Longer higher education (over 4 years)	95	10	111	12	136	14	56	6	19	2	4	0	25	3	1	0		
PhD	15	2	10	1	16	2	4	0	1	0			2	0				

Need for assistance when using digital health services	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	10	1	9	1	3	0			1	0	1	0				
Often	11	1	12	1	15	2	7	1	2	0	1	0	5	1	1	0		
Sometimes	28	3	38	4	39	4	19	2	3	0			10	1			2	0
Rarely	114	12	126	13	156	16	58	6	17	2	5	1	37	4	2	0	3	0
Never	363	38	432	45	530	55	193	20	57	6	11	1	118	12	11	1	14	1
Not relevant, I do not use digital health services	2	0	4	0	4	0	2	0					2	0			1	0
Don't know/do not remember	2	0	6	1	3	0	1	0					1	0	1	0	3	0

N = 958

Cross tables – Iceland

Table 8.2.d Why are you accessing your online health data? Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	108	11	153	15	109	11	61	6	17	2	13	1	71	7	5	1	9	1
30–39 years	76	8	127	13	98	10	54	5	18	2	9	1	50	5	12	1	14	1
40–49 years	69	7	118	12	78	8	31	3	19	2	6	1	28	3	3	0	10	1
50–59 years	45	5	112	11	67	7	32	3	19	2	4	0	19	2	3	0	7	1
60–69 years	36	4	112	11	54	5	19	2	5	1			10	1	1	0	7	1
70 years or more	22	2	102	10	45	5	9	1	4	0	1	0	7	1	4	0	9	1
Gender	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	186	19	409	41	258	26	104	11	33	3	15	2	95	10	15	2	21	2
Male	163	16	309	31	187	19	98	10	48	5	18	2	89	9	13	1	34	3
Non-binary	6	1	5	1	5	1	3	0	1	0			1	0				
Do not wish to share that information	1	0	1	0	1	0	1	0									1	0

Education level	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	40	4	67	7	43	4	24	2	5	1	3	0	22	2	2	0	5	1
Youth education	13	1	39	4	17	2	7	1					7	1	1	0	2	0
Vocational education	15	2	37	4	18	2	8	1	3	0	2	0	7	1	1	0	4	0
Master's degree in industrial industry	13	1	36	4	18	2	10	1	1	0			4	0			5	1
Matriculation exam	57	6	107	11	61	6	32	3	7	1	6	1	34	3	5	1	5	1
Secondary education, other than Matriculation exam	25	3	65	7	35	4	22	2	3	0	1	0	8	1	1	0	6	1
Secondary education, technical school examination	13	1	28	3	16	2	9	1	6	1	2	0	4	0			2	0
Bachelor's degree (BSc)	95	10	186	19	121	12	50	5	21	2	10	1	54	5	10	1	10	1
Master's degree, MSc	84	8	149	15	114	12	44	4	34	3	9	1	44	4	8	1	15	2
PhD	1	0	10	1	8	1			2	0			1	0			2	0

Need for assistance when using digital health services	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0									1	0			2	0
Often	5	1	10	1	2	0	3	0					4	0			4	0
Sometimes	12	1	35	4	21	2	12	1	1	0			11	1	2	0	2	0
Rarely	47	5	86	9	50	5	27	3	8	1	6	1	22	2	4	0	4	0
Never	286	29	583	59	374	38	162	16	71	7	25	3	140	14	20	2	38	4
Not relevant, I do not use digital health services	5	1	5	1	3	0	2	0	2	0	2	0	6	1	2	0	3	0
Don't know/do not remember			2	0	1	0							1	0			3	0

N = 989

Cross tables – Norway

Table 8.2.e Why are you accessing your online health data? Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	91	10	87	10	113	13	50	6	20	2	7	1	70	8	4	0	9	1
30–39 years	77	9	73	8	100	11	37	4	19	2	9	1	46	5	8	1	3	0
40–49 years	56	6	92	10	91	10	33	4	24	3	2	0	27	3	4	0	10	1
50–59 years	52	6	102	11	100	11	32	4	22	2	5	1	22	2	7	1	6	1
60–69 years	51	6	91	10	78	9	28	3	8	1	3	0	21	2	5	1		
70 years or more	35	4	84	9	61	7	19	2	11	1	1	0	24	3	13	1	1	0
Gender	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	196	22	297	33	315	35	101	11	55	6	16	2	93	10	17	2	5	1
Male	165	18	231	26	225	25	98	11	48	5	11	1	116	13	24	3	24	3
Non-binary					2	0			1	0								
Do not wish to share that information	1	0	1	0	1	0							1	0				

Education level	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	19	2	19	2	18	2	10	1	1	0			7	1	5	1	4	0
Secondary education (Matriculation exam etc.)	44	5	56	6	70	8	27	3	9	1	4	0	28	3	3	0	6	1
Upper secondary school - vocational subjects	35	4	58	6	52	6	20	2	7	1			21	2	1	0	4	0
Vocational training (skilled worker, craftsman)	48	5	72	8	69	8	34	4	11	1			32	4	5	1	5	1
Medium-length higher education (3-4 years)	111	12	179	20	171	19	54	6	45	5	11	1	68	8	14	2	5	1
Longer higher education (over 4 years)	100	11	133	15	152	17	53	6	30	3	12	1	54	6	11	1	4	0
PhD	5	15	12	36	11	33	1	3	1	3					2	6	1	3

Need for assistance when using digital health services	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always			3	0	1	0							1	0	2	0	1	0
Often	3	0	3	0	2	0	1	0			1	0						
Sometimes	18	2	31	3	25	3	11	1	5	1			8	1	4	0	3	0
Rarely	54	6	89	10	88	10	32	4	8	1	2	0	31	3	7	1	4	0
Never	284	31	402	44	422	47	154	17	90	10	24	3	170	19	27	3	21	2
Not relevant, I do not use digital health services	3	0	1	0	4	0	1	0	1	0					1	0		
Don't know/do not remember				0	1	0												

N = 904

Cross tables – Sweden

Table 8.2.f Why are you accessing your online health data? Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	90	11	71	8	105	12	34	4	21	2	8	1	80	9	1	0	8	1
30–39 years	70	8	69	8	94	11	37	4	14	2	4	0	47	5	4	0	4	0
40–49 years	54	6	64	7	68	8	23	3	16	2	2	0	35	4	4	0	5	1
50–59 years	52	6	72	8	68	8	23	3	11	1	2	0	34	4	6	1	3	0
60–69 years	43	5	65	8	72	8	30	4	7	1	2	0	30	4	5	1	3	0
70 years or more	58	7	70	8	76	9	26	3	9	1		0	34	4	5	1	2	0
Gender	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	221	26	239	28	263	31	94	11	35	4	9	1	139	16	14	2	9	1
Male	144	17	170	20	216	25	76	9	41	5	8	1	120	14	11	1	16	2
Non-binary	1	0	2	0	2	0	2	0	1	0	1	0						
Do not wish to share that information	1	0			2	0	1	0	1	0			1	0				

Education level	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	26	3	27	3	32	4	13	2	3	0	1	0	17	2	2	0	2	0
Secondary school	167	19	181	21	221	26	83	10	30	4	9	1	123	14	8	1	9	1
University/College	168	20	199	23	221	26	76	9	44	5	8	1	116	14	15	2	14	2
PhD	6	1	4	0	9	1	1	0	1	0			4	0				
Need for assistance when using digital health services	To get an overview of my medical history		To see my medication and/or renew my prescriptions		To view my test results		To control that my information is correct		To follow my physical training activities		To get an overview of my diet		Out of curiosity		Other reasons		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	4	0	3	0	1	0					1	0	1	0		
Often	9	1	13	2	9	1	4	0	1	0			2	0			3	0
Sometimes	16	2	22	3	19	2	3	0	7	1	1	0	15	2	3	0	3	0
Rarely	52	6	51	6	67	8	31	4	10	1	4	0	40	5	2	0	5	1
Never	283	33	317	37	383	45	134	16	59	7	13	2	201	23	19	2	12	1
Not relevant, I do not use digital health services	3	0	3	0	2	0			1	0			1	0				
Don't know/do not remember	1	0	1	0													2	0

N = 857

9 Sharing of Health Data

9.1 Sharing of health data – healthcare providers

Another topic that was scrutinized in the survey was citizens' willingness to share their digital health data. In Question 15 the citizens were asked, *"In the case of the need for personal treatment in another Nordic country, which **digital** health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries?"*. Answers are shown in Table 9.1.a and Figure 9.1.a an overview of the answers to question 15 is presented.

Participants were allowed to provide multiple answers; thus, frequency and N are not equal.

Table 9.1.a In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Medical history	722	71	727	72	704	69	668	66	702	69
Diagnoses	652	64	671	66	650	64	634	62	606	60
Medication/prescriptions	739	73	779	77	729	72	735	72	704	69
Test results/laboratory data	641	63	643	63	676	67	573	56	581	57
Immunization	740	73	719	71	744	73	722	71	677	67
Allergies	629	62	623	61	676	67	629	62	581	57
Referrals	422	41	395	39	401	40	366	36	429	42
Online booking (eBooking)	358	35	318	31	287	28	296	29	316	31
Data you have collected/generated	245	24	165	16	196	19	198	19	202	20
Other issues	18	2	5	0	9	1	6	1	2	0
None	74	7	58	6	93	9	64	6	88	9
Don't know	104	10	106	10	89	9	123	12	108	11
N	1017		1015		1013		1016		1017	

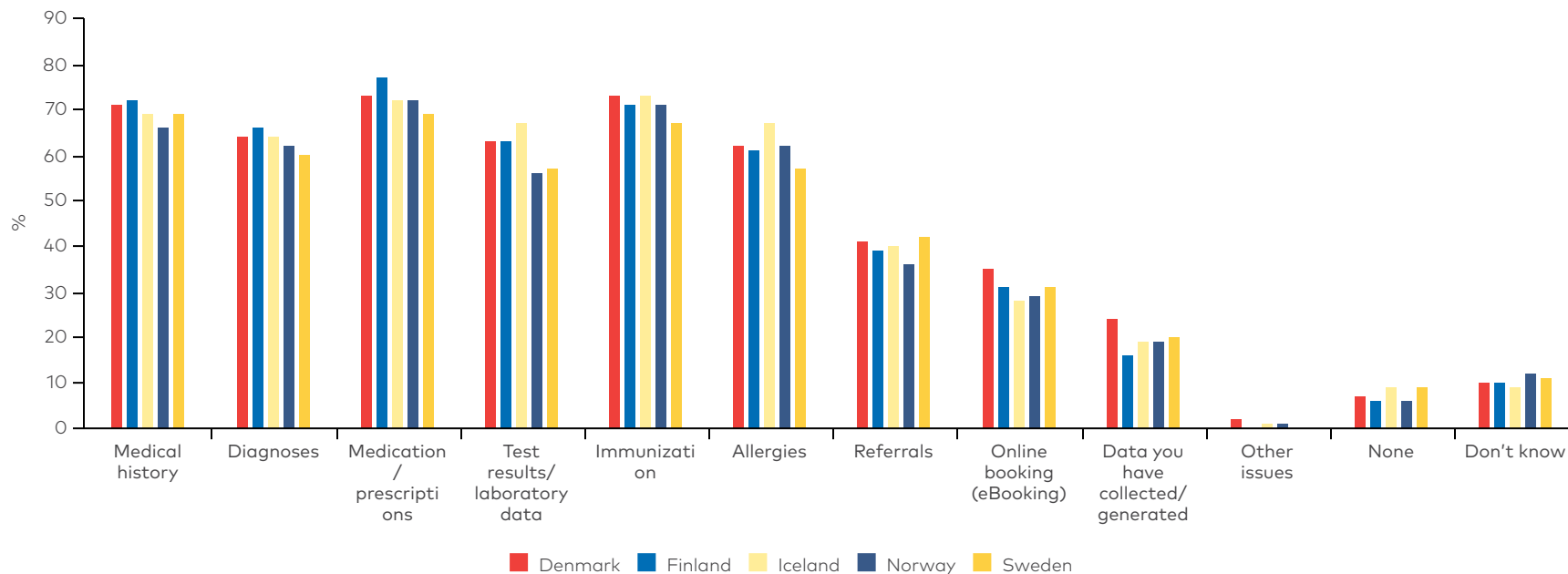


Figure 9.1.a In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries?

In general, the majority of the citizens seem willing to share their data if needed for treatment purposes. Hence, on average citizens are willing to share digital health data concerning their *Medical history* (69%), *Diagnoses* (63%), *Medication/prescriptions* (73%), *Test results/laboratory data* (61%), *Immunization* (71%), and *Allergies* (62%).

Fewer citizens were on average willing to share data linked to the indicators *referrals* (40%) and *online bookings* (31%), data that, compared to the other options, seem to have relatively less relevance in a treatment context.

Interestingly, only 16% (Finland) to 25% (Denmark), of the citizens wished to share data in a treatment situation which they had collected/generated.

Across the countries, 6% (Finland/Norway) to 9% (Iceland/Sweden) of the citizens are not willing to share any of their digital health data.

Cross tables – Denmark

Table 9.1.b In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries? Danish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	152	15	140	14	150	15	135	13	145	14	146	14	104	10	84	8	76	7	6	1	6	1	6	1
30–39 years	110	11	110	11	122	12	110	11	128	13	116	11	83	8	70	7	50	5	4	0	6	1	11	1
40–49 years	122	12	113	11	130	13	112	11	125	12	113	11	85	8	72	7	47	5			13	1	17	2
50–59 years	113	11	99	10	111	11	105	10	119	12	100	10	61	6	59	6	34	3	3	0	17	2	18	2
60–69 years	102	10	92	9	103	10	88	9	106	10	77	8	38	4	29	3	15	1	2	0	12	1	24	2
70 years or more	123	12	98	10	123	12	91	9	117	12	77	8	51	5	44	4	23	2	3	0	20	2	28	3
Gender	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	331	33	309	30	350	34	298	29	349	34	294	29	183	18	155	15	99	10	5	0	46	5	64	6
Male	390	38	342	34	388	38	342	34	390	38	334	33	238	23	202	20	146	14	13	1	28	3	40	4
Do not wish to share that information	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0								

Education level	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	30	3	29	3	30	3	26	3	32	3	27	3	20	2	13	1	11	1	2	0	6	1	2	0
Secondary education (Matriculation exam etc.)	80	8	78	8	86	8	75	7	80	8	77	8	54	5	42	4	36	4			1	0	5	0
Vocational education	83	8	70	7	76	7	70	7	81	8	64	6	43	4	37	4	28	3	3	0	11	1	24	2
Short higher education (less than 3 years)	61	6	50	5	63	6	43	4	62	6	50	5	28	3	22	2	14	1	2	0	10	1	13	1
Medium-length higher education (3-4 years)	213	21	194	19	222	22	188	18	221	22	187	18	116	11	105	10	69	7	4	0	22	2	38	4
Longer higher education (over 4 years)	227	22	205	20	235	23	211	21	235	23	200	20	140	14	121	12	76	7	6	1	23	2	21	2
PhD	28	3	26	3	27	3	28	3	29	3	24	2	21	2	18	2	11	1	1	0	1	0	1	0

N = 1017

Cross tables – Finland

Table 9.1.c In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries? Finnish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	127	13	119	12	124	12	114	11	125	12	119	12	88	9	76	7	52	5	1	0	8	1	32	3
30–39 years	109	11	105	10	126	12	100	10	112	11	108	11	64	6	54	5	27	3			10	1	19	2
40–49 years	106	10	92	9	118	12	93	9	102	10	99	10	61	6	49	5	26	3	1	0	13	1	12	1
50–59 years	130	13	113	11	135	13	106	10	124	12	112	11	62	6	47	5	18	2			10	1	13	1
60–69 years	123	12	119	12	132	13	108	11	125	12	103	10	65	6	50	5	22	2	1	0	7	1	15	1
70 years or more	132	13	123	12	144	14	122	12	131	13	82	8	55	5	42	4	20	2	2	0	10	1	15	1
Gender	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	359	35	340	33	398	39	316	31	366	36	338	33	200	20	153	15	79	8	1	0	25	2	59	6
Male	359	35	321	32	372	37	317	31	344	34	276	27	188	19	160	16	82	8	4	0	30	3	45	4
Non-binary	7	1	8	1	7	1	8	1	7	1	7	1	5	0	4	0	3	0			1	0	1	0
Do not wish to share that information	2	0	2	0	2	0	2	0	2	0	2	0	2	0	1	0	1	0			2	0	1	0

Education level	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	63	6	53	5	65	6	53	5	59	6	49	5	36	4	18	2	11	1	1	0	5	0	16	2
Secondary education (Matriculation exam etc.)	74	7	68	7	78	8	64	6	77	8	67	7	49	5	36	4	27	3			4	0	13	1
Vocational education	201	20	181	18	209	21	172	17	193	19	163	16	105	10	87	9	42	4			23	2	23	2
Short higher education (less than 3 years)	107	11	94	9	110	11	87	9	104	10	81	8	38	4	28	3	12	1			5	0	14	1
Medium-length higher education (3-4 years)	146	14	146	14	169	17	135	13	151	15	145	14	89	9	79	8	50	5	4	0	10	1	23	2
Longer higher education (over 4 years)	122	12	115	11	134	13	119	12	121	12	107	11	71	7	65	6	21	2			8	1	17	2
PhD	14	1	14	1	14	1	13	1	14	1	11	1	7	1	5	0	2	0			3	0		

N = 1015

Cross tables – Iceland

Table 9.1.d In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries? Icelandic answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	159	16	158	16	165	16	160	16	166	16	168	17	111	11	75	7	60	6	1	0	19	2	16	2
30–39 years	140	14	136	13	144	14	136	13	145	14	137	14	97	10	73	7	55	5	2	0	20	2	20	2
40–49 years	123	12	120	12	127	13	114	11	126	12	125	12	79	8	48	5	37	4	3	0	18	2	13	1
50–59 years	102	10	96	9	112	11	105	10	113	11	106	10	62	6	45	4	21	2	1	0	14	1	15	1
60–69 years	86	8	72	7	93	9	80	8	102	10	80	8	28	3	24	2	13	1			12	1	15	1
70 years or more	94	9	68	7	88	9	81	8	92	9	60	6	24	2	22	2	10	1	2	0	10	1	10	1
Gender	Medical history		Diagnoses		Medica- tion/ pre- scriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	344	34	335	33	377	37	352	35	387	38	361	36	191	19	121	12	84	8	3	0	48	5	51	5
Male	353	35	308	30	345	34	317	31	350	35	308	30	204	20	162	16	109	11	6	1	45	4	37	4
Non-binary	6	1	6	1	6	1	6	1	6	1	6	1	6	1	4	0	3	0					1	0
Do not wish to share that information	1	0	1	0	1	0	1	0	1	0	1	0												

Education level	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	60	6	52	5	60	6	59	6	62	6	58	6	32	3	23	2	21	2	3	0	13	1	8	1
Youth education	35	3	29	3	35	3	33	3	36	4	26	3	11	1	9	1	5	0			4	0	6	1
Vocational education	40	4	33	3	38	4	32	3	30	3	29	3	20	2	14	1	5	0			4	0	4	0
Master's degree in industrial industry	33	3	24	2	29	3	25	2	36	4	24	2	13	1	7	1	4	0			7	1	5	0
Matriculation exam	93	9	90	9	99	10	93	9	100	10	99	10	63	6	37	4	28	3			17	2	12	1
Secondary education, other than Matriculation exam	62	6	55	5	64	6	57	6	64	6	57	6	30	3	22	2	11	1			11	1	9	1
Secondary education, technical school examination	20	2	16	2	20	2	17	2	22	2	18	2	9	1	7	1	5	0			6	1	7	1
Bachelor's degree (BSc)	180	18	173	17	192	19	179	18	194	19	178	18	108	11	80	8	59	6	3	0	20	2	25	2
Master's degree, MSc	171	17	168	17	180	18	170	17	188	19	176	17	108	11	83	8	56	6	3	0	10	1	13	1
PhD	10	1	10	1	12	1	11	1	12	1	11	1	7	1	5	0	2	0			1	0		

N = 1013

Cross tables – Norway

Table 9.1.e In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries? Norwegian answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	127	13	129	13	143	14	118	12	141	14	135	13	76	7	64	6	56	6	2	0	9	1	34	3
30–39 years	128	13	116	11	136	13	110	11	132	13	126	12	72	7	53	5	49	5			12	1	12	1
40–49 years	113	11	106	10	125	12	96	9	128	13	114	11	62	6	46	5	30	3	1	0	13	1	15	1
50–59 years	110	11	114	11	130	13	105	10	124	12	118	12	68	7	60	6	33	3	1	0	7	1	27	3
60–69 years	95	9	87	9	101	10	75	7	99	10	77	8	47	5	43	4	18	2	1	0	12	1	16	2
70 years or more	95	9	82	8	100	10	69	7	98	10	59	6	41	4	30	3	12	1	1	0	11	1	19	2
Gender	Medical history		Diagnoses		Medica- tion/ pre- scriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ genera- ted		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	321	32	320	31	375	37	289	28	364	36	328	32	167	16	127	13	81	8	3	0	28	3	57	6
Male	345	34	311	31	359	35	282	28	355	35	299	29	198	19	168	17	117	12	3	0	36	4	65	6
Non-binary	1	0	2	0			1	0	2	0	1	0	1	0	1	0								
Do not wish to share that information	1	0	1	0	1	0	1	0	1	0	1	0											1	0

Education level	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	23	2	22	2	27	3	22	2	24	2	22	2	14	1	11	1	7	1			4	0	12	1
Secondary education (Matriculation exam etc.)	77	8	76	7	88	9	71	7	87	9	78	8	49	5	36	4	28	3			5	0	22	2
Upper secondary school - vocational subjects	65	6	59	6	70	7	47	5	66	6	56	6	27	3	22	2	15	1			12	1	17	2
Vocational training (skilled worker, craftsman)	94	9	87	9	106	10	71	7	102	10	87	9	48	5	36	4	24	2	1	0	10	1	17	2
Medium-length higher education (3-4 years)	206	20	205	20	228	22	180	18	222	22	191	19	116	11	94	9	63	6	2	0	17	2	35	3
Longer higher education (over 4 years)	194	19	173	17	204	20	172	17	209	21	184	18	105	10	92	9	58	6	3	0	15	1	19	2
PhD	9	1	12	1	12	1	10	1	12	1	11	1	7	1	5	0	3	0			1	0	1	0

N = 1016

Cross tables – Sweden

Table 9.1.f In the case of the need for personal treatment in another Nordic country, which digital health data would you then accept to share across healthcare providers (e.g. hospitals, outpatient clinics, etc.) in the Nordic Countries? Swedish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	135	13	122	12	128	13	116	11	140	14	127	12	90	9	75	7	55	5			16	2	20	2
30–39 years	122	12	110	11	119	12	107	11	111	11	112	11	90	9	71	7	49	5	1	0	13	1	18	2
40–49 years	126	12	110	11	125	12	108	11	117	12	114	11	85	8	56	6	34	3	1	0	10	1	15	1
50–59 years	109	11	93	9	113	11	85	8	107	11	94	9	63	6	49	5	27	3			15	1	19	2
60–69 years	102	10	83	8	101	10	76	7	93	9	72	7	47	5	28	3	23	2			12	1	19	2
70 years or more	108	11	88	9	118	12	89	9	109	11	62	6	54	5	37	4	14	1			22	2	17	2
Gender	Medical history		Diagnoses		Medica- tion/ pre- scriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	367	36	312	31	372	37	306	30	348	34	307	30	220	22	159	16	89	9	1	0	33	3	49	5
Male	329	32	289	28	326	32	270	27	323	32	269	26	207	20	154	15	112	11	1	0	55	5	58	6
Non-binary	4	0	4	0	4	0	3	0	3	0	3	0	1	0	2	0	1	0						
Do not wish to share that information	2	0	1	0	2	0	2	0	3	0	2	0	1	0	1	0							1	0

Education level	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collected/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	48	5	39	4	49	5	38	4	45	4	35	3	25	2	18	2	9	1			9	1	12	1
Secondary school	298	29	258	25	300	29	240	24	288	28	247	24	175	17	127	12	91	9	1	0	36	4	57	6
University/ College	347	34	300	29	346	34	294	29	332	33	288	28	222	22	165	16	97	10	1	0	43	4	37	4
PhD	9	1	9	1	9	1	9	1	12	1	11	1	7	1	6	1	5	0					2	0

N = 1017

9.2 Sharing of health data – research

Question 16 is very similar to question 15 as it concerns citizens' sharing of health data; however, in this question, they are asked whether they would allow their data to be used for research purposes across the Nordic countries. Table 9.2.a and Figure 9.2.a provides an overview of the answers.

Participants were allowed to choose between multiple response options; thus, frequency and N are not equal.

Table 9.2.a In the case of the need for personal treatment, which digital health data would you accept to share for research across the Nordic Countries?

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Medical history	634	62	567	56	627	62	595	59	590	58
Diagnoses	589	58	551	54	630	62	563	55	557	55
Medication/prescriptions	620	61	588	58	646	64	586	58	581	57
Test results/laboratory data	601	59	537	53	623	62	529	52	545	54
Immunization	622	61	576	57	655	65	609	60	579	57
Allergies	537	53	476	47	594	59	518	51	501	49
Referrals	336	33	275	27	362	36	288	28	346	34
Online booking (eBooking)	263	26	196	19	251	25	239	24	241	24
Data you have collected/generated	219	22	114	11	181	18	178	18	163	16
Other issues	20	2	5	0	13	1	5	0	4	0
None	134	13	149	15	119	12	115	11	128	13
Don't know	143	14	148	15	136	13	164	16	161	16
N	1017		1015		1013		1016		1017	

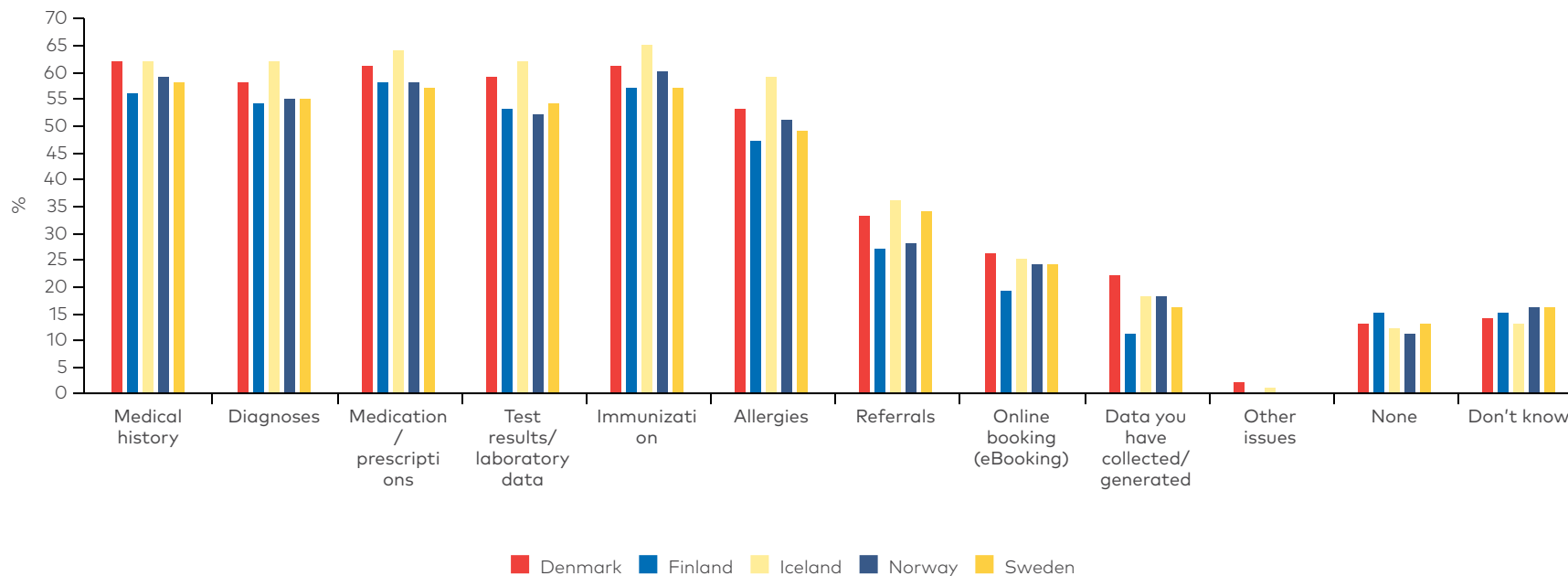


Figure 9.2.a In the case of the need for personal treatment, which digital health data would you accept to share for research across the Nordic Countries?

The general pattern in citizens' responses from question 15 is repeated in question 16. What is different, is citizens' overall willingness to share data, which seems to be at least 10 percentage points lower for research purposes compared to individual treatment purposes.

When used for research, the following number of citizens are on average willing to share digital health data concerning their *Medical history* (59%), *Diagnoses* (57%), *Medication/prescriptions* (60%), *Test results/laboratory data* (56%), *Immunization* (60%), and *Allergies* (52%).

Once again, fewer citizens were on average willing to share data concerning *referrals*, *online bookings*, and health data they have collected/generated on their own.

Across the countries, 11% (Norway) to 15% (Finland) of the citizens are not willing to share any of their digital health data for research purposes.

Cross tables – Denmark

Table 9.2.b In the case of the need for personal treatment, which digital health data would you accept to share **for research** across the Nordic Countries? Danish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	128	13	121	12	129	13	127	12	122	12	126	12	86	8	77	8	70	7	8	1	16	2	18	2
30–39 years	91	9	88	9	90	9	89	9	97	10	93	9	58	6	47	5	43	4	4	0	25	2	18	2
40–49 years	107	11	103	10	108	11	100	10	105	10	99	10	69	7	49	5	42	4			26	3	26	3
50–59 years	98	10	99	10	96	9	108	11	101	10	91	9	46	5	38	4	32	3	2	0	24	2	23	2
60–69 years	87	9	79	8	84	8	83	8	86	8	62	6	31	3	20	2	15	1	5	0	24	2	27	3
70 years or more	123	12	99	10	113	11	94	9	111	11	66	6	46	5	32	3	17	2	1	0	19	2	31	3
Gender	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	282	28	277	27	276	27	276	27	288	28	247	24	140	14	105	10	84	8	7	1	76	7	91	9
Male	351	35	311	31	343	34	324	32	333	33	289	28	195	19	157	15	135	13	13	1	58	6	52	5
Do not wish to share that information	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0								

Education level	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	26	3	22	2	27	3	24	2	25	2	22	2	14	1	9	1	9	1	2	0	7	1	6	1
Secondary education (Matriculation exam etc.)	67	7	65	6	67	7	65	6	67	7	65	6	43	4	36	4	32	3	1	0	12	1	10	1
Vocational education	77	8	65	6	75	7	70	7	72	7	50	5	37	4	32	3	25	2	3	0	12	1	29	3
Short higher education (less than 3 years)	48	5	52	5	50	5	49	5	49	5	33	3	19	2	9	1	10	1	3	0	15	1	13	1
Medium-length higher education (3-4 years)	190	19	170	17	177	17	171	17	188	18	163	16	90	9	70	7	59	6	4	0	39	4	56	6
Longer higher education (over 4 years)	201	20	191	19	199	20	197	19	195	19	180	18	114	11	92	9	69	7	6	1	46	5	27	3
PhD	25	2	24	2	25	2	25	2	26	3	24	2	19	2	15	1	15	1	1	0	3	0	2	0

N = 1017

Cross tables – Finland

Table 9.2.c In the case of the need for personal treatment, which digital health data would you accept to share **for research** across the Nordic Countries? Finnish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	89	9	95	9	96	9	87	9	105	10	92	9	62	6	53	5	33	3			28	3	33	3
30–39 years	88	9	82	8	93	9	79	8	82	8	82	8	47	5	35	3	19	2			27	3	27	3
40–49 years	74	7	65	6	76	7	62	6	72	7	64	6	32	3	27	3	15	1	2	0	27	3	27	3
50–59 years	102	10	97	10	104	10	101	10	104	10	90	9	43	4	26	3	14	1	1	0	26	3	22	2
60–69 years	104	10	99	10	106	10	99	10	105	10	80	8	46	5	28	3	18	2	1	0	18	2	20	2
70 years or more	110	11	113	11	113	11	109	11	108	11	68	7	45	4	27	3	15	1	1	0	23	2	19	2
Gender	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	259	26	250	25	271	27	249	25	273	27	240	24	128	13	91	9	50	5	3	0	83	8	91	9
Male	302	30	295	29	312	31	283	28	297	29	231	23	144	14	103	10	62	6	2	0	62	6	53	5
Non-binary	5	0	5	0	4	0	4	0	5	0	4	0	2	0	2	0	2	0			1	0	3	0
Do not wish to share that information	1	0	1	0	1	0	1	0	1	0	1	0	1	0							3	0	1	0

Education level	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	53	5	49	5	54	5	51	5	53	5	42	4	26	3	19	2	12	1			10	1	17	2
Secondary education (Matriculation exam etc.)	53	5	52	5	58	6	48	5	63	6	50	5	36	4	25	2	19	2			17	2	16	2
Vocational education	167	16	152	15	168	17	145	14	159	16	129	13	76	7	48	5	27	3	1	0	45	4	33	3
Short higher education (less than 3 years)	79	8	75	7	78	8	82	8	75	7	57	6	20	2	13	1	6	1	1	0	20	2	21	2
Medium-length higher education (3–4 years)	113	11	119	12	123	12	113	11	125	12	109	11	60	6	50	5	30	3	3	0	25	2	34	3
Longer higher education (over 4 years)	90	9	93	9	96	9	88	9	89	9	77	8	51	5	39	4	18	2			29	3	26	3
PhD	12	1	11	1	11	1	10	1	12	1	12	1	6	1	2	0	2	0			3	0	1	0

N = 1015

Cross tables – Iceland

Table 9.2.d In the case of the need for personal treatment, which digital health data would you accept to share **for research** across the Nordic Countries? Icelandic answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collec- ted/ generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	141	14	152	15	150	15	148	15	154	15	153	15	97	10	73	7	62	6	2	0	26	3	19	2
30–39 years	119	12	121	12	123	12	119	12	123	12	121	12	85	8	62	6	40	4	3	0	27	3	32	3
40–49 years	99	10	103	10	99	10	97	10	100	10	99	10	62	6	39	4	33	3	2	0	24	2	28	3
50–59 years	98	10	103	10	106	10	98	10	106	10	99	10	63	6	43	4	25	2	2	0	17	2	20	2
60–69 years	81	8	74	7	82	8	80	8	85	8	64	6	27	3	14	1	11	1			13	1	21	2
70 years or more	89	9	77	8	86	8	81	8	87	9	58	6	28	3	20	2	10	1	4	0	12	1	16	2

Gender	Medical history	Diagnoses	Medication/ prescriptions	Test results/ laboratory data	Immuni- zation	Allergies	Referrals	Online booking (eBoo- king)	Data you have collected/ generated	Other issues	None	Don't know
	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %
Female	301 30	315 31	324 32	316 31	330 33	311 31	162 16	100 10	71 7	2 0	59 6	86 8
Male	320 32	308 30	315 31	301 30	318 31	276 27	195 19	147 15	107 11	11 1	59 6	49 5
Non- binary	6 1	6 1	6 1	6 1	6 1	6 1	5 0	4 0	3 0			1 0
Do not wish to share that information		1 0	1 0		1 0	1 0					1 0	
Education level	Medical history	Diagnoses	Medication/ prescriptions	Test results/ laboratory data	Immuni- zation	Allergies	Referrals	Online booking (eBoo- king)	Data you have collected/ generated	Other issues	None	Don't know
	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %	Freq %
Primary school	57 6	54 5	57 6	57 6	58 6	54 5	32 3	22 2	19 2	3 0	16 2	8 1
Youth education	31 3	28 3	28 3	28 3	31 3	21 2	10 1	6 1	2 0	1 0	6 1	10 1
Vocational education	36 4	34 3	31 3	30 3	30 3	27 3	15 1	11 1	6 1	1 0	4 0	5 0
Master's degree in industrial industry	32 3	24 2	30 3	27 3	33 3	21 2	11 1	7 1	6 1		5 0	8 1
Matricula- tion exam	83 8	88 9	90 9	87 9	90 9	88 9	54 5	33 3	28 3		19 2	20 2

Secondary education, other than Matriculation exam	57 6	53 5	58 6	57 6	56 6	51 5	33 3	21 2	14 1		12 1	16 2
Secondary education, technical school examination	18 2	19 2	21 2	19 2	20 2	17 2	11 1	4 0	3 0	1 0	7 1	5 0
Bachelor's degree (BSc)	169 17	174 17	171 17	167 16	177 17	164 16	99 10	82 8	57 6	5 0	27 3	29 3
Master's degree, MSc	137 14	148 15	151 15	143 14	151 15	143 14	91 9	60 6	44 4	2 0	22 2	32 3
PhD	7 1	8 1	9 1	8 1	9 1	8 1	6 1	5 0	2 0		1 0	3 0

N = 1013

Cross tables – Norway

Table 9.2.e In the case of the need for personal treatment, which digital health data would you accept to share **for research** across the Nordic Countries? Norwegian answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	111	11	111	11	114	11	109	11	121	12	111	11	70	7	60	6	51	5	1	0	23	2	41	4
30–39 years	111	11	108	11	110	11	104	10	112	11	106	10	56	6	46	5	40	4			18	2	25	2
40–49 years	92	9	83	8	88	9	83	8	97	10	81	8	42	4	28	3	25	2	1	0	21	2	28	3
50–59 years	106	10	103	10	107	11	98	10	110	11	98	10	52	5	48	5	32	3			15	1	31	3
60–69 years	86	8	80	8	82	8	67	7	84	8	67	7	33	3	30	3	15	1	1	0	20	2	18	2
70 years or more	89	9	78	8	85	8	68	7	85	8	55	5	35	3	27	3	15	1	2	0	18	2	21	2
Gender	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	276	27	276	27	281	28	254	25	293	29	250	25	126	12	105	10	77	8	2	0	54	5	94	9
Male	319	31	286	28	305	30	274	27	314	31	268	26	161	16	134	13	101	10	3	0	60	6	69	7
Non-binary			1	0			1	0	2	0			1	0										
Do not wish to share that information																					1	0	1	0

Education level	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	23	2	20	2	25	2	18	2	23	2	23	2	12	1	8	1	7	1			5	0	11	1
Secondary education (Matriculation exam etc.)	63	6	62	6	63	6	60	6	68	7	60	6	31	3	27	3	23	2			14	1	31	3
Upper secondary school - vocational subjects	58	6	57	6	59	6	49	5	56	6	47	5	26	3	23	2	17	2			18	2	20	2
Vocational training (skilled worker, craftsman)	88	9	81	8	90	9	78	8	87	9	72	7	40	4	29	3	24	2			15	1	23	2
Medium-length higher education (3-4 years)	189	19	176	17	176	17	162	16	179	18	153	15	87	9	72	7	50	5	2	0	30	3	50	5
Longer higher education (over 4 years)	166	16	157	15	164	16	151	15	187	18	154	15	87	9	76	7	57	6	3	0	31	3	28	3
PhD	8	1	10	1	9	1	11	1	9	1	9	1	5	0	4	0					2	0	1	0

N = 1016

Cross tables – Sweden

Table 9.2.f In the case of the need for personal treatment, which digital health data would you accept to share **for research** across the Nordic Countries? Swedish answers crossed with age, gender, and educational level.

Age	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collec- ted/ gener- ated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	116	11	114	11	116	11	107	11	124	12	113	11	83	8	65	6	48	5			23	2	33	3
30–39 years	97	10	94	9	100	10	93	9	94	9	95	9	72	7	54	5	45	4	1	0	24	2	30	3
40–49 years	97	10	102	10	98	10	96	9	101	10	95	9	56	6	42	4	28	3	1	0	20	2	25	2
50–59 years	95	9	83	8	90	9	82	8	83	8	73	7	49	5	32	3	18	2	1	0	18	2	28	3
60–69 years	91	9	76	7	82	8	75	7	80	8	62	6	39	4	20	2	13	1			14	1	25	2
70 years or more	94	9	88	9	95	9	92	9	97	10	63	6	47	5	28	3	11	1	1	0	29	3	20	2
Gender	Medical history		Diagnoses		Medication/ prescriptions		Test results/ laboratory data		Immuni- zation		Allergies		Referrals		Online booking (eBoo- king)		Data you have collec- ted/ gener- ated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	289	28	280	28	288	28	266	26	290	29	253	25	171	17	115	11	72	7	2	0	56	6	89	9
Male	295	29	272	27	287	28	274	27	282	28	243	24	172	17	122	12	90	9	2	0	72	7	71	7
Non-binary	4	0	3	0	4	0	3	0	4	0	3	0	2	0	3	0	1	0						
Do not wish to share that information	2	0	2	0	2	0	2	0	3	0	2	0	1	0	1	0							1	0

Education level	Medical history		Diagnoses		Medication/prescriptions		Test results/laboratory data		Immunization		Allergies		Referrals		Online booking (eBooking)		Data you have collected/generated		Other issues		None		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	35	3	34	3	35	3	31	3	36	4	28	3	20	2	12	1	6	1			16	2	18	2
Secondary school	260	26	245	24	258	25	233	23	246	24	212	21	148	15	103	10	73	7	2	0	48	5	76	7
University/College	289	28	272	27	280	28	276	27	289	28	254	25	173	17	122	12	81	8	2	0	63	6	62	6
PhD	6	1	6	1	8	1	5	0	8	1	7	1	5	0	4	0	3	0			1	0	5	0

N = 1017

10 Effects/Consequences Linked to Digital Healthcare

The questions 17 to 25 examine citizens' attitudes towards the digitalization of healthcare. The respondents were faced with various statements and given the following response options: *Strongly agree*, *Agree*, *Neutral*, *Disagree*, *Strongly disagree*, *Not applicable*, and *Don't know*.

10.1 Effect on learning

In question 17 citizens are asked whether access to their digital health data has helped them understand their health situation better. An overview of the answers can be found in Table 10.1.a and Figure 10.1.a.

Table 10.1.a Access to my digital health data has helped me understand my health situation better.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	163	16	216	21	134	13	97	10	156	15
Agree	307	30	373	37	313	31	234	23	287	28
Neutral	308	30	273	27	335	33	413	41	293	29
Disagree	56	6	52	5	90	9	68	7	66	6
Strongly disagree	89	9	26	3	38	4	79	8	80	8
Not applicable	48	5	33	3	46	5	53	5	61	6
Don't know	46	5	42	4	57	6	72	7	74	7
Total	1017	100	1015	100	1013	100	1016	100	1017	100

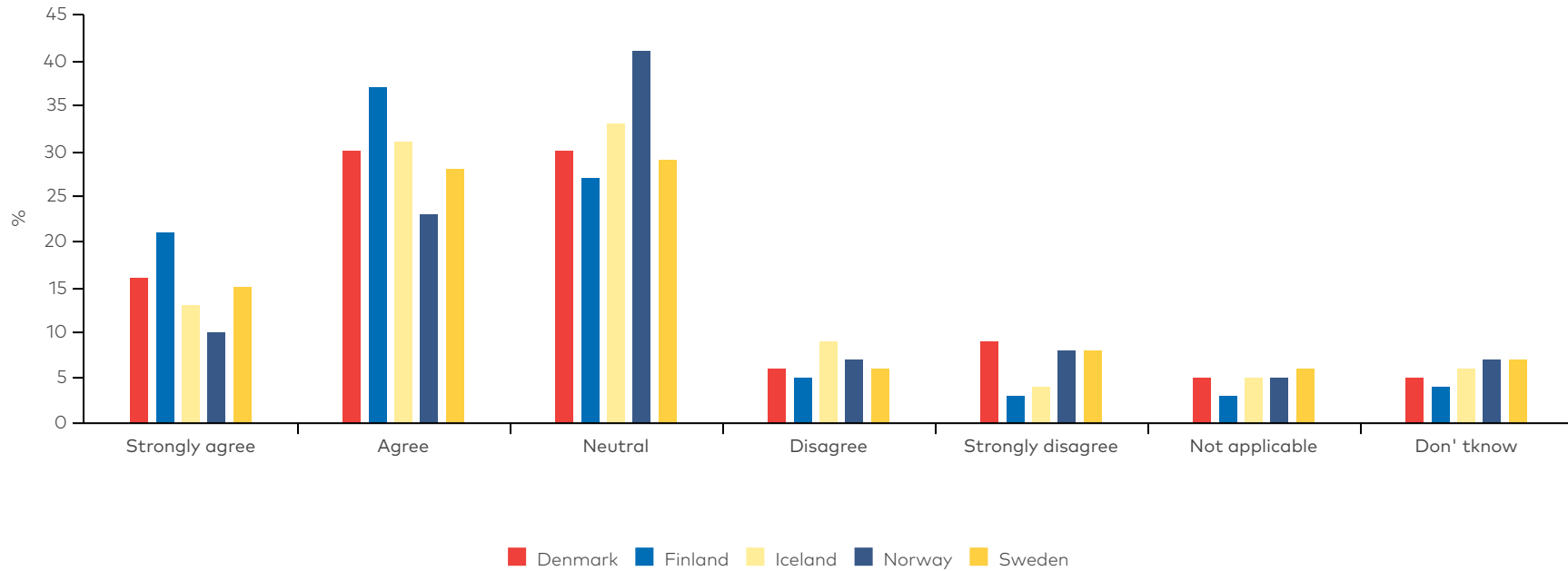


Figure 10.1.a Access to my digital health data has helped me understand my health situation better.

As seen in Figure 10.1.a, 58% of Finns, 46% of Danes, 44% of Icelanders, 43% of Swedes and 33% of Norwegians participants *agree* or *strongly agree* that access to their digital health data has helped them understand their health situation better. Hence, these numbers indicate that it varies how the populations in the Nordic countries utilize their personal health data for learning purposes.

Cross tables – Denmark

Table 10.1.b Access to my digital health data has helped me understand my health situation better. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	42	4	59	6	33	3	11	1	24	2	5	0	6	1
30–39 years	15	1	50	5	43	4	11	1	15	1	10	1	7	1
40–49 years	31	3	38	4	62	6	10	1	15	1	7	1	9	1
50–59 years	20	2	42	4	64	6	12	1	15	1	8	1	9	1
60–69 years	23	2	51	5	48	5	8	1	11	1	8	1	4	0
70 years or more	32	3	67	7	58	6	4	0	9	1	10	1	11	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	67	7	150	15	173	17	28	3	48	5	22	2	24	2
Male	96	9	156	15	135	13	28	3	41	4	26	3	22	2
Do not wish to share that information			1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	6	1	12	1	10	1	1	0	9	1	3	0	3	0

Secondary education (Matriculation exam etc.)	20	2	31	3	26	3	6	1	7	1	3	0	2	0
Vocational education	19	2	47	5	39	4	6	1	6	1	5	0	9	1
Short higher education (less than 3 years)	18	2	25	2	38	4	6	1	9	1	3	0		
Medium-length higher education (3–4 years)	50	5	93	9	99	10	14	1	25	2	14	1	18	2
Longer higher education (over 4 years)	43	4	89	9	89	9	21	2	33	3	16	2	12	1
PhD	7	1	10	1	7	1	2	0			4	0	2	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0			1	0	4	0			2	0
Often	4	0	2	0			1	0	2	0	1	0		
Sometimes	2	0	11	1	18	2	1	0	6	1			1	0
Rarely	12	1	41	4	48	5	12	1	7	1	2	0	15	1
Never	143	14	249	24	242	24	40	4	66	6	39	4	26	3
Not relevant, I do not use digital health services	1	0	1	0				0	3	0	6	1		
Don't know/do not remember							1	0	1	0			2	0

N = 1017

Cross tables – Finland

Table 10.1.c Access to my digital health data has helped me understand my health situation better. Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	57	6	63	6	47	5	3	0	2	0	6	1	6	1
30–39 years	32	3	60	6	51	5	11	1	1	0	2	0	3	0
40–49 years	23	2	60	6	43	4	9	1	4	0	4	0	8	1
50–59 years	38	4	59	6	49	5	10	1	8	1	4	0	5	0
60–69 years	24	2	73	7	42	4	12	1	5	0	5	0	6	1
70 years or more	42	4	58	6	41	4	7	1	6	1	12	1	14	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	105	10	186	18	136	13	30	3	16	2	14	1	22	2
Male	108	11	180	18	134	13	22	2	10	1	17	2	20	2
Non-binary	2	0	5	0	2	0					1	0		
Do not wish to share that information	1	0	2	0	1	0					1	0		
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	18	2	32	3	18	2	4	0	3	0	12	1	5	0

Secondary education (Matriculation exam etc.)	24	2	34	3	31	3	4	0	2	0	2	0	5	0
Vocational education	61	6	101	10	71	7	17	2	3	0	9	1	16	2
Short higher education (less than 3 years)	32	3	52	5	38	4	7	1	4	0	2	0	7	1
Medium-length higher education (3–4 years)	43	4	75	7	72	7	8	1	8	1	4	0	4	0
Longer higher education (over 4 years)	35	3	71	7	39	4	11	1	6	1	3	0	5	0
PhD	3	0	8	1	4	0	1	0			1	0		
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	2	0	2	0			2	0	2	0	1	0
Often	3	0	8	1	4	0	2	0	1	0			3	0
Sometimes	10	1	22	2	20	2	5	0			3	0	3	0
Rarely	43	4	72	7	60	6	15	1	4	0	1	0	9	1
Never	149	15	264	26	184	18	27	3	17	2	12	1	17	2
Not relevant, I do not use digital health services	3	0	2	0	1	0	1	0	2	0	14	1	3	0
Don't know/do not remember	1	0	3	0	2	0	2	0			1	0	6	1

N = 1015

Cross tables – Iceland

Table 10.1.d Access to my digital health data has helped me understand my health situation better. Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	40	4	79	8	54	5	21	2	4	0	9	1	8	1
30–39 years	20	2	65	6	62	6	22	2	8	1	10	1	8	1
40–49 years	20	2	54	5	57	6	19	2	9	1	3	0	9	1
50–59 years	17	2	38	4	61	6	13	1	9	1	7	1	11	1
60–69 years	16	2	42	4	57	6	10	1	6	1	3	0	7	1
70 years or more	21	2	35	3	44	4	5	0	2	0	14	1	14	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	71	7	150	15	169	17	57	6	19	2	31	3	28	3
Male	62	6	160	16	163	16	33	3	18	2	15	1	28	3
Non-binary	1	0	3	0	2	0							1	0
Do not wish to share that information					1	0			1	0				
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	14	1	27	3	25	2	9	1	5	0	9	1	6	1
Youth education	6	1	19	2	17	2	3	0	2	0	4	0	6	1

Vocational education	5	0	19	2	12	1	4	0	2	0	4	0	3	0
Master's degree in industrial industry	3	0	14	1	24	2	2	0	2	0	5	0	2	0
Matriculation exam	20	2	47	5	44	4	14	1	2	0	3	0	9	1
Secondary education, other than Matriculation exam	13	1	23	2	34	3	6	1	5	0	2	0	11	1
Secondary education, technical school examination	9	1	9	1	8	1	4	0	1	0	1	0	5	0
Bachelor's degree (BSc)	28	3	86	8	85	8	25	2	10	1	12	1	7	1
Master's degree, MSc	32	3	67	7	84	8	22	2	8	1	4	0	7	1
PhD	4	0	2	0	2	0	1	0	1	0	2	0	1	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	1	0	1	0			2	0	2	0		
Often	1	0	4	0	8	1	2	0					2	0
Sometimes	4	0	17	2	11	1	8	1	4	0	1	0	5	0
Rarely	12	1	43	4	41	4	10	1	2	0	4	0	9	1
Never	113	11	244	24	269	27	67	7	28	3	31	3	34	3
Not relevant, I do not use digital health services	2	0	3	0	4	0	3	0	2	0	6	1	5	0
Don't know/do not remember			1	0	1	0					2	0	2	0

N = 1013

Cross tables – Norway

Table 10.1.e Access to my digital health data has helped me understand my health situation better. Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	23	2	56	6	74	7	13	1	7	1	11	1	20	2
30–39 years	20	2	38	4	84	8	6	1	11	1	4	0	11	1
40–49 years	12	1	40	4	65	6	11	1	14	1	15	1	12	1
50–59 years	11	1	41	4	71	7	14	1	20	2	10	1	9	1
60–69 years	18	2	30	3	52	5	13	1	16	2	6	1	10	1
70 years or more	13	1	29	3	67	7	11	1	11	1	7	1	10	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	42	4	120	12	204	20	39	4	43	4	29	3	30	3
Male	55	5	112	11	207	20	29	3	36	4	24	2	42	4
Non-binary					2	0								
Do not wish to share that information			2	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	5	0	15	1	11	1	1	0	3	0	2	0	8	1

Secondary education (Matriculation exam etc.)	14	1	27	3	45	4	12	1	11	1	10	1	10	1
Upper secondary school - vocational subjects	13	1	20	2	42	4	6	1	15	1	4	0	13	1
Vocational training (skilled worker, craftsman)	13	1	32	3	67	7	7	1	10	1	9	1	7	1
Medium-length higher education (3–4 years)	28	3	74	7	132	13	23	2	16	2	12	1	20	2
Longer higher education (over 4 years)	23	2	61	6	113	11	17	2	23	2	14	1	14	1
PhD	1	0	5	0	3	0	2	0	1	0	2	0		0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0			2	0			4	0			1	0
Often	1	0			3	0	1	0			1	0	1	0
Sometimes	3	0	11	1	23	2	7	1	14	1	4	0	6	1
Rarely	10	1	34	3	74	7	11	1	14	1	9	1	19	2
Never	80	8	188	19	305	30	47	5	45	4	37	4	41	4
Not relevant, I do not use digital health services	2	0	1	0	5	0	1	0	2	0	2	0	3	0
Don't know/do not remember					1	0	1	0					1	0

N = 1016

Cross tables – Sweden

Table 10.1.f Access to my digital health data has helped me understand my health situation better. Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	39	4	65	6	52	5	13	1	11	1	7	1	12	1
30–39 years	34	3	58	6	40	4	15	1	10	1	6	1	7	1
40–49 years	17	2	49	5	48	5	8	1	15	1	9	1	20	2
50–59 years	20	2	42	4	47	5	16	2	12	1	13	1	12	1
60–69 years	20	2	31	3	49	5	4	0	19	2	12	1	13	1
70 years or more	26	3	42	4	57	6	10	1	13	1	14	1	10	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	79	8	145	14	145	14	37	4	44	4	29	3	26	3
Male	76	7	140	14	145	14	27	3	35	3	32	3	48	5
Non-binary			1	0	2	0	1	0	1	0				
Do not wish to share that information	1	0	1	0	1	0	1	0						

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	7	1	16	2	23	2	5	0	7	1	7	1	13	1
Secondary school	72	7	124	12	137	13	26	3	37	4	23	2	30	3
University/College	74	7	144	14	128	13	34	3	36	4	29	3	30	3
PhD	3	0	3	0	5	0	1	0	0	0	2	0	1	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	1	0	2	0					1	0		
Often	1	0	10	1	5	0	4	0	1	0	1	0	3	0
Sometimes	12	1	14	1	15	1	6	1	4	0	2	0	6	1
Rarely	17	2	44	4	46	5	10	1	12	1	2	0	15	1
Never	125	12	216	21	222	22	45	4	59	6	46	5	45	4
Not relevant, I do not use digital health services			2	0	1	0	1	0	2	0	8	1	2	0
Don't know/do not remember					2	0			2	0	1	0	3	0

N = 1017

10.2 Effect on health management

In question 18, the citizens are asked whether access to their digital health data has helped them manage their health. The answers to question 18 are displayed in Table 10.2.a and Figure 10.2.a.

Table 10.2.a Access to my digital health data has helped me manage my health.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	143	14	149	15	99	10	90	9	116	11
Agree	240	24	292	29	264	26	208	20	244	24
Neutral	356	35	341	34	370	37	434	43	313	31
Disagree	85	8	90	9	124	12	68	7	104	10
Strongly disagree	97	10	52	5	54	5	91	9	100	10
Not applicable	46	5	36	4	50	5	66	6	67	7
Don't know	50	5	55	5	52	5	59	6	73	7
Total	1017	100	1015	100	1013	100	1016	100	1017	100

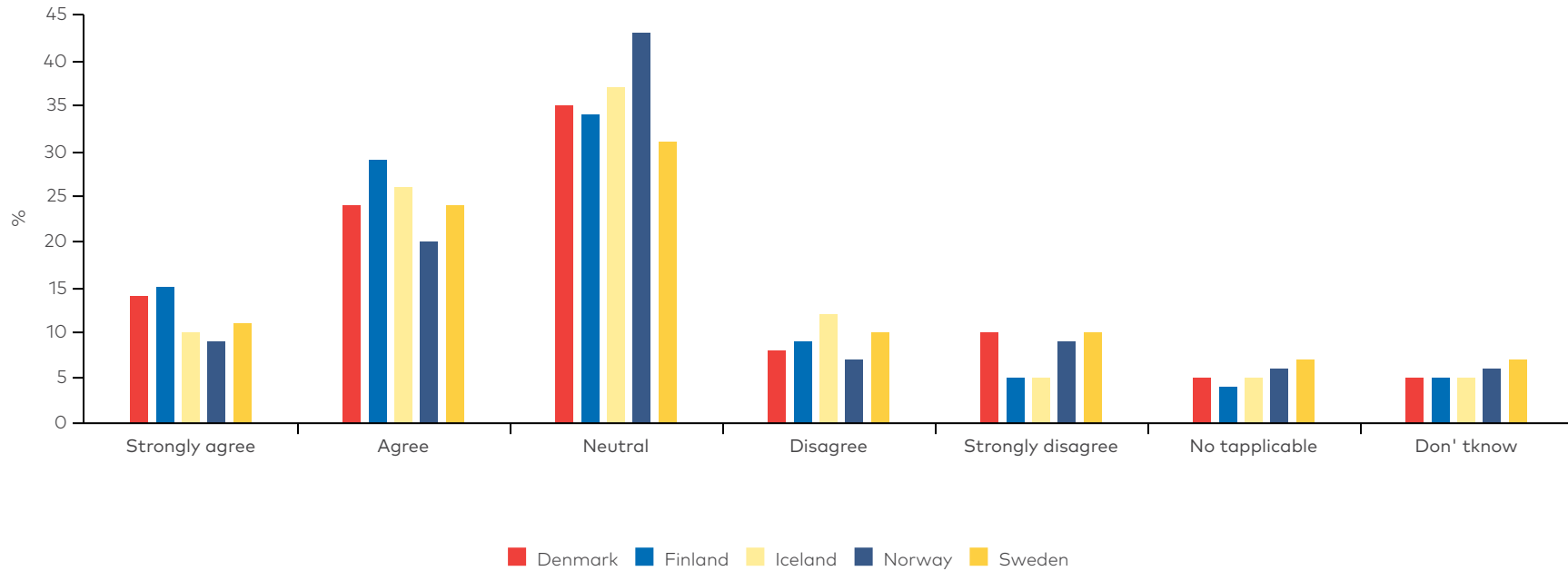


Figure 10.2.a Access to my digital health data has helped me manage my health.

Figure 10.2.a. shows that the following number of citizens *agree or strongly agree* that access to their digital health data has helped them manage their health: Denmark 38%, Finland 44%, Icelandic 36%, Norway 29%, and Sweden 35%. Hence, compared to learning effects (Figure 10.1.a), slightly fewer use their digital health data to manage their health. However, the pattern from question 17 is repeated here in question 18, showing, that the Finns seem to make use of their health data most actively on an individual level.

Cross tables – Denmark

Table 10.2.b Access to my digital health data has helped me manage my health. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	40	4	40	4	45	4	16	2	28	3	4	0	7	1
30–39 years	17	2	35	3	49	5	18	2	16	2	8	1	8	1
40–49 years	20	2	39	4	67	7	14	1	16	2	6	1	10	1
50–59 years	16	2	45	4	65	6	17	2	11	1	9	1	7	1
60–69 years	21	2	32	3	57	6	14	1	14	1	9	1	6	1
70 years or more	29	3	49	5	73	7	6	1	12	1	10	1	12	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	58	6	110	11	202	20	46	5	50	5	21	2	25	2
Male	85	8	129	13	154	15	39	4	47	5	25	2	25	2
Do not wish to share that information			1	0										
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	7	1	6	1	12	1	2	0	9	1	3	0	5	0
Secondary education (Matriculation exam etc.)	20	2	22	2	33	3	6	1	11	1	2	0	1	0
Vocational education	22	2	31	3	45	4	10	1	5	0	7	1	11	1

Short higher education (less than 3 years)	10	1	26	3	44	4	6	1	10	1	3	0		
Medium-length higher education (3-4 years)	39	4	79	8	109	11	27	3	29	3	12	1	18	2
Longer higher education (over 4 years)	39	4	70	7	100	10	31	3	32	3	16	2	15	1
PhD	6	1	6	1	13	1	3	0	1	0	3	0		
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	1	0					6	1			2	0
Often	3	0	1	0	2	0	2	0	2	0				
Sometimes	3	0	12	1	16	2	3	0	4	0			1	0
Rarely	14	1	26	3	54	5	17	2	8	1	3	0	15	1
Never	119	12	200	20	283	28	63	6	73	7	36	4	31	3
Not relevant, I do not use digital health services	2	0			1	0			2	0	6	1		
Don't know/do not remember									2	0	1	0	1	0

N = 1017

Cross tables – Finland

Table 10.2.c Access to my digital health data has helped me manage my health. Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	35	3	50	5	53	5	17	2	11	1	6	1	12	1
30–39 years	15	1	48	5	66	7	17	2	4	0	3	0	7	1
40–49 years	20	2	42	4	45	4	17	2	11	1	4	0	12	1
50–59 years	22	2	57	6	61	6	15	1	6	1	5	0	7	1
60–69 years	22	2	44	4	62	6	14	1	12	1	5	0	8	1
70 years or more	35	3	51	5	54	5	10	1	8	1	13	1	9	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	67	7	146	14	169	17	51	5	28	3	16	2	32	3
Male	81	8	142	14	167	16	38	4	24	2	18	2	21	2
Non-binary	1	0	4	0	2	0	1	0			1	0	1	0
Do not wish to share that information					3	0					1	0	1	0
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	14	1	19	2	25	2	11	1	5	0	11	1	7	1
Secondary education (Matriculation exam etc.)	18	2	30	3	32	3	8	1	4	0	2	0	8	1

Vocational education	41	4	78	8	90	9	22	2	14	1	10	1	23	2
Short higher education (less than 3 years)	24	2	34	3	56	6	11	1	5	0	3	0	9	1
Medium-length higher education (3-4 years)	25	2	65	6	77	8	19	2	16	2	6	1	6	1
Longer higher education (over 4 years)	25	2	58	6	56	6	18	2	7	1	4	0	2	0
PhD	2	0	8	1	5	0	1	0	1	0				
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	4	0	1	0	3	0	1	0	3	0	2	0	2	0
Often	4	0	6	1	5	0			2	0	1	0	3	0
Sometimes	6	1	15	1	21	2	13	1	1	0	3	0	4	0
Rarely	24	2	65	6	73	7	20	2	10	1	1	0	11	1
Never	108	11	199	20	236	23	52	5	33	3	13	1	29	3
Not relevant, I do not use digital health services	2	0	1	0	3	0	2	0	3	0	13	1	2	0
Don't know/do not remember	1	0	5	0			2	0			3	0	4	0

N = 1015

Cross tables – Iceland

Table 10.2.d Access to my digital health data has helped me manage my health. Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	30	3	65	6	64	6	30	3	7	1	9	1	10	1
30–39 years	18	2	41	4	73	7	28	3	10	1	12	1	13	1
40–49 years	13	1	51	5	57	6	24	2	13	1	4	0	9	1
50–59 years	14	1	32	3	70	7	14	1	12	1	7	1	7	1
60–69 years	13	1	38	4	53	5	20	2	8	1	6	1	3	0
70 years or more	11	1	37	4	53	5	8	1	4	0	12	1	10	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	56	6	127	13	191	19	70	7	23	2	28	3	30	3
Male	41	4	134	13	176	17	54	5	30	3	22	2	22	2
Non-binary	2	0	3	0	2	0								
Do not wish to share that information					1	0			1	0				

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	9	1	22	2	29	3	9	1	9	1	9	1	8	1
Youth education	5	0	11	1	24	2	6	1	3	0	5	0	3	0
Vocational education	3	0	17	2	20	2	2	0	2	0	4	0	1	0
Master's degree in industrial industry	2	0	15	1	19	2	8	1	2	0	5	0	1	0
Matriculation exam	15	1	35	3	53	5	21	2	3	0	3	0	9	1
Secondary education, other than Matriculation exam	8	1	25	2	39	4	7	1	4	0	4	0	7	1
Secondary education, technical school examination	6	1	9	1	6	1	7	1	3	0	3	0	3	0
Bachelor's degree (BSc)	23	2	72	7	90	9	37	4	15	1	11	1	5	0
Master's degree, MSc	26	3	55	5	86	8	27	3	12	1	5	0	13	1
PhD	2	0	3	0	4	0		0	1	0	1	0	2	0

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always			1	0	2	0	1	0	2	0	1	0	1	0
Often	1	0	4	0	5	0	4	0	1	0	1	0	1	0
Sometimes	4	0	13	1	13	1	9	1	5	0	2	0	4	0
Rarely	9	1	33	3	50	5	13	1	4	0	5	0	7	1
Never	85	8	209	21	294	29	93	9	39	4	31	3	35	3
Not relevant, I do not use digital health services			3	0	6	1	4	0	3	0	6	1	3	0
Don't know/do not remember			1	0							4	0	1	0

N = 1013

Cross tables – Norway

Table 10.2.e Access to my digital health data has helped me manage my health. Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	21	2	49	5	80	8	11	1	16	2	12	1	15	1
30–39 years	19	2	37	4	78	8	10	1	10	1	10	1	10	1
40–49 years	17	2	34	3	69	7	8	1	12	1	17	2	12	1
50–59 years	9	1	31	3	81	8	14	1	21	2	14	1	6	1
60–69 years	12	1	27	3	57	6	16	2	18	2	9	1	6	1
70 years or more	12	1	30	3	69	7	9	1	14	1	4	0	10	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	38	4	102	10	213	21	42	4	50	5	31	3	31	3
Male	51	5	106	10	218	21	26	3	41	4	35	3	28	3
Non-binary	1	0			1	0								
Do not wish to share that information					2	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	6	1	9	1	16	2	2	0	4	0	4	0	4	0
Secondary education (Matriculation exam etc.)	9	1	23	2	52	5	12	1	11	1	12	1	10	1

Upper secondary school - vocational subjects	11	1	19	2	43	4	7	1	16	2	5	0	12	1
Vocational training (skilled worker, craftsman)	12	1	23	2	66	6	6	1	16	2	13	1	9	1
Medium-length higher education (3-4 years)	27	3	73	7	131	13	25	2	23	2	15	1	11	1
Longer higher education (over 4 years)	22	2	56	6	123	12	15	1	21	2	15	1	13	1
PhD	3	0	5	0	3	0	1	0			2	0		
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	1	0					5	0	1	0		
Often			1	0	3	0			1	0	1	0	1	0
Sometimes	1	0	13	1	26	3	5	0	14	1	4	0	5	0
Rarely	6	1	31	3	77	8	13	1	16	2	8	1	20	2
Never	81	8	160	16	323	32	49	5	51	5	50	5	29	3
Not relevant, I do not use digital health services	1	0	2	0	5	0			3	0	2	0	3	0
Don't know/do not remember							1	0	1	0			1	0

N = 1016

Cross tables – Sweden

Table 10.2.f Access to my digital health data has helped me manage my health. Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	31	3	48	5	64	6	20	2	15	1	7	1	14	1
30–39 years	22	2	52	5	53	5	12	1	12	1	8	1	11	1
40–49 years	14	1	41	4	53	5	13	1	18	2	8	1	19	2
50–59 years	17	2	38	4	42	4	24	2	19	2	11	1	11	1
60–69 years	12	1	22	2	49	5	20	2	16	2	18	2	11	1
70 years or more	20	2	43	4	52	5	15	1	20	2	15	1	7	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	54	5	123	12	155	15	58	6	51	5	34	3	30	3
Male	61	6	120	12	156	15	44	4	47	5	33	3	42	4
Non-binary					2	0	1	0	2	0				
Do not wish to share that information	1	0	1	0			1	0					1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	5	0	12	1	21	2	14	1	8	1	7	1	11	1
Secondary school	55	5	104	10	146	14	41	4	44	4	31	3	28	3
University/College	54	5	125	12	143	14	46	5	47	5	28	3	32	3
PhD	2	0	3	0	3	0	3	0	1	0	1	0	2	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0							1	0		
Often	4	0	5	0	4	0	4	0	5	0			3	0
Sometimes	7	1	18	2	17	2	6	1	4	0			7	1
Rarely	9	1	36	4	58	6	14	1	14	1	5	0	10	1
Never	95	9	181	18	232	23	76	7	74	7	52	5	48	5
Not relevant, I do not use digital health services			1	0	1	0	2	0	1	0	8	1	3	0
Don't know/do not remember					1	0	2	0	2	0	1	0	2	0

N = 1017

10.3 Effect on treatment

In question 19 citizens are asked whether healthcare professionals to a higher degree should prescribe smartphone apps to complement traditional types of treatment. An overview of the answers is presented in Table 10.3.a and Figure 10.3.a.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	143	14	140	14	123	12	159	16	129	13
Agree	277	27	322	32	287	28	259	25	257	25
Neutral	232	23	238	23	322	32	304	30	248	24
Disagree	116	11	152	15	76	8	93	9	119	12
Strongly disagree	87	9	81	8	52	5	59	6	101	10
Don't know	162	16	82	8	153	15	142	14	163	16
Total	1017	100	1015	100	1013	100	1016	100	1017	100

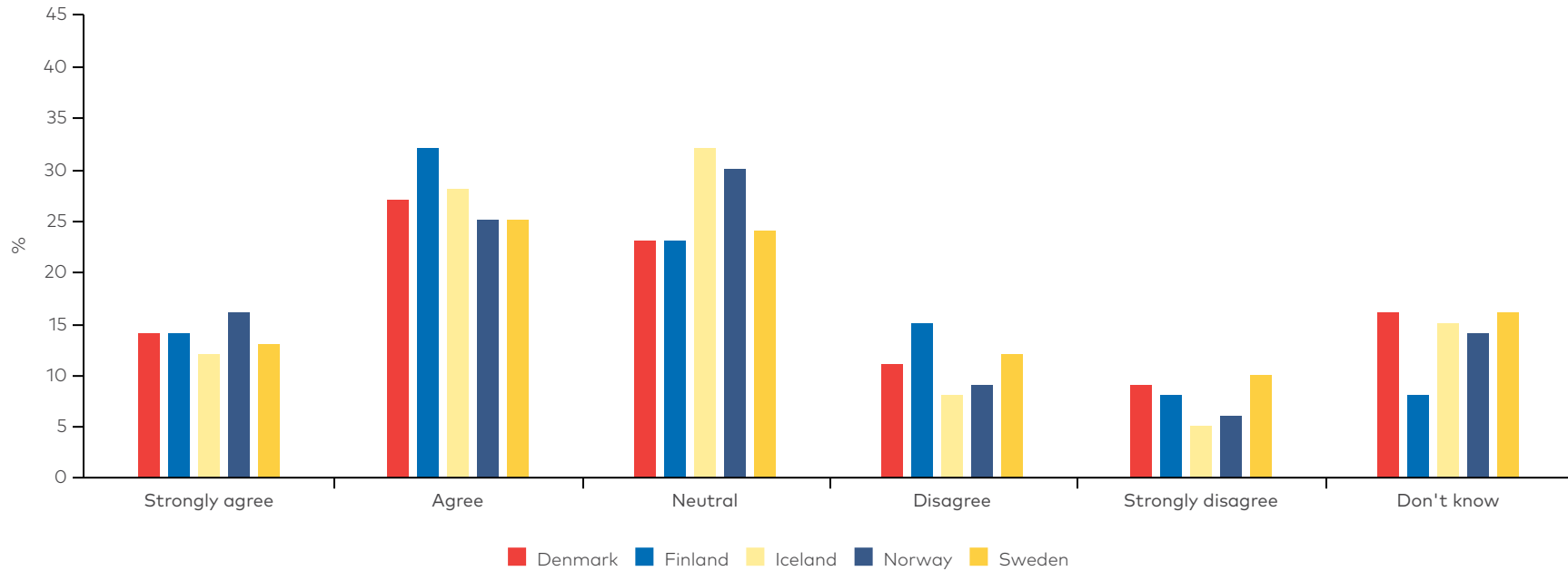


Figure 10.3.a Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment.

Figure 10.3.a reveals that 41% (Denmark), 46% (Finland), 40% (Iceland), 41% (Norway), and 38% (Sweden) *Agree* or *Strongly agree*, that healthcare professionals to a higher degree should prescribe apps to complement traditional types of treatment. Once again, the Finnish population scores the highest. Interestingly, around 15% of the citizens in several of the countries replied *Don't know*, which might be because the prescription of apps is a quite new option in clinical practice in the countries or not implemented at all.

Cross tables – Denmark

Table 10.3.b Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment. Danish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	52	5	49	5	26	3	21	2	14	1	18	2
30–39 years	10	1	30	3	37	4	26	3	17	2	31	3
40–49 years	30	3	44	4	41	4	16	2	13	1	28	3
50–59 years	17	2	52	5	46	5	21	2	15	1	19	2
60–69 years	12	1	46	5	40	4	9	1	15	1	31	3
70 years or more	22	2	56	6	42	4	23	2	13	1	35	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	54	5	130	13	129	13	71	7	44	4	84	8
Male	89	9	147	14	103	10	45	4	42	4	78	8
Do not wish to share that information									1	0		

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	12	1	7	1	4	0	6	1	5	0
Secondary education (Matriculation exam etc.)	22	2	31	3	17	2	12	1	6	1	7	1
Vocational education	21	2	39	4	22	2	18	2	10	1	21	2
Short higher education (less than 3 years)	14	1	26	3	29	3	10	1	7	1	13	1
Medium-length higher education (3-4 years)	36	4	82	8	80	8	32	3	22	2	61	6
Longer higher education (over 4 years)	35	3	81	8	68	7	35	3	35	3	49	5
PhD	5	0	6	1	9	1	5	0	1	0	6	1
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	33	3	66	6	86	8	39	4	32	3	68	7
Region Midtjylland	35	3	74	7	47	5	26	3	20	2	33	3
Region Nordjylland	17	2	38	4	19	2	11	1	7	1	9	1
Region Sjælland	18	2	44	4	34	3	14	1	13	1	20	2
Region Syddanmark	40	4	55	5	46	5	26	3	15	1	32	3

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	1	0	2	0	1	0	2	0	2	0
Often	4	0	3	0		0	1	0	1	0	1	0
Sometimes	3	0	11	1	13	1	4	0	3	0	5	0
Rarely	8	1	33	3	37	4	21	2	11	1	27	3
Never	124	12	227	22	177	17	87	9	67	7	123	12
Not relevant, I do not use digital health services	1	0	1	0	2	0	2	0	3	0	2	0
Don't know/do not remember			1	0	1	0					2	0

N = 1017

Cross tables – Finland

Table 10.3.c Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment. Finnish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	25	2	61	6	45	4	22	2	8	1	23	2
30–39 years	20	2	59	6	40	4	22	2	12	1	7	1
40–49 years	20	2	44	4	47	5	17	2	10	1	13	1
50–59 years	22	2	58	6	34	3	30	3	18	2	11	1
60–69 years	20	2	46	5	41	4	33	3	13	1	14	1
70 years or more	33	3	54	5	31	3	28	3	20	2	14	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	65	6	156	15	121	12	81	8	43	4	43	4
Male	74	7	165	16	113	11	67	7	36	4	36	4
Non-binary	1	0	1	0	2	0	2	0	2	0	2	0
Do not wish to share that information					2	0	2	0			1	0
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	25	2	22	2	10	1	10	1	15	1

Secondary education (Matriculation exam etc.)	14	1	27	3	22	2	20	2	8	1	11	1
Vocational education	35	3	84	8	68	7	46	5	23	2	22	2
Short higher education (less than 3 years)	26	3	40	4	27	3	31	3	9	1	9	1
Medium-length higher education (3-4 years)	28	3	86	8	52	5	21	2	14	1	13	1
Longer higher education (over 4 years)	24	2	54	5	43	4	22	2	16	2	11	1
PhD	3	0	6	1	4	0	2	0	1	0	1	0
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
Region of residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	6	1	8	1	7	1	6	1	3	0	2	0
South Ostrobothnia wellbeing services county	4	0	14	1	12	1	1	0	3	0	4	0
South Savo wellbeing services county	3	0	7	1	4	0	4	0	1	0	3	0
City of Helsinki	14	1	48	5	31	3	25	2	6	1	11	1
East Uusimaa wellbeing services county	3	0	2	0	2	0	3	0	2	0		
Kainuu wellbeing services county	3	0	3	0	5	0			1	0		

Kanta-Häme wellbeing services county	7	1	9	1	6	1	9	1	2	0	3	0
Central Ostrobothnia wellbeing services county	1	0	3	0	4	0					1	0
Central Finland wellbeing services county	3	0	17	2	13	1	4	0	6	1	6	1
Central Uusimaa wellbeing services county	4	0	7	1	14	1	4	0	6	1	4	0
Kymenlaakso wellbeing services county	2	0	12	1	4	0	3	0	3	0	2	0
Lapland wellbeing services county	4	0	8	1	4	0	3	0	1	0	3	0
West Uusimaa wellbeing services county	10	1	18	2	22	2	12	1	6	1	5	0
Pirkanmaa wellbeing services county	16	2	29	3	17	2	13	1	8	1	6	1
Ostrobothnia wellbeing services county	2	0	7	1	5	0	3	0	1	0	2	0
North Karelia wellbeing services county	2	0	12	1	5	0	7	1	4	0	1	0
North Ostrobothnia wellbeing services county	12	1	28	3	22	2	12	1	3	0	5	0
North Savo wellbeing services county	12	1	23	2	11	1	10	1	5	0	5	0

Päijät-Häme wellbeing services county	4	0	10	1	6	1	3	0	5	0	2	0
Satakunta wellbeing services county	7	1	7	1	11	1	7	1	3	0	3	0
Vantaa and Kerava wellbeing services county	8	1	21	2	10	1	10	1	3	0	4	0
Southwest Finland wellbeing services county	13	1	29	3	23	2	13	1	9	1	10	1
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	3	0	4	0	1	0	4	0	1	0
Often	2	0	9	1	2	0			5	0	3	0
Sometimes	2	0	15	1	18	2	15	1	5	0	8	1
Rarely	23	2	66	7	54	5	39	4	14	1	8	1
Never	105	10	224	22	160	16	88	9	38	4	55	5
Not relevant, I do not use digital health services	3	0	3	0			4	0	13	1	3	0
Don't know/do not remember	2	0	2	0			5	0	2	0	4	0

N = 1015

Cross tables – Iceland

Table 10.3.d Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment. Icelandic answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	29	3	62	6	75	7	22	2	7	1	20	2
30–39 years	19	2	58	6	53	5	18	2	13	1	34	3
40–49 years	26	3	48	5	52	5	14	1	11	1	20	2
50–59 years	20	2	38	4	52	5	7	1	12	1	27	3
60–69 years	13	1	41	4	44	4	9	1	7	1	27	3
70 years or more	16	2	40	4	46	5	6	1	2	0	25	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	63	6	141	14	181	18	27	3	27	3	86	8
Male	59	6	143	14	138	14	49	5	25	2	65	6
Non-binary	1	0	2	0	3	0					1	0
Do not wish to share that information			1	0							1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	7	1	31	3	25	2	9	1	9	1	14	1
Youth education	5	0	17	2	22	2	4	0	3	0	6	1
Vocational education	8	1	13	1	18	2	1	0	5	0	4	0
Master's degree in industrial industry	4	0	12	1	18	2	7	1	3	0	8	1
Matriculation exam	17	2	34	3	45	4	13	1	9	1	21	2
Secondary education, other than Matriculation exam	11	1	25	2	34	3	4	0	4	0	16	2
Secondary education, technical school examination	5	0	9	1	9	1	4	0	5	0	5	0
Bachelor's degree (BSc)	32	3	74	7	86	8	15	1	8	1	38	4
Master's degree, MSc	34	3	68	7	62	6	19	2	5	0	36	4
PhD			4	0	3	0			1	0	5	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	5	0	9	1	10	1	3	0	7	1	11	1
Höfuðborgarsvæðið	82	8	192	19	212	21	50	5	24	2	88	9
Norðurland eystra	17	2	19	2	32	3	8	1	4	0	22	2

Norðurland vestra			5	0	9	1	1	0	1	0	2	0
Suðurland	6	1	29	3	20	2	6	1	3	0	10	1
Suðurnes (Previously Reykjanes)	3	0	17	2	22	2	4	0	7	1	13	1
Vestfirðir	2	0	6	1	5	0	2	0			3	0
Vesturland	8	1	10	1	12	1	2	0	6	1	4	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always			2	0	1	0			1	0	4	0
Often	1	0	1	0	4	0	3	0	2	0	6	1
Sometimes			15	1	21	2	7	1	3	0	4	0
Rarely	11	1	36	4	40	4	7	1	7	1	20	2
Never	109	11	229	23	248	24	57	6	33	3	110	11
Not relevant, I do not use digital health services	2	0	4	0	7	1	2	0	5	0	5	0
Don't know/do not remember					1	0			1	0	4	0

N = 1013

Cross tables – Norway

Table 10.3.e Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment. Norwegian answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	36	4	57	6	57	6	21	2	3	0	30	3
30–39 years	31	3	57	6	47	5	12	1	9	1	18	2
40–49 years	29	3	43	4	57	6	9	1	8	1	23	2
50–59 years	27	3	36	4	60	6	17	2	10	1	26	3
60–69 years	20	2	35	3	39	4	17	2	13	1	21	2
70 years or more	16	2	31	3	44	4	17	2	16	2	24	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	68	7	132	13	162	16	46	5	30	3	69	7
Male	90	9	125	12	142	14	46	5	29	3	73	7
Non-binary	1	0					1	0				
Do not wish to share that information			2	0								

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	6	1	10	1	9	1	6	1	2	0	12	1
Secondary education (Matriculation exam etc.)	27	3	32	3	27	3	12	1	9	1	22	2
Upper secondary school - vocational subjects	23	2	21	2	33	3	8	1	10	1	18	2
Vocational training (skilled worker, craftsman)	17	2	41	4	48	5	11	1	6	1	22	2
Medium-length higher education (3–4 years)	45	4	80	8	98	10	30	3	18	2	34	3
Longer higher education (over 4 years)	41	4	70	7	86	8	23	2	14	1	31	3
PhD			5	0	3	0	3	0			3	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	16	2	37	4	48	5	11	1	10	1	22	2
Nord-Norge	13	1	23	2	22	2	13	1	3	0	16	2
Oslo	21	2	42	4	32	3	14	1	9	1	14	1
Sørlandet inkl Telemark	20	2	21	2	24	2	3	0	5	0	15	1
Vestlandet	33	3	44	4	61	6	19	2	7	1	40	4
Østlandet	56	6	92	9	117	12	33	3	25	2	35	3

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0			2	0	1	0	2	0	2	0
Often	1	0	1	0	1	0	1	0			3	0
Sometimes	11	1	13	1	16	2	5	0	14	1	9	1
Rarely	24	2	33	3	51	5	25	2	8	1	30	3
Never	120	12	209	21	229	23	59	6	34	3	92	9
Not relevant, I do not use digital health services	2	0	1	0	5	0	2	0	1	0	5	0
Don't know/do not remember			2	0							1	0

N = 1016

Cross tables – Sweden

Table 10.3.f Healthcare professionals should to a higher degree prescribe smartphone apps to complement traditional types of treatment. Swedish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	32	3	58	6	54	5	18	2	11	1	26	3
30–39 years	27	3	64	6	38	4	9	1	9	1	23	2
40–49 years	22	2	48	5	35	3	23	2	10	1	28	3
50–59 years	24	2	32	3	37	4	18	2	17	2	34	3
60–69 years	10	1	30	3	43	4	18	2	23	2	24	2
70 years or more	14	1	25	2	41	4	33	3	31	3	28	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	62	6	138	14	109	11	65	6	46	5	85	8
Male	66	6	118	12	135	13	52	5	54	5	78	8
Non-binary	1	0			2	0	1	0	1	0		
Do not wish to share that information			1	0	2	0	1	0				

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	10	1	10	1	15	1	11	1	12	1	20	2
Secondary school	59	6	127	12	117	12	46	5	36	4	64	6
University/College	59	6	115	11	112	11	61	6	52	5	76	7
PhD	1	0	5	0	4	0	1	0	1	0	3	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	3	0	6	1	5	0	1	0	3	0	2	0
Dalarna	2	0	6	1	4	0	2	0	1	0	4	0
Gavleborg	1	0	7	1	11	1	1	0	3	0	1	0
Gotland			3	0	5	0	2	0			1	0
Halland	3	0	6	1	6	1	6	1	6	1	9	1
Jamtland	4	0	5	0	6	1	2	0	2	0	1	0
Jonkoping			9	1	10	1	3	0	3	0	3	0
Kalmar	3	0	10	1	5	0	2	0			4	0
Kronoberg	1	0	2	0	4	0	2	0			5	0
Norrbottn	1	0	10	1	3	0	7	1	2	0	3	0
Orebro	2	0	8	1	6	1	4	0	2	0	5	0
Ostergotland	7	1	12	1	15	1	4	0	5	0	8	1

Skane	13	1	27	3	44	4	21	2	9	1	18	2
Sodermanland	6	1	4	0	11	1	2	0	5	0	3	0
Stockholm	28	3	57	6	47	5	21	2	31	3	38	4
Uppsala	6	1	9	1	7	1	6	1	1	0	6	1
Varmland	7	1	14	1	11	1	2	0	4	0	9	1
Vasterbotten	2	0	8	1	5	0	2	0	3	0	7	1
Vasternorrland	1	0	6	1	4	0	3	0	2	0	6	1
Vastmanland	4	0	10	1	5	0	4	0			4	0
Vastra Gotaland	35	3	38	4	34	3	22	2	19	2	26	3
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	1	0	1	0			1	0		
Often	5	0	9	1	3	0	1	0	4	0	3	0
Sometimes	8	1	16	2	13	1	7	1	4	0	11	1
Rarely	18	2	37	4	44	4	20	2	14	1	13	1
Never	95	9	192	19	184	18	89	9	70	7	128	13
Not relevant, I do not use digital health services			1	0	2	0	1	0	7	1	5	0
Don't know/do not remember	1	0	1	0	1	0	1	0	1	0	3	0

N = 1017

10.4 Effect on accessibility

In the next question, citizens are asked if the digitalization of healthcare services makes it easier for them to get in touch with their healthcare provider. Table 10.4.a and Figure 10.4.a. displays the participants' responses to question 20.

Table 10.4.a The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	246	24	280	28	230	23	269	26	262	26
Agree	335	33	364	36	431	43	335	33	335	33
Neutral	182	18	155	15	164	16	204	20	165	16
Disagree	94	9	86	8	64	6	78	8	91	9
Strongly disagree	83	8	75	7	37	4	82	8	96	9
Not applicable	24	2	15	1	15	1	14	1	18	2
Don't know	53	5	40	4	72	7	34	3	50	5
Total	1017	100	1015	100	1013	100	1016	100	1017	100

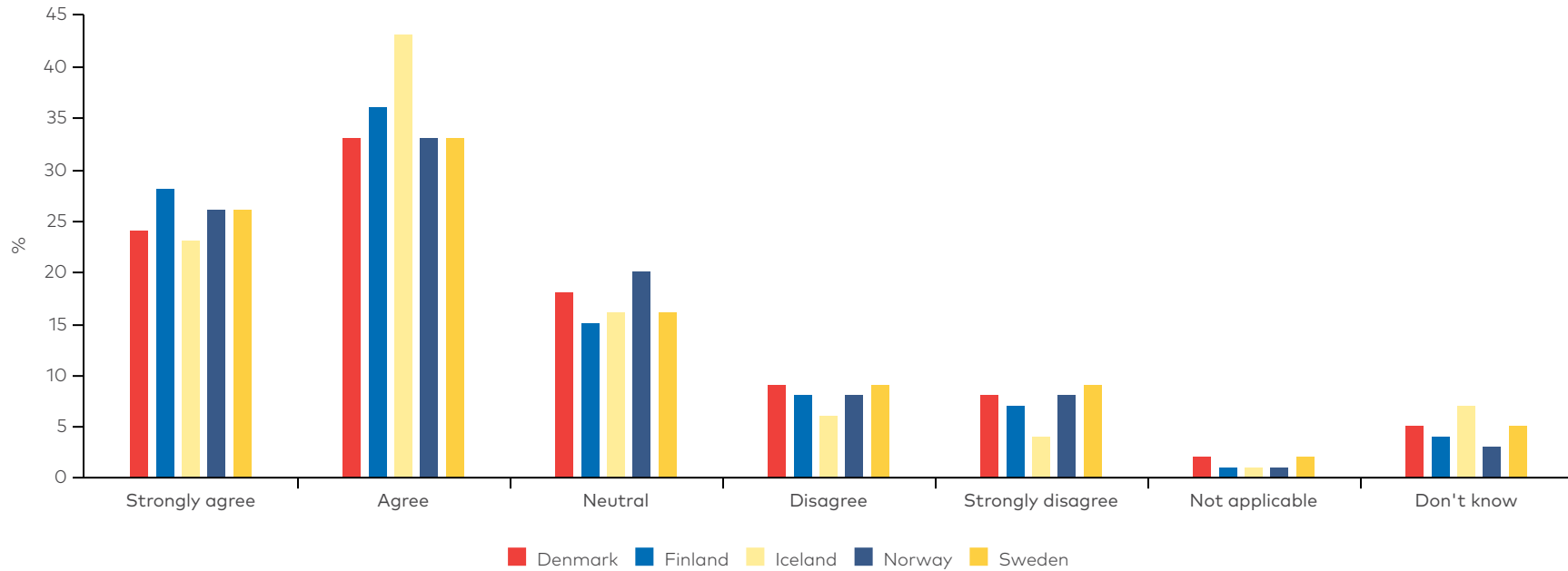


Figure 10.4.a The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider.

As shown in Figure 10.4.a., the majority of citizens believe that the digitalization of healthcare services improves accessibility; accordingly, 57% (Denmark), 64% (Finland), 66% (Iceland), 59% (Norway), and 59% (Sweden) answered *Agree* or *Strongly agree*. A consequence of the digitalization of healthcare services that, based on the numbers, seems to be especially appreciated in Iceland and Finland.

Cross tables – Denmark

Table 10.4.b The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider. Danish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	80	8	44	4	17	2	14	1	15	1	4	0	6	1
30–39 years	31	3	54	5	29	3	13	1	10	1	1	0	13	1
40–49 years	41	4	61	6	30	3	13	1	14	1	2	0	11	1
50–59 years	28	3	58	6	41	4	20	2	11	1	5	0	7	1
60–69 years	27	3	50	5	30	3	17	2	18	2	7	1	4	0
70 years or more	39	4	68	7	35	3	17	2	15	1	5	0	12	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	101	10	179	18	96	9	57	6	42	4	13	1	24	2
Male	145	14	155	15	86	8	37	4	41	4	11	1	29	3
Do not wish to share that information			1	0										

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	14	1	9	1	9	1	3	0	5	0	2	0	2	0
Secondary education (Matriculation exam etc.)	36	4	32	3	10	1	6	1	5	0	1	0	5	0
Vocational education	23	2	48	5	31	3	9	1	7	1	5	0	8	1
Short higher education (less than 3 years)	24	2	28	3	17	2	13	1	10	1	1	0	6	1
Medium-length higher education (3-4 years)	74	7	100	10	60	6	25	2	28	3	6	1	20	2
Longer higher education (over 4 years)	64	6	110	11	52	5	34	3	26	3	7	1	10	1
PhD	11	1	8	1	3	0	4	0	2	0	2	0	2	0
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	78	8	93	9	66	6	39	4	23	2	9	1	16	2
Region Midtjylland	56	6	87	9	39	4	10	1	25	2	5	0	13	1
Region Nordjylland	30	3	27	3	18	2	8	1	11	1	3	0	4	0
Region Sjælland	37	4	49	5	26	3	14	1	11	1	2	0	4	0
Region Syddanmark	45	4	79	8	33	3	23	2	13	1	5	0	16	2

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	4	0	2	0	1	0			4	0				
Often	5	0	1	0			3	0					1	0
Sometimes	3	0	11	1	10	1	5	0	6	1			4	0
Rarely	19	2	40	4	28	3	18	2	14	1	2	0	16	2
Never	215	21	279	27	143	14	67	7	55	5	17	2	29	3
Not relevant, I do not use digital health services			2	0					4	0	5	0		
Don't know/do not remember							1	0					3	0

N = 1017

Cross tables – Finland

Table 10.4.c The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider. Finnish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	68	7	68	7	21	2	12	1	3	0	3	0	9	1
30–39 years	46	5	62	6	21	2	17	2	6	1			8	1
40–49 years	48	5	49	5	22	2	14	1	11	1	1	0	6	1
50–59 years	45	4	69	7	29	3	11	1	14	1	1	0	4	0
60–69 years	34	3	54	5	38	4	14	1	20	2	2	0	5	0
70 years or more	39	4	62	6	24	2	18	2	21	2	8	1	8	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	148	15	191	19	60	6	41	4	39	4	7	1	23	2
Male	128	13	169	17	91	9	44	4	35	3	7	1	17	2
Non-binary	3	0	3	0	2	0	1	0	1	0				
Do not wish to share that information	1	0	1	0	2	0					1	0		
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	17	2	28	3	11	1	12	1	9	1	9	1	6	1

Secondary education (Matriculation exam etc.)	30	3	41	4	13	1	8	1	5	0	1	0	4	0
Vocational education	68	7	100	10	46	5	27	3	19	2	1	0	17	2
Short higher education (less than 3 years)	37	4	45	4	28	3	14	1	14	1	1	0	3	0
Medium-length higher education (3–4 years)	50	5	61	6	25	2	16	2	14	1			4	0
Longer higher education (over 4 years)	72	7	82	8	30	3	8	1	13	1	3	0	6	1
PhD	6	1	7	1	2	0	1	0	1	0				
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
Region of Residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	10	1	9	1	7	1	3	0	2	0			1	0
South Ostrobothnia wellbeing services county	10	1	15	1	4	0	3	0	3	0			3	0
South Savo wellbeing services county	3	0	10	1	4	0	1	0	3	0			1	0
City of Helsinki	45	4	47	5	13	1	12	1	7	1	4	0	7	1
East Uusimaa wellbeing services county	3	0	2	0	4	0	1	0	2	0				
Kainuu wellbeing services county	4	0	7	1					1	0				
Kanta-Häme wellbeing services county	8	1	13	1	5	0	4	0	5	0			1	0
Central Ostrobothnia wellbeing services county	4	0	4	0	1	0								

Central Finland wellbeing services county	8	1	19	2	7	1	8	1	4	0	1	0	2	0
Central Uusimaa wellbeing services county	5	0	13	1	10	1	2	0	5	0	1	0	3	0
Kymenlaakso wellbeing services county	8	1	7	1	6	1	1	0	4	0				
Lapland wellbeing services county	4	0	7	1	4	0	1	0	4	0	1	0	2	0
West Uusimaa wellbeing services county	26	3	23	2	14	1	7	1	2	0			1	0
Pirkanmaa wellbeing services county	32	3	31	3	14	1	6	1	3	0	1	0	2	0
Ostrobothnia wellbeing services county	4	0	9	1	2	0	3	0	1	0			1	0
North Karelia wellbeing services county	4	0	11	1	11	1	1	0	4	0				
North Ostrobothnia wellbeing services county	30	3	23	2	11	1	10	1	3	0	2	0	3	0
North Savo wellbeing services county	14	1	27	3	10	1	6	1	4	0	2	0	3	0
Päijät-Häme wellbeing services county	10	1	11	1	4	0	1	0	4	0				
Satakunta wellbeing services county	7	1	21	2	3	0	3	0	2	0			2	0
Vantaa and Kerava wellbeing services county	18	2	20	2	6	1	6	1	2	0	1	0	3	0
Southwest Finland wellbeing services county	23	2	35	3	15	1	7	1	10	1	2	0	5	0

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	5	0	3	0	2	0			5	0			1	0
Often	4	0	8	1	1	0	3	0	4	0			1	0
Sometimes	9	1	22	2	12	1	8	1	7	1	1	0	4	0
Rarely	39	4	80	8	41	4	24	2	14	1	1	0	5	0
Never	217	21	248	24	97	10	48	5	38	4	2	0	20	2
Not relevant, I do not use digital health services	4	0	1	0	1	0	1	0	6	1	9	1	4	0
Don't know/do not remember	2	0	2	0	1	0	2	0	1	0	2	0	5	0

N = 1015

Cross tables – Iceland

Table 10.4.d The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider. Icelandic answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	68	7	94	9	26	3	12	1	5	0	5	0	5	0
30–39 years	44	4	89	9	27	3	16	2	9	1	1	0	9	1
40–49 years	44	4	63	6	27	3	12	1	11	1	2	0	12	1
50–59 years	34	3	66	7	26	3	8	1	5	0	3	0	14	1
60–69 years	23	2	59	6	29	3	11	1	5	0	1	0	13	1
70 years or more	17	2	60	6	29	3	5	0	2	0	3	0	19	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	130	13	214	21	85	8	34	3	20	2	6	1	36	4
Male	96	9	215	21	78	8	29	3	17	2	9	1	35	3
Non-binary	4	0	2	0			1	0						
Do not wish to share that information					1	0							1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	18	2	31	3	17	2	8	1	6	1	5	0	10	1
Youth education	5	0	25	2	9	1	4	0	2	0	2	0	10	1
Vocational education	6	1	27	3	10	1	2	0			1	0	3	0
Master's degree in industrial industry	7	1	21	2	11	1	5	0	1	0	2	0	5	0
Matriculation exam	33	3	61	6	22	2	8	1	6	1	1	0	8	1
Secondary education, other than Matriculation exam	20	2	35	3	21	2	5	0	5	0	1	0	7	1
Secondary education, technical school examination	10	1	15	1	6	1	1	0	3	0			2	0
Bachelor's degree (BSc)	59	6	121	12	37	4	15	1	5	0	3	0	13	1
Master's degree, MSc	66	7	91	9	31	3	16	2	8	1			12	1
PhD	6	1	4	0					1	0			2	0
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	9	1	14	1	6	1	4	0	3	0	3	0	6	1
Höfuðborgarsvæðið	166	16	282	28	100	10	37	4	22	2	5	0	36	4
Norðurland eystra	25	2	44	4	18	2	3	0	3	0	1	0	8	1
Norðurland vestra	1	0	10	1	4	0							3	0

Suðurland	15	1	30	3	14	1	11	1			4	0		
Suðurnes (Previously Reykjanes)	6	1	28	3	10	1	8	1	5	0	3	0	6	1
Vestfirðir	2	0	9	1	5	0							2	0
Vesturland	6	1	14	1	7	1	1	0	4	0	3	0	7	1
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	2	0					3	0			2	0
Often	1	0	6	1	4	0	5	0					1	0
Sometimes	5	0	22	2	12	1	6	1					5	0
Rarely	22	2	52	5	23	2	8	1	4	0	2	0	10	1
Never	198	20	342	34	121	12	43	4	28	3	10	1	44	4
Not relevant, I do not use digital health services	3	0	6	1	3	0	2	0	2	0	2	0	7	1
Don't know/do not remember			1	0	1	0					1	0	3	0

N = 1013

Cross tables – Norway

Table 10.4.e The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider. Norwegian answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	64	6	72	7	36	4	14	1	8	1	1	0	9	1
30–39 years	51	5	55	5	35	3	8	1	19	2	3	0	3	0
40–49 years	42	4	65	6	29	3	11	1	10	1	6	1	6	1
50–59 years	39	4	56	6	41	4	17	2	15	1	1	0	7	1
60–69 years	41	4	43	4	28	3	12	1	18	2	1	0	2	0
70 years or more	32	3	44	4	35	3	16	2	12	1	2	0	7	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	125	12	173	17	98	10	49	5	43	4	7	1	12	1
Male	143	14	160	16	105	10	29	3	39	4	7	1	22	2
Non-binary	1	0			1	0								
Do not wish to share that information			2	0										

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	12	1	14	1	4	0	3	0	1	0	1	0
Secondary education (Matriculation exam etc.)	32	3	47	5	17	2	13	1	7	1	1	0	12	1
Upper secondary school - vocational subjects	27	3	31	3	20	2	12	1	14	1	2	0	7	1
Vocational training (skilled worker, craftsman)	35	3	47	5	32	3	9	1	15	1	5	0	2	0
Medium-length higher education (3–4 years)	89	9	107	11	59	6	16	2	24	2	3	0	7	1
Longer higher education (over 4 years)	72	7	87	9	59	6	22	2	19	2	1	0	5	0
PhD	4	0	4	0	3	0	2	0			1	0		
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	31	3	37	4	34	3	13	1	17	2	5	0	7	1
Nord-Norge	21	2	28	3	23	2	4	0	7	1	2	0	5	0
Oslo	43	4	45	4	23	2	10	1	10	1			1	0
Sørlandet ink Telemark	27	3	26	3	17	2	9	1	4	0	2	0	3	0
Vestlandet	62	6	60	6	42	4	17	2	16	2			7	1
Østlandet	85	8	139	14	65	6	25	2	28	3	5	0	11	1

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	1	0	1	0	1	0	3	0				
Often	2	0	1	0	2	0					1	0	1	0
Sometimes	10	1	12	1	15	1	9	1	19	2	1	0	2	0
Rarely	27	3	58	6	44	4	13	1	17	2	1	0	11	1
Never	228	22	260	26	137	13	53	5	42	4	7	1	16	2
Not relevant, I do not use digital health services			2	0	4	0	1	0	1	0	4	0	4	0
Don't know/do not remember			1	0	1	0	1	0						

N = 1016

Cross tables – Sweden

Table 10.4.f The digitalization of healthcare services makes it easier for me to get in touch with my healthcare provider. Swedish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	71	7	67	7	30	3	12	1	9	1	3	0	7	1
30–39 years	46	5	72	7	20	2	10	1	11	1	2	0	9	1
40–49 years	42	4	52	5	29	3	16	2	15	1	1	0	11	1
50–59 years	39	4	59	6	23	2	16	2	16	2	1	0	8	1
60–69 years	29	3	43	4	27	3	17	2	17	2	8	1	7	1
70 years or more	35	3	42	4	36	4	20	2	28	3	3	0	8	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	139	14	177	17	73	7	48	5	46	5	7	1	15	1
Male	121	12	155	15	92	9	41	4	48	5	11	1	35	3
Non-binary	1	0	2	0			2	0						
Do not wish to share that information	1	0	1	0					2	0				
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	15	1	26	3	6	1	7	1	12	1	5	0	7	1

Secondary school	112	11	146	14	77	8	40	4	43	4	7	1	24	2
University/College	132	13	158	16	80	8	43	4	38	4	6	1	18	2
PhD	3	0	5	0	2	0	1	0	3	0			1	0
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
Region of residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	5	0	6	1	5	0	1	0	2	0	1	0		
Dalarna	8	1	4	0	3	0	2	0	2	0				
Gavleborg	4	0	7	1	6	1	4	0	3	0				
Gotland	3	0	3	0	2	0	2	0					1	0
Halland	8	1	11	1	5	0	4	0	6	1			2	0
Jamtland	6	1	5	0	2	0	2	0	4	0			1	0
Jonkoping	4	0	11	1	7	1	3	0	2	0			1	0
Kalmar	6	1	10	1	5	0	2	0			1	0		
Kronoberg	6	1	5	0	1	0	1	0			1	0		
Norrbottnen	6	1	6	1	5	0	5	0	3	0	1	0		
Orebro	8	1	13	1	1	0	2	0	3	0				
Ostergotland	11	1	18	2	9	1	2	0	5	0	2	0	4	0
Skane	29	3	45	4	19	2	17	2	14	1	1	0	7	1
Sodermanland	10	1	8	1	4	0	3	0	3	0	1	0	2	0
Stockholm	61	6	72	7	30	3	26	3	19	2	6	1	8	1

Uppsala	7	1	16	2	6	1	3	0	2	0		1	0	
Varmland	15	1	14	1	8	1	2	0	4	0	1	0	3	0
Vasterbotten	8	1	8	1	3	0	2	0	3	0			3	0
Vasternorrland	5	0	12	1	2	0		0	1	0			2	0
Vastmanland	9	1	3	0	6	1	2	0	5	0			2	0
Vastra Gotaland	43	4	58	6	36	4	6	1	15	1	3	0	13	1
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	1	0					2	0				
Often	3	0	10	1	4	0	5	0	3	0				
Sometimes	16	2	21	2	7	1	5	0	5	0			5	0
Rarely	20	2	61	6	32	3	13	1	10	1	1	0	9	1
Never	221	22	238	23	121	12	65	6	70	7	10	1	33	3
Not relevant, I do not use digital health services			2	0			2	0	4	0	6	1	2	0
Don't know/do not remember			2	0	1	0	1	0	2	0	1	0	1	0

N = 1017

10.5 Sharing of health data

In question 21 the citizens are asked to respond to the following statement: *"I want it to be easier for healthcare professionals to share my digital health data across healthcare providers"*. The citizens' opinions are shown in Table 10.5.a and Figure 10.5.a.

Table 10.5.a I want it to be easier for healthcare professionals to share my digital health data across healthcare providers.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	370	36	308	30	331	33	386	38	551	54
Agree	328	32	375	37	407	40	320	31	238	23
Neutral	140	14	175	17	122	12	130	13	89	9
Disagree	43	4	45	4	38	4	50	5	25	2
Strongly disagree	43	4	31	3	24	2	45	4	20	2
Don't know	93	9	81	8	91	9	85	8	94	9
Total	1017	100	1015	100	1013	100	1016	100	1017	100

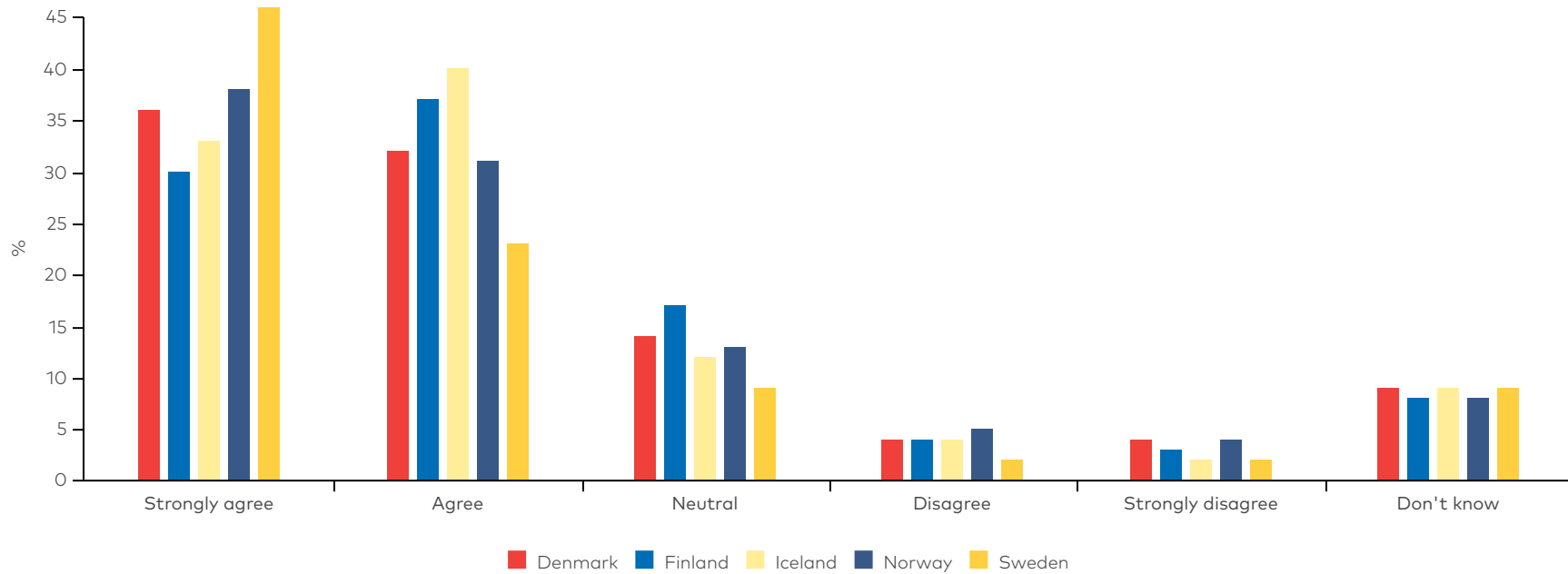


Figure 10.5.a I want it to be easier for healthcare professionals to share my digital health data across healthcare providers.

As seen in Figure 10.5.a, the majority of participants in all five Nordic countries agrees that it should be easier to share health data across healthcare providers. Hence, 69% (Denmark), 67% (Finland), 73% (Iceland), 69% (Norway), and 77% (Sweden) *Agree* or *Strongly agree*. On average, across the countries, around 3% *Disagree* or *Strongly disagree*.

Cross tables – Denmark

Table 10.5.b I want it to be easier for healthcare professionals to share my digital health data across healthcare providers. Danish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	95	9	46	5	17	2	5	0	5	0	12	1
30–39 years	49	5	47	5	28	3	6	1	7	1	14	1
40–49 years	70	7	57	6	20	2	3	0	4	0	18	2
50–59 years	53	5	51	5	25	2	12	1	14	1	15	1
60–69 years	41	4	59	6	22	2	9	1	5	0	17	2
70 years or more	62	6	68	7	28	3	8	1	8	1	17	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	169	17	178	18	66	6	28	3	20	2	51	5
Male	201	20	149	15	74	7	15	1	23	2	42	4
Do not wish to share that information			1	0								

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	21	2	10	1	6	1	2	0			5	0
Secondary education (Matriculation exam etc.)	47	5	26	3	8	1	4	0	5	0	5	0
Vocational education	47	5	42	4	23	2	2	0	2	0	15	1
Short higher education (less than 3 years)	39	4	30	3	7	1	7	1	5	0	11	1
Medium-length higher education (3-4 years)	112	11	100	10	46	5	13	1	12	1	30	3
Longer higher education (over 4 years)	96	9	109	11	42	4	15	1	19	2	22	2
PhD	8	1	11	1	8	1					5	0
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	107	11	50	5	108	11	20	2	10	1	29	3
Region Midtjylland	97	10	30	3	70	7	7	1	11	1	20	2
Region Nordjylland	41	4	14	1	32	3	2	0	3	0	9	1
Region Sjælland	52	5	19	2	44	4	7	1	8	1	13	1
Region Syddanmark	73	7	27	3	74	7	7	1	11	1	22	2

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	7	1	2	0			1	0			1	0
Often	5	0	1	0	1	0	2	0			1	0
Sometimes	12	1	13	1	5	0	3	0	3	0	3	0
Rarely	29	3	56	6	18	2	10	1	6	1	18	2
Never	316	31	255	25	113	11	27	3	32	3	62	6
Not relevant, I do not use digital health services	1	0			3	0			2	0	5	0
Don't know/do not remember			1	0							3	0

N = 1017

Cross tables – Finland

Table 10.5.c I want it to be easier for healthcare professionals to share my digital health data across healthcare providers. Finnish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	53	5	59	6	40	4	9	1	6	1	17	2
30–39 years	44	4	69	7	28	3	5	0	5	0	9	1
40–49 years	52	5	52	5	25	2	5	0	5	0	12	1
50–59 years	44	4	63	6	29	3	10	1	9	1	18	2
60–69 years	56	6	62	6	31	3	5	0	3	0	10	1
70 years or more	59	6	70	7	22	2	11	1	3	0	15	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	151	15	186	18	81	8	28	3	13	1	50	5
Male	153	15	185	18	91	9	16	2	17	2	29	3
Non-binary	3	0	3	0	3	0					1	0
Do not wish to share that information	1	0	1	0			1	0	1	0	1	0
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	35	3	25	2	16	2	5	0	4	0	7	1

Secondary education (Matriculation exam etc.)	31	3	31	3	19	2	4	0	4	0	13	1
Vocational education	78	8	101	10	63	6	9	1	7	1	20	2
Short higher education (less than 3 years)	39	4	63	6	19	2	9	1	2	0	10	1
Medium-length higher education (3–4 years)	62	6	89	9	30	3	9	1	7	1	17	2
Longer higher education (over 4 years)	52	5	63	6	26	3	9	1	6	1	14	1
PhD	11	1	3	0	2	0			1	0		
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
Region of Residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	12	1	12	1	5	0	3	0				
South Ostrobothnia wellbeing services county	10	1	19	2	5	0					4	0
South Savo wellbeing services county	3	0	9	1	7	1			1	0	2	0
City of Helsinki	31	3	57	6	28	3	3	0	1	0	15	1
East Uusimaa wellbeing services county	2	0	4	0	1	0	2	0	1	0	2	0
Kainuu wellbeing services county	2	0	5	0	4	0	1	0				
Kanta-Häme wellbeing services county	12	1	14	1	6	1	1	0	1	0	2	0
Central Ostrobothnia wellbeing services county	2	0	4	0	1	0	2	0				

Central Finland wellbeing services county	12	1	21	2	5	0		3	0	8	1	
Central Uusimaa wellbeing services county	12	1	9	1	9	1	3	0	2	0	4	0
Kymenlaakso wellbeing services county	8	1	9	1	4	0	2	0	1	0	2	0
Lapland wellbeing services county	8	1	7	1	2	0	2	0	1	0	3	0
West Uusimaa wellbeing services county	25	2	25	2	12	1	3	0	3	0	5	0
Pirkanmaa wellbeing services county	31	3	29	3	16	2	3	0	2	0	8	1
Ostrobothnia wellbeing services county	6	1	10	1	2	0	1	0			1	0
North Karelia wellbeing services county	6	1	9	1	8	1	4	0	3	0	1	0
North Ostrobothnia wellbeing services county	27	3	29	3	15	1	1	0	2	0	8	1
North Savo wellbeing services county	23	2	26	3	8	1	5	0	1	0	3	0
Päijät-Häme wellbeing services county	11	1	12	1	4	0	1	0	1	0	1	0
Satakunta wellbeing services county	13	1	14	1	6	1	3	0	1	0	1	0
Vantaa and Kerava wellbeing services county	22	2	18	2	6	1	1	0	3	0	6	1
Southwest Finland wellbeing services county	30	3	33	3	21	2	4	0	4	0	5	0

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	9	1	4	0	2	0					1	0
Often	5	0	11	1	1	0	2	0	1	0	1	0
Sometimes	15	1	21	2	17	2	3	0	2	0	5	0
Rarely	57	6	83	8	45	4	4	0	4	0	11	1
Never	209	21	246	24	108	11	32	3	21	2	54	5
Not relevant, I do not use digital health services	9	1	7	1	2	0	3	0	2	0	3	0
Don't know/do not remember	4	0	3	0			1	0	1	0	6	1

N = 1015

Cross tables – Iceland

Table 10.5.d I want it to be easier for healthcare professionals to share my digital health data across healthcare providers. Icelandic answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	75	7	74	7	25	2	12	1	5	0	24	2
30–39 years	76	8	74	7	18	2	6	1	8	1	13	1
40–49 years	59	6	66	7	23	2	5	0	5	0	13	1
50–59 years	51	5	63	6	18	2	6	1	3	0	15	1
60–69 years	33	3	70	7	19	2	6	1	3	0	10	1
70 years or more	37	4	60	6	19	2	3	0			16	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	178	18	196	19	60	6	23	2	14	1	54	5
Male	149	15	207	20	61	6	15	1	10	1	37	4
Non-binary	3	0	3	0	1	0						
Do not wish to share that information	1	0	1	0								

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	23	2	44	4	15	1	3	0	1	0	9	1
Youth education	9	1	31	3	8	1	2	0	1	0	6	1
Vocational education	22	2	16	2	5	0	2	0			4	0
Master's degree in industrial industry	14	1	25	2	8	1			1	0	4	0
Matriculation exam	43	4	47	5	23	2	7	1	4	0	15	1
Secondary education, other than Matriculation exam	36	4	38	4	6	1	2	0	5	0	7	1
Secondary education, technical school examination	13	1	11	1	6	1			3	0	4	0
Bachelor's degree (BSc)	88	9	101	10	29	3	6	1	5	0	24	2
Master's degree, MSc	77	8	92	9	18	2	16	2	4	0	17	2
PhD	6	1	2	0	4	0					1	0
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	14	1	13	1	7	1	2	0	1	0	8	1
Höfuðborgarsvæðið	208	21	271	27	74	7	26	3	13	1	56	6
Norðurland eystra	39	4	37	4	12	1	2	0	3	0	9	1
Norðurland vestra	4	0	6	1	5	0					3	0

Suðurland	23	2	39	4	5	0	1	0	1	0	5	0
Suðurnes (Previously Reykjanes)	26	3	22	2	8	1	3	0	1	0	6	1
Vestfirðir	4	0	7	1	4	0	1	0			2	0
Vesturland	13	1	12	1	7	1	3	0	5	0	2	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	3	0							4	0
Often	6	1	6	1	2	0			1	0	2	0
Sometimes	11	1	23	2	9	1	3	0			4	0
Rarely	41	4	49	5	16	2	2	0	4	0	9	1
Never	265	26	314	31	90	9	32	3	17	2	68	7
Not relevant, I do not use digital health services	5	0	10	1	5	0			1	0	4	0
Don't know/do not remember	2	0	2	0			1	0	1	0		

N = 1013

Cross tables – Norway

Table 10.5.e I want it to be easier for healthcare professionals to share my digital health data across healthcare providers. Norwegian answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	71	7	61	6	35	3	11	1	5	0	21	2
30–39 years	69	7	65	6	17	2	7	1	5	0	11	1
40–49 years	59	6	56	6	23	2	8	1	5	0	18	2
50–59 years	62	6	61	6	21	2	10	1	11	1	11	1
60–69 years	61	6	36	4	15	1	9	1	12	1	12	1
70 years or more	64	6	41	4	19	2	5	0	7	1	12	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	183	18	163	16	70	7	26	3	19	2	46	5
Male	203	20	156	15	58	6	24	2	26	3	38	4
Non-binary			1	0	1	0						
Do not wish to share that information					1	0					1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	17	2	8	1	11	1	1	0	3	0	5	0
Secondary education (Matriculation exam etc.)	49	5	40	4	18	2	5	0	4	0	13	1
Upper secondary school - vocational subjects	34	3	33	3	14	1	6	1	11	1	15	1
Vocational training (skilled worker, craftsman)	47	5	53	5	19	2	13	1	4	0	9	1
Medium-length higher education (3–4 years)	123	12	95	9	41	4	11	1	12	1	23	2
Longer higher education (over 4 years)	115	11	82	8	26	3	14	1	10	1	18	2
PhD	1	0	9	1	1	0			1	0	2	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	66	6	37	4	8	1	9	1	7	1	17	2
Nord-Norge	30	3	25	2	17	2	4	0	4	0	10	1
Oslo	60	6	38	4	19	2	4	0	3	0	8	1
Sørlandet ink Telemark	28	3	34	3	6	1	4	0	4	0	12	1
Vestlandet	71	7	69	7	32	3	10	1	7	1	15	1
Østlandet	131	13	117	12	48	5	19	2	20	2	23	2

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0			1	0	1	0			3	0
Often	2	0	2	0	1	0	1	0			1	0
Sometimes	20	2	16	2	11	1	6	1	7	1	8	1
Rarely	54	5	53	5	30	3	7	1	11	1	16	2
Never	302	30	246	24	83	8	34	3	25	2	53	5
Not relevant, I do not use digital health services	3	0	3	0	4	0	1	0	2	0	3	0
Don't know/do not remember	2	0									1	0

N = 1016

Cross tables – Sweden

Table 10.5.f I want it to be easier for healthcare professionals to share my digital health data across healthcare providers. Swedish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	100	10	49	5	26	3	4	0	4	0	16	2
30–39 years	100	10	40	4	12	1	3	0	3	0	12	1
40–49 years	85	8	37	4	14	1	8	1	2	0	20	2
50–59 years	84	8	42	4	10	1	5	0	4	0	17	2
60–69 years	77	8	39	4	13	1	2	0	4	0	13	1
70 years or more	105	10	31	3	14	1	3	0	3	0	16	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	269	26	120	12	41	4	14	1	11	1	50	5
Male	279	27	116	11	45	4	11	1	8	1	44	4
Non-binary	2	0	1	0	1	0			1	0		
Do not wish to share that information	1	0	1	0	2	0						

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	38	4	15	1	8	1	3	0	1	0	13	1
Secondary school	254	25	99	10	45	4	8	1	7	1	36	4
University/College	252	25	120	12	34	3	14	1	12	1	43	4
PhD	7	1	4	0	2	0					2	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	11	1	4	0	2	0					3	0
Dalarna	10	1	5	0	2	0			1	0	1	0
Gavleborg	11	1	9	1	2	0	1	0	1	0		
Gotland	5	0	3	0	2	0					1	0
Halland	27	3	4	0					2	0	3	0
Jamtland	9	1	5	0	2	0	3	0	1	0		
Jonkoping	11	1	9	1	4	0	1	0	2	0	1	0
Kalmar	12	1	5	0	3	0	1	0			3	0
Kronoberg	8	1			1	0					5	0
Norrbottn	16	2	5	0	2	0					3	0
Orebro	18	2	5	0	2	0	1	0			1	0
Ostergotland	20	2	18	2	6	1	1	0	1	0	5	0

Skane	76	7	30	3	9	1	4	0	2	0	11	1
Sodermanland	14	1	9	1	3	0			1	0	4	0
Stockholm	123	12	44	4	25	2	4	0	5	0	21	2
Uppsala	16	2	11	1	2	0	4	0			2	0
Varmland	19	2	19	2	3	0			1	0	5	0
Vasterbotten	15	1	3	0	2	0	1	0			6	1
Vasternorrland	11	1	7	1	1	0			1	0	2	0
Vastmanland	15	1	6	1	6	1						
Vastra Gotaland	104	10	37	4	10	1	4	0	2	0	17	2
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	2	0	2	0			1	0				
Often	14	1	6	1	2	0	1	0			2	0
Sometimes	28	3	12	1	9	1	1	0			9	1
Rarely	73	7	50	5	13	1	1	0	2	0	7	1
Never	425	42	163	16	63	6	20	2	16	2	71	7
Not relevant, I do not use digital health services	6	1	3	0			1	0	2	0	4	0
Don't know/do not remember	3	0	2	0	2	0					1	0

N = 1017

10.6 The digital healthcare system is the solution to structural issues

Question 22 concerns how digitalization might have the potential to solve the structural issues that the healthcare sectors currently are facing. Answers to question 22 are shown in Table 10.6.a and Figure 10.6.a.

Table 10.6.a The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.).

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	170	17	242	24	246	24	203	20	262	26
Agree	250	25	381	38	439	43	290	29	288	28
Neutral	186	18	167	16	140	14	206	20	159	16
Disagree	140	14	93	9	49	5	102	10	87	9
Strongly disagree	99	10	41	4	24	2	66	6	66	6
Don't know	172	17	91	9	115	11	149	15	155	15
Total	1017	100	1015	100	1013	100	1016	100	1017	100

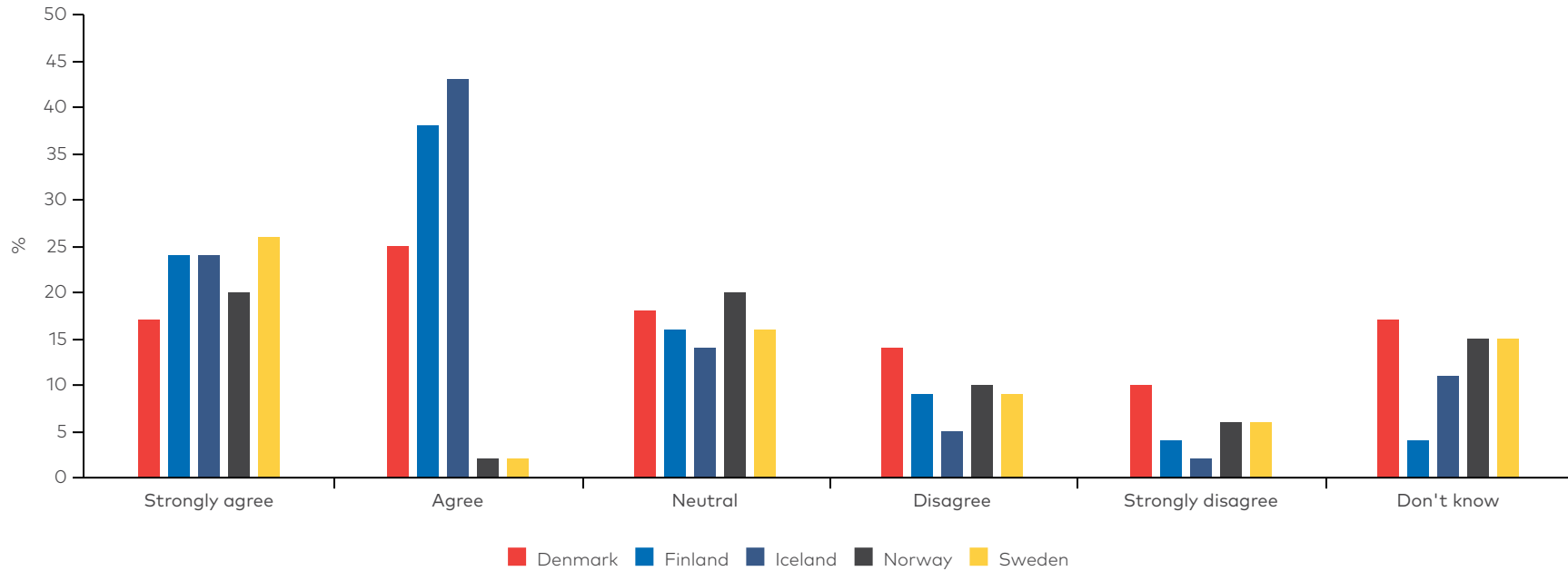


Figure 10.6.a The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.).

Based on the numbers in Figure 10.5.a opinions on this matter vary between the countries. The following number of citizens *Agree* or *Strongly agree* that digitalization might be the solution to structural issues: Denmark (42%), Finland (62%), Iceland (68%), Norway (49%), and Sweden (54%). Consequently, there is a 26 percentage points difference between Denmark and Iceland when it comes to the citizens' perspectives on the link between digitalization and structural issues.

Cross tables – Denmark

Table 10.6.b The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.). Danish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	49	5	52	5	21	2	15	1	20	2	23	2
30–39 years	21	2	32	3	24	2	25	2	18	2	31	3
40–49 years	34	3	42	4	31	3	24	2	17	2	24	2
50–59 years	20	2	38	4	39	4	27	3	18	2	28	3
60–69 years	20	2	38	4	30	3	26	3	11	1	28	3
70 years or more	26	3	48	5	41	4	23	2	15	1	38	4
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	59	6	114	11	103	10	78	8	52	5	106	10
Male	111	11	136	13	83	8	61	6	47	5	66	6
Do not wish to share that information							1	0				

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	13	1	8	1	8	1	3	0	4	0	8	1
Secondary education (Matriculation exam etc.)	24	2	26	3	17	2	12	1	9	1	7	1
Vocational education	21	2	41	4	27	3	8	1	11	1	23	2
Short higher education (less than 3 years)	20	2	23	2	24	2	12	1	5	0	15	1
Medium-length higher education (3–4 years)	39	4	75	7	54	5	48	5	33	3	64	6
Longer higher education (over 4 years)	50	5	70	7	52	5	49	5	35	3	47	5
PhD	3	0	7	1	4	0	8	1	2	0	8	1

N = 1017

Cross tables – Finland

Table 10.6.c The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.). Finnish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	49	5	66	7	28	3	18	2	5	0	18	2
30–39 years	34	3	69	7	25	2	14	1	8	1	10	1
40–49 years	37	4	61	6	25	2	13	1	6	1	9	1
50–59 years	36	4	56	6	32	3	23	2	9	1	17	2
60–69 years	33	3	67	7	34	3	10	1	6	1	17	2
70 years or more	53	5	62	6	23	2	15	1	7	1	20	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	105	10	196	19	85	8	50	5	19	2	54	5
Male	133	13	182	18	81	8	40	4	20	2	35	3
Non-binary	3	0	2	0	1	0	3	0	1	0		
Do not wish to share that information	1	0	1	0					1	0	2	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	24	2	30	3	15	1	5	0	4	0	14	1
Secondary education (Matriculation exam etc.)	30	3	36	4	13	1	7	1	3	0	13	1
Vocational education	47	5	106	10	63	6	32	3	9	1	21	2
Short higher education (less than 3 years)	35	3	40	4	25	2	18	2	7	1	17	2
Medium-length higher education (3–4 years)	52	5	98	10	23	2	19	2	7	1	15	1
Longer higher education (over 4 years)	49	5	63	6	27	3	12	1	9	1	10	1
PhD	5	0	8	1	1	0			2	0	1	0

N = 1015

Cross tables – Iceland

Table 10.6.d The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.). Icelandic answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	49	5	97	10	23	2	12	1	2	0	49	3
30–39 years	52	5	84	8	21	2	9	1	7	1	52	2
40–49 years	42	4	67	7	28	3	11	1	9	1	42	1
50–59 years	44	4	62	6	20	2	11	1	3	0	44	2
60–69 years	30	3	67	7	20	2	5	0	3	0	30	2
70 years or more	29	3	62	6	28	3	1	0			29	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	115	11	224	22	78	8	32	3	9	1	115	7
Male	129	13	211	21	60	6	17	2	15	1	129	5
Non-binary	1	0	4	0	2	0					1	0
Do not wish to share that information	1	0									1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	18	2	37	4	16	2	4	0	5	0	18	1
Youth education	5	0	31	3	13	1			1	0	5	1
Vocational education	14	1	21	2	7	1	3	0			14	0
Master's degree in industrial industry	10	1	24	2	12	1					10	1
Matriculation exam	33	3	53	5	19	2	7	1	4	0	33	2
Secondary education, other than Matriculation exam	25	2	41	4	14	1	3	0	3	0	25	1
Secondary education, technical school examination	9	1	14	1	6	1	4	0	1	0	9	0
Bachelor's degree (BSc)	69	7	109	11	27	3	10	1	6	1	69	3
Master's degree, MSc	58	6	103	10	24	2	18	2	4	0	58	2
PhD	5	0	6	1	2	0					5	0

N = 1013

Cross tables – Norway

Table 10.6.e The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.). Norwegian answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	45	4	63	6	35	3	16	2	7	1	38	4
30–39 years	32	3	57	6	38	4	21	2	8	1	18	2
40–49 years	28	3	47	5	35	3	16	2	17	2	26	3
50–59 years	33	3	44	4	42	4	14	1	20	2	23	2
60–69 years	30	3	37	4	25	2	21	2	11	1	21	2
70 years or more	35	3	42	4	31	3	14	1	3	0	23	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	83	8	152	15	102	10	58	6	29	3	83	8
Male	119	12	137	13	104	10	44	4	37	4	64	6
Non-binary	1	0									1	0
Do not wish to share that information			1	0							1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	8	1	12	1	9	1	3	0			13	1
Secondary education (Matriculation exam etc.)	28	3	36	4	25	2	10	1	6	1	24	2
Upper secondary school - vocational subjects	18	2	32	3	23	2	10	1	10	1	20	2
Vocational training (skilled worker, craftsman)	25	2	45	4	25	2	11	1	12	1	27	3
Medium-length higher education (3-4 years)	62	6	84	8	68	7	34	3	22	2	35	3
Longer higher education (over 4 years)	61	6	75	7	53	5	32	3	16	2	28	3
PhD	1	0	6	1	3	0	2	0			2	0

N = 1016

Cross tables – Sweden

Table 10.6.f The digitalization of healthcare can help solve the structural issues we are facing (e.g. the lack of healthcare personnel, resources, etc.). Swedish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	55	5	57	6	44	4	15	1	5	0	23	2
30–39 years	47	5	55	5	16	2	22	2	11	1	19	2
40–49 years	40	4	45	4	21	2	13	1	15	1	32	3
50–59 years	41	4	45	4	18	2	16	2	11	1	31	3
60–69 years	35	3	40	4	24	2	11	1	14	1	24	2
70 years or more	44	4	46	5	36	4	10	1	10	1	26	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	119	12	144	14	77	8	53	5	29	3	83	8
Male	141	14	140	14	81	8	33	3	37	4	71	7
Non-binary	1	0	2	0	1	0	1	0				
Do not wish to share that information	1	0	2	0							1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	19	2	22	2	11	1	5	0	6	1	15	1
Secondary school	121	12	129	13	78	8	28	3	29	3	64	6
University/College	117	12	132	13	68	7	54	5	31	3	73	7
PhD	5	0	5	0	2	0					3	0

N = 1017

10.7 Effect on health inequity

In question 23 the citizens are asked whether the digitalization of healthcare creates a more equal healthcare system. Results are displayed in Table 10.7.a and Figure 10.7.a.

Table 10.7.a The digitalization of healthcare creates a more equal healthcare system.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	135	13	107	11	36	4	86	8	87	9
Agree	228	22	295	29	104	10	132	13	196	19
Neutral	206	20	237	23	234	23	298	29	238	23
Disagree	185	18	197	19	338	33	166	16	178	18
Strongly disagree	122	12	82	8	133	13	87	9	78	8
Don't know	141	14	97	10	168	17	247	24	240	24
Total	1017	100	1015	100	1013	100	1016	100	1017	100

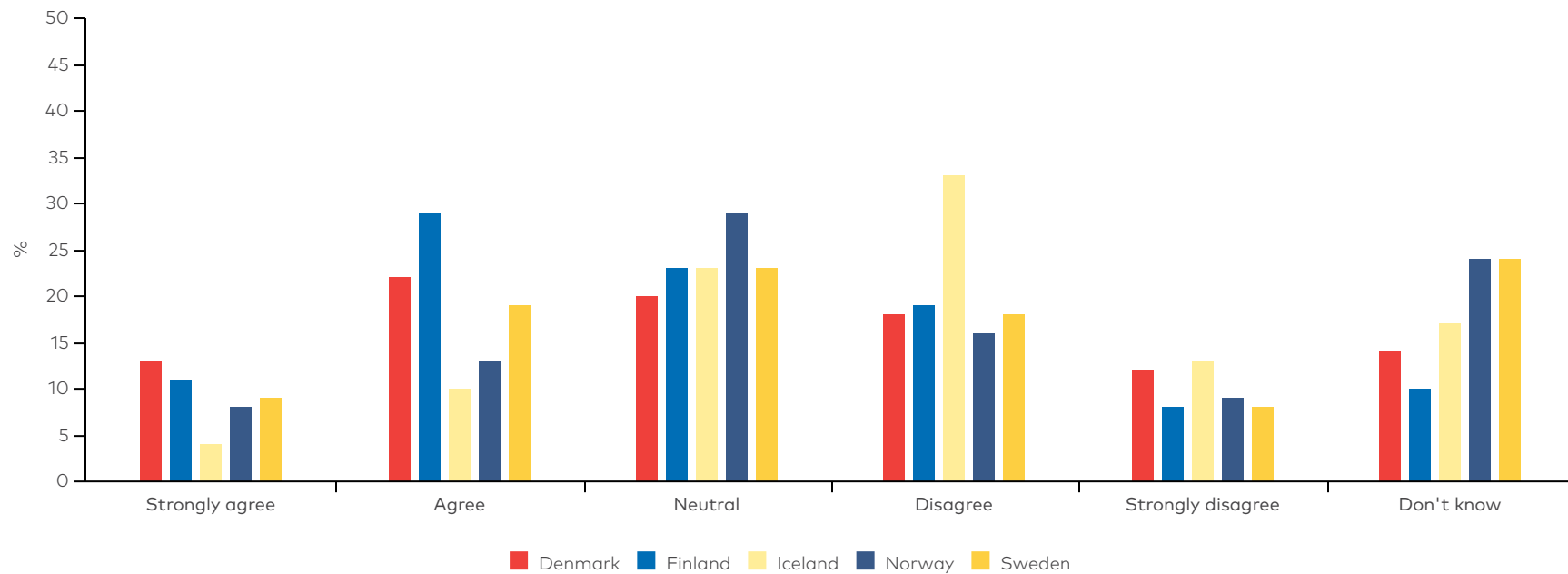


Figure 10.7.a The digitalization of healthcare creates a more equal healthcare system.

Figure 10.7.a, is interesting due to the diverse distribution of answers. Hence, in Denmark 35% *Agree* or *Strongly agree* while 30% *Disagree* or *Strongly disagree*. The same numbers for the other four countries are as follows: Finland (40%/27%), Iceland (14%/46%), Norway (21%/25%), and Sweden (28%/26%). Hence, in three of the countries (Denmark, Norway and Sweden), the population is divided regarding the digitalization's effect on health equity. In this context, the Finnish population are the ones who have most faith in the digital development's potential to create a more equal healthcare system, whereas the Icelanders are at the other end of the spectrum, indicating a concern that the digitalization might increase inequities in healthcare.

Moreover, it is noticeable how many who replied *Don't know*, 14% (Denmark), 10% (Finland), 17% (Iceland), 24% (Norway), and 24% (Sweden). Numbers indicating the complexity of this issue.

Cross tables – Denmark

Table 10.7.b The digitalization of healthcare creates a more equal healthcare system. Danish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	23	2	27	3	28	3	45	4	40	4	17	2
30–39 years	15	1	34	3	30	3	31	3	11	1	30	3
40–49 years	15	1	36	4	34	3	46	5	21	2	20	2
50–59 years	20	2	40	4	37	4	29	3	18	2	26	3
60–69 years	24	2	43	4	30	3	20	2	15	1	21	2
70 years or more	38	4	48	5	47	5	14	1	17	2	27	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	78	8	120	12	102	10	89	9	41	4	82	8
Male	57	6	108	11	104	10	95	9	81	8	59	6
Do not wish to share that information							1	0				

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	8	1	2	0	13	1	5	0	7	1	9	1
Secondary education (Matriculation exam etc.)	9	1	17	2	14	1	29	3	15	1	11	1
Vocational education	13	1	18	2	31	3	25	2	18	2	26	3
Short higher education (less than 3 years)	13	1	13	1	23	2	21	2	17	2	12	1
Medium-length higher education (3-4 years)	47	5	79	8	62	6	48	5	39	4	38	4
Longer higher education (over 4 years)	40	4	92	9	55	5	53	5	26	3	37	4
PhD	5	0	7	1	8	1	4	0			8	1
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	54	5	84	8	56	6	61	6	34	3	35	3
Region Midtjylland	28	3	47	5	51	5	40	4	36	4	33	3
Region Nordjylland	12	1	24	2	26	3	13	1	13	1	13	1
Region Sjælland	16	2	29	3	34	3	27	3	16	2	21	2
Region Syddanmark	25	2	44	4	39	4	44	4	23	2	39	4

N = 1017

Cross tables – Finland

Table 10.7.c The digitalization of healthcare creates a more equal healthcare system. Finnish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	13	1	42	4	46	5	42	4	10	1	31	3
30–39 years	11	1	48	5	43	4	34	3	11	1	13	1
40–49 years	11	1	54	5	30	3	25	2	17	2	14	1
50–59 years	18	2	57	6	36	4	27	3	17	2	18	2
60–69 years	23	2	47	5	44	4	37	4	10	1	6	1
70 years or more	31	3	47	5	38	4	32	3	17	2	15	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	57	6	161	16	123	12	89	9	18	2	61	6
Male	49	5	126	12	110	11	107	11	64	6	35	3
Non-binary	1	0	6	1	2	0	1	0				0
Do not wish to share that information			2	0	2	0					1	0
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	15	1	23	2	23	2	9	1	7	1	15	1

Secondary education (Matriculation exam etc.)	8	1	28	3	24	2	20	2	8	1	14	1
Vocational education	33	3	76	7	76	7	45	4	18	2	30	3
Short higher education (less than 3 years)	20	2	49	5	26	3	26	3	10	1	11	1
Medium-length higher education (3–4 years)	20	2	66	7	43	4	54	5	17	2	14	1
Longer higher education (over 4 years)	11	1	46	5	43	4	39	4	18	2	13	1
PhD			7	1	2	0	4	0	4	0		
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
Region of Residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	7	1	9	1	7	1	2	0	6	1	1	0
South Ostrobothnia wellbeing services county	3	0	13	1	9	1	6	1	2	0	5	0
South Savo wellbeing services county	4	0	9	1	4	0	2	0	1	0	2	0
City of Helsinki	14	1	41	4	23	2	29	3	10	1	18	2
East Uusimaa wellbeing services county	2	0	2	0	5	0	2	0	1	0		
Kainuu wellbeing services county	1	0	2	0	4	0	4	0	1	0		
Kanta-Häme wellbeing services county	2	0	8	1	7	1	11	1	5	0	3	0
Central Ostrobothnia wellbeing services county			4	0	2	0	1	0			2	0

Central Finland wellbeing services county	5	0	19	2	12	1	6	1	2	0	5	0
Central Uusimaa wellbeing services county	5	0	11	1	10	1	5	0	5	0	3	0
Kymenlaakso wellbeing services county	4	0	8	1	6	1	5	0	2	0	1	0
Lapland wellbeing services county	1	0	9	1	6	1	3	0	3	0	1	0
West Uusimaa wellbeing services county	9	1	21	2	20	2	11	1	5	0	7	1
Pirkanmaa wellbeing services county	10	1	20	2	26	3	17	2	9	1	7	1
Ostrobothnia wellbeing services county			7	1	4	0	5	0	2	0	2	0
North Karelia wellbeing services county	4	0	8	1	7	1	7	1	3	0	2	0
North Ostrobothnia wellbeing services county	6	1	20	2	24	2	17	2	8	1	7	1
North Savo wellbeing services county	7	1	17	2	16	2	18	2	2	0	6	1
Päijät-Häme wellbeing services county	5	0	7	1	5	0	11	1	2	0		
Satakunta wellbeing services county	5	0	10	1	8	1	9	1	1	0	5	0
Vantaa and Kerava wellbeing services county	5	0	19	2	11	1	10	1	5	0	6	1
Southwest Finland wellbeing services county	8	1	31	3	21	2	16	2	7	1	14	1

N = 1015

Cross tables – Iceland

Table 10.7.d The digitalization of healthcare creates a more equal healthcare system. Icelandic answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	10	1	20	2	58	6	66	7	15	1	46	5
30–39 years	8	1	30	3	23	2	67	7	35	3	32	3
40–49 years	6	1	15	1	32	3	66	7	30	3	22	2
50–59 years	5	0	13	1	46	5	51	5	21	2	20	2
60–69 years	2	0	12	1	37	4	46	5	18	2	26	3
70 years or more	5	0	14	1	38	4	42	4	14	1	22	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	20	2	61	6	128	13	167	16	48	5	101	10
Male	16	2	39	4	103	10	171	17	84	8	66	7
Non-binary			3	0	3	0					1	0
Do not wish to share that information			1	0					1	0		
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	3	0	16	2	34	3	15	1	8	1	19	2
Youth education			4	0	20	2	12	1	4	0	17	2

Vocational education	1	0	3	0	14	1	19	2	5	0	7	1
Master's degree in industrial industry	3	0	4	0	16	2	17	2	4	0	8	1
Matriculation exam	7	1	13	1	34	3	40	4	14	1	31	3
Secondary education, other than Matriculation exam	9	1	9	1	26	3	24	2	10	1	16	2
Secondary education, technical school examination	2	0	4	0	8	1	14	1	5	0	4	0
Bachelor's degree (BSc)	5	0	21	2	42	4	102	10	35	3	48	5
Master's degree, MSc	6	1	28	3	39	4	93	9	43	4	15	1
PhD			2	0	1	0	2	0	5	0	3	0
	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
Region of Residence	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	1	0	5	0	9	1	9	1	8	1	13	1
Höfuðborgarsvæðið	20	2	71	7	141	14	230	23	88	9	98	10
Norðurland eystra	8	1	6	1	23	2	34	3	12	1	19	2
Norðurland vestra			2	0	11	1	2	0	1	0	2	0
Suðurland	3	0	11	1	17	2	24	2	8	1	11	1
Suðurnes (Previously Reykjanes)			4	0	18	2	18	2	11	1	15	1
Vestfirðir					5	0	8	1	2	0	3	0
Vesturland	4	0	5	0	10	1	13	1	3	0	7	1

N = 1013

Cross tables – Norway

Table 10.7.e The digitalization of healthcare creates a more equal healthcare system. Norwegian answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	8	1	22	2	57	6	43	4	14	1	60	6
30–39 years	8	1	20	2	54	5	31	3	17	2	44	4
40–49 years	16	2	19	2	50	5	30	3	10	1	44	4
50–59 years	17	2	23	2	53	5	25	2	23	2	35	3
60–69 years	18	2	26	3	40	4	19	2	13	1	29	3
70 years or more	19	2	22	2	44	4	18	2	10	1	35	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	42	4	75	7	144	14	75	7	25	2	146	14
Male	44	4	56	6	153	15	91	9	62	6	99	10
Non-binary			1	0							1	0
Do not wish to share that information					1	0					1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	2	0	4	0	12	1	6	1	5	0	16	2
Secondary education (Matriculation exam etc.)	11	1	10	1	35	3	22	2	10	1	41	4
Upper secondary school - vocational subjects	13	1	16	2	32	3	13	1	8	1	31	3
Vocational training (skilled worker, craftsman)	13	1	15	1	53	5	19	2	11	1	34	3
Medium-length higher education (3–4 years)	22	2	42	4	94	9	49	5	31	3	67	7
Longer higher education (over 4 years)	24	2	42	4	70	7	53	5	21	2	55	5
PhD	1	0	3	0	2	0	4	0	1	0	3	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	14	1	17	2	44	4	23	2	5	0	41	4
Nord-Norge	10	1	14	1	28	3	11	1	10	1	17	2
Oslo	13	1	23	2	34	3	22	2	13	1	27	3
Sørlandet ink Telemark	5	0	9	1	25	2	15	1	6	1	28	3
Vestlandet	13	1	26	3	54	5	33	3	16	2	62	6
Østlandet	31	3	43	4	113	11	62	6	37	4	72	7

N = 1016

Cross tables – Sweden

Table 10.7.f The digitalization of healthcare creates a more equal healthcare system. Swedish answers crossed with age, gender, educational level, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	11	1	34	3	52	5	37	4	23	2	42	4
30–39 years	11	1	32	3	45	4	33	3	12	1	37	4
40–49 years	14	1	40	4	31	3	25	2	10	1	46	5
50–59 years	16	2	29	3	31	3	30	3	13	1	43	4
60–69 years	16	2	26	3	34	3	26	3	11	1	35	3
70 years or more	19	2	35	3	45	4	27	3	9	1	37	4
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	47	5	109	11	113	11	75	7	28	3	133	13
Male	38	4	86	8	123	12	101	10	49	5	106	10
Non-binary			1	0	1	0	2	0	1	0		
Do not wish to share that information	2	0			1	0					1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	8	1	5	0	21	2	12	1	5	0	27	3
Secondary school	33	3	84	8	123	12	70	7	33	3	106	10
University/College	45	4	105	10	92	9	90	9	39	4	104	10
PhD	1	0	2	0	2	0	6	1	1	0	3	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	1	0	4	0	3	0	5	0	2	0	5	0
Dalarna	1	0	3	0	5	0	2	0	1	0	7	1
Gavleborg	2	0	5	0	11	1	2	0			4	0
Gotland					2	0	3	0			6	1
Halland			5	0	9	1	6	1	4	0	12	1
Jamtland	3	0	4	0	3	0	3	0	2	0	5	0
Jonkoping	2	0	3	0	8	1	6	1	2	0	7	1
Kalmar	1	0	3	0	6	1	5	0	2	0	7	1
Kronoberg			1	0	3	0	3	0	1	0	6	1
Norrbottn	6	1	1	0	9	1	4	0	1	0	5	0
Orebro	2	0	7	1	5	0	5	0	4	0	4	0
Ostergotland	5	0	12	1	12	1	9	1	3	0	10	1

Skane	18	2	26	3	35	3	20	2	7	1	26	3
Sodermanland	2	0	7	1	6	1	9	1	2	0	5	0
Stockholm	23	2	43	4	43	4	38	4	18	2	57	6
Uppsala			9	1	11	1	6	1	2	0	7	1
Varmland	1	0	8	1	14	1	10	1	7	1	7	1
Vasterbotten			7	1	6	1	4	0	2	0	8	1
Vasternorrland	1	0	4	0	6	1	3	0	2	0	6	1
Vastmanland	3	0	6	1	7	1	2	0	2	0	7	1
Vastra Gotaland	16	2	38	4	34	3	33	3	14	1	39	4

N = 1017

10.8 Effect on quality

In question 24 citizens are asked whether the digitalization of healthcare has improved the quality of healthcare they receive. Answers are shown in Table 10.8.a and Figure 10.8.a.

Table 10.8.a The digitalization of healthcare has improved the quality of healthcare that I have received.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	123	12	112	11	128	13	108	11	127	12
Agree	228	22	277	27	424	42	225	22	233	23
Neutral	317	31	331	33	238	23	350	34	269	26
Disagree	81	8	130	13	70	7	94	9	104	10
Strongly disagree	69	7	63	6	27	3	66	6	70	7
Not applicable	42	4	24	2	42	4	46	5	42	4
Don't know	157	15	78	8	84	8	127	13	172	17
Total	1017	100	1015	100	1013	100	1016	100	1017	100

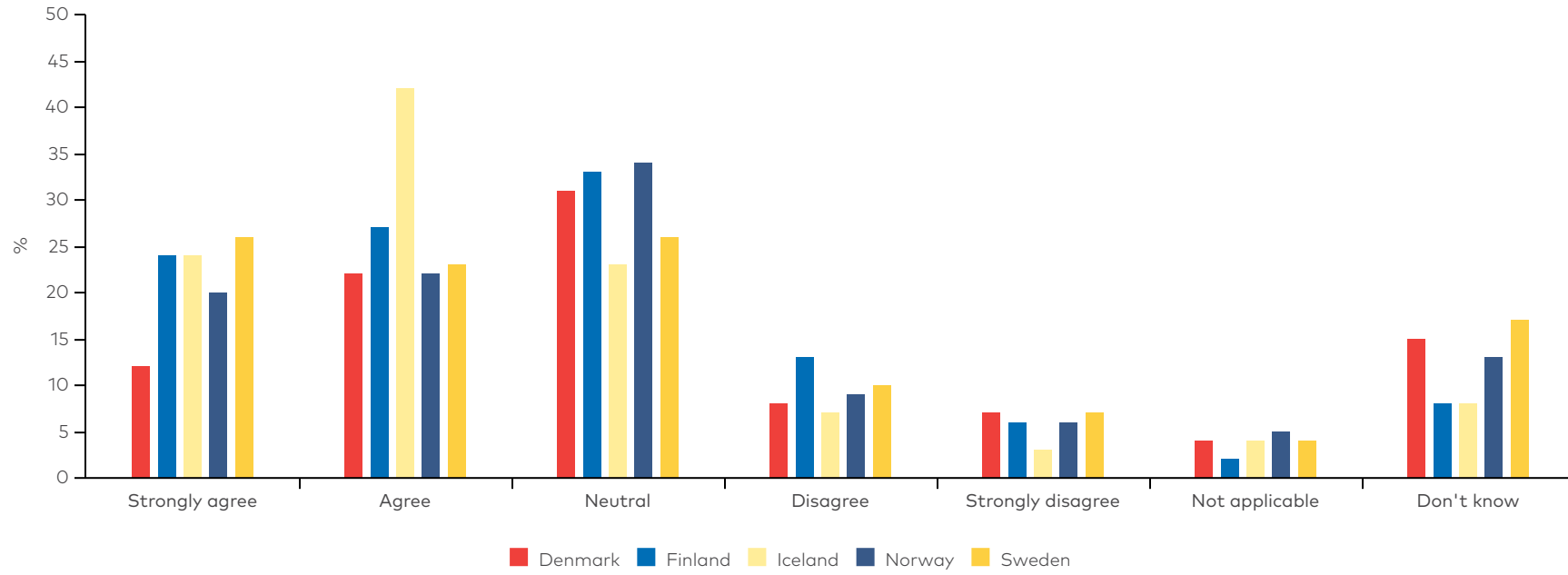


Figure 10.8.a The digitalization of healthcare has improved the quality of healthcare that I have received.

As seen in Figure 10.8.a, in four of the countries around a 1/3 of the population *Agree* or *Strongly agree*; Denmark (35%), Finland (38%), Norway (33%), and Sweden (35%). However, in Iceland 54% of the citizens *Agree* or *Strongly agree*.

Cross tables – Denmark

Table 10.8.b The digitalization of healthcare has improved the quality of healthcare that I have received. Danish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	47	5	49	5	39	4	10	1	14	1	5	0	16	2
30–39 years	13	1	22	2	51	5	22	2	10	1	4	0	29	3
40–49 years	13	1	49	5	49	5	13	1	10	1	7	1	31	3
50–59 years	15	1	37	4	60	6	12	1	15	1	10	1	21	2
60–69 years	9	1	32	3	58	6	14	1	8	1	7	1	25	2
70 years or more	26	3	39	4	60	6	10	1	12	1	9	1	35	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	41	4	106	10	164	16	54	5	36	4	22	2	89	9
Male	82	8	122	12	152	15	27	3	33	3	20	2	68	7
Do not wish to share that information					1	0								
Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	6	1	5	0	14	1	2	0	7	1	2	0	8	1

Secondary education (Matriculation exam etc.)	25	2	28	3	25	2	5	0	2	0	2	0	8	1
Vocational education	20	2	28	3	38	4	7	1	7	1	7	1	24	2
Short higher education (less than 3 years)	8	1	26	3	32	3	4	0	8	1	5	0	16	2
Medium-length higher education (3–4 years)	32	3	62	6	109	11	28	3	19	2	13	1	50	5
Longer higher education (over 4 years)	28	3	74	7	86	8	32	3	26	3	13	1	44	4
PhD	4	0	5	0	13	1	3	0					7	1

N = 1017

Cross tables – Finland

Table 10.8.c The digitalization of healthcare has improved the quality of healthcare that I have received. Finnish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	25	2	55	5	58	6	17	2	8	1	5	0	16	2
30–39 years	19	2	48	5	58	6	19	2	5	0			11	1
40–49 years	15	1	44	4	50	5	19	2	9	1	3	0	11	1
50–59 years	18	2	42	4	69	7	16	2	14	1	5	0	9	1
60–69 years	15	1	35	3	50	5	38	4	11	1	5	0	13	1
70 years or more	20	2	53	5	46	5	21	2	16	2	6	1	18	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	57	6	135	13	159	16	73	7	31	3	14	1	40	4
Male	53	5	139	14	170	17	53	5	31	3	9	1	36	4
Non-binary	1	0	2	0	2	0	2	0	1	0			2	0
Do not wish to share that information	1	0	1	0			2	0			1	0		

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	18	2	28	3	9	1	7	1	8	1	12	1
Secondary education (Matriculation exam etc.)	11	1	31	3	33	3	11	1	5	0	1	0	10	1
Vocational education	29	3	75	7	95	9	36	4	16	2	5	0	22	2
Short higher education (less than 3 years)	19	2	38	4	39	4	22	2	13	1	3	0	8	1
Medium-length higher education (3–4 years)	22	2	65	6	68	7	29	3	14	1	5	0	11	1
Longer higher education (over 4 years)	18	2	47	5	61	6	22	2	7	1	1	0	14	1
PhD	3	0	3	0	7	1	1	0	1	0	1	0	1	0

N = 1015

Cross tables – Iceland

Table 10.8.d The digitalization of healthcare has improved the quality of healthcare that I have received. Icelandic answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	32	3	95	9	49	5	10	1	5	0	10	1	14	1
30–39 years	24	2	88	9	36	4	14	1	7	1	4	0	22	2
40–49 years	27	3	68	7	41	4	14	1	5	0	7	1	9	1
50–59 years	20	2	60	6	40	4	12	1	6	1	4	0	14	1
60–69 years	17	2	55	5	35	3	12	1	3	0	7	1	12	1
70 years or more	8	1	58	6	37	4	8	1	1	0	10	1	13	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female			1	0									1	0
Male	66	7	220	22	132	13	28	3	14	1	19	2	46	5
Non-binary	62	6	201	20	105	10	42	4	12	1	23	2	34	3
Do not wish to share that information			2	0	1	0			1	0			3	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	8	1	35	3	28	3	7	1	4	0	5	0	8	1
Youth education	3	0	20	2	18	2	4	0	1	0	4	0	7	1
Vocational education	4	0	24	2	12	1	4	0			4	0	1	0
Master's degree in industrial industry	4	0	22	2	11	1	8	1			3	0	4	0
Matriculation exam	18	2	54	5	34	3	8	1	6	1	5	0	14	1
Secondary education, other than Matriculation exam	16	2	30	3	21	2	8	1	5	0	6	1	8	1
Secondary education, technical school examination	8	1	14	1	9	1	1	0	3	0			2	0
Bachelor's degree (BSc)	33	3	122	12	46	5	21	2	5	0	9	1	17	2
Master's degree, MSc	29	3	98	10	59	6	9	1	2	0	5	0	22	2
PhD	5	0	5	0					1	0	1	0	1	0

N = 1013

Cross tables – Norway

Table 10.8.e The digitalization of healthcare has improved the quality of healthcare that I have received. Norwegian answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	21	2	43	4	64	6	16	2	13	1	13	1	34	3
30–39 years	20	2	52	5	60	6	11	1	8	1	7	1	16	2
40–49 years	16	2	42	4	58	6	13	1	7	1	11	1	22	2
50–59 years	16	2	36	4	66	6	18	2	14	1	5	0	21	2
60–69 years	20	2	24	2	54	5	18	2	13	1	5	0	11	1
70 years or more	15	1	28	3	48	5	18	2	11	1	5	0	23	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	36	4	102	10	188	19	53	5	34	3	28	3	66	6
Male	72	7	122	12	161	16	40	4	32	3	18	2	60	6
Non-binary			1	0			1	0						0
Do not wish to share that information					1	0							1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	5	0	6	1	15	1	4	0	3	0	5	0	7	1
Secondary education (Matriculation exam etc.)	11	1	25	2	38	4	14	1	12	1	5	0	24	2
Upper secondary school - vocational subjects	12	1	24	2	34	3	10	1	12	1	6	1	15	1
Vocational training (skilled worker, craftsman)	11	1	44	4	51	5	9	1	6	1	9	1	15	1
Medium-length higher education (3–4 years)	37	4	64	6	112	11	25	2	18	2	11	1	38	4
Longer higher education (over 4 years)	31	3	60	6	95	9	31	3	15	1	9	1	24	2
PhD	1	0	2	0	5	0	1	0			1	0	4	0

N = 1016

Cross tables – Sweden

Table 10.8.f The digitalization of healthcare has improved the quality of healthcare that I have received. Swedish answers crossed with age, gender, and educational level.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	34	3	55	5	53	5	19	2	8	1	7	1	23	2
30–39 years	21	2	42	4	48	5	15	1	9	1	6	1	29	3
40–49 years	20	2	37	4	46	5	17	2	9	1	2	0	35	3
50–59 years	17	2	43	4	38	4	19	2	12	1	6	1	27	3
60–69 years	14	1	21	2	38	4	17	2	17	2	9	1	32	3
70 years or more	21	2	35	3	46	5	17	2	15	1	12	1	26	3
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	52	5	119	12	133	13	61	6	32	3	17	2	91	9
Male	75	7	114	11	132	13	41	4	37	4	25	2	79	8
Non-binary					2	0	2	0					1	0
Do not wish to share that information					2	0			1	0			1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	8	1	12	1	23	2	5	0	6	1	5	0	19	2
Secondary school	60	6	101	10	129	13	45	4	26	3	18	2	70	7
University/College	57	6	118	12	112	11	54	5	35	3	18	2	81	8
PhD	2	0	2	0	5	0		0	3	0	1	0	2	0

N = 1017

10.9 Digital healthcare results in less travelling

In the last question, number 25, the digital healthcare system's effect on citizens travelling is examined. The citizens' answers are displayed in Table 10.9.a and Figure 10.9.a.

Table 10.9.a The digital healthcare system allows me to travel less to healthcare institutions because I can interact with healthcare professionals online instead.

	Denmark		Finland		Iceland		Norway		Sweden	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Strongly agree	158	16	258	25	280	28	205	20	253	25
Agree	246	24	417	41	481	47	254	25	240	24
Neutral	204	20	166	16	129	13	210	21	175	17
Disagree	92	9	66	7	35	3	93	9	108	11
Strongly disagree	98	10	40	4	15	1	83	8	60	6
Not applicable	123	12	21	2	25	2	103	10	55	5
Don't know	96	9	47	5	48	5	68	7	126	12
Total	1017	100	1015	100	1013	100	1016	100	1017	100

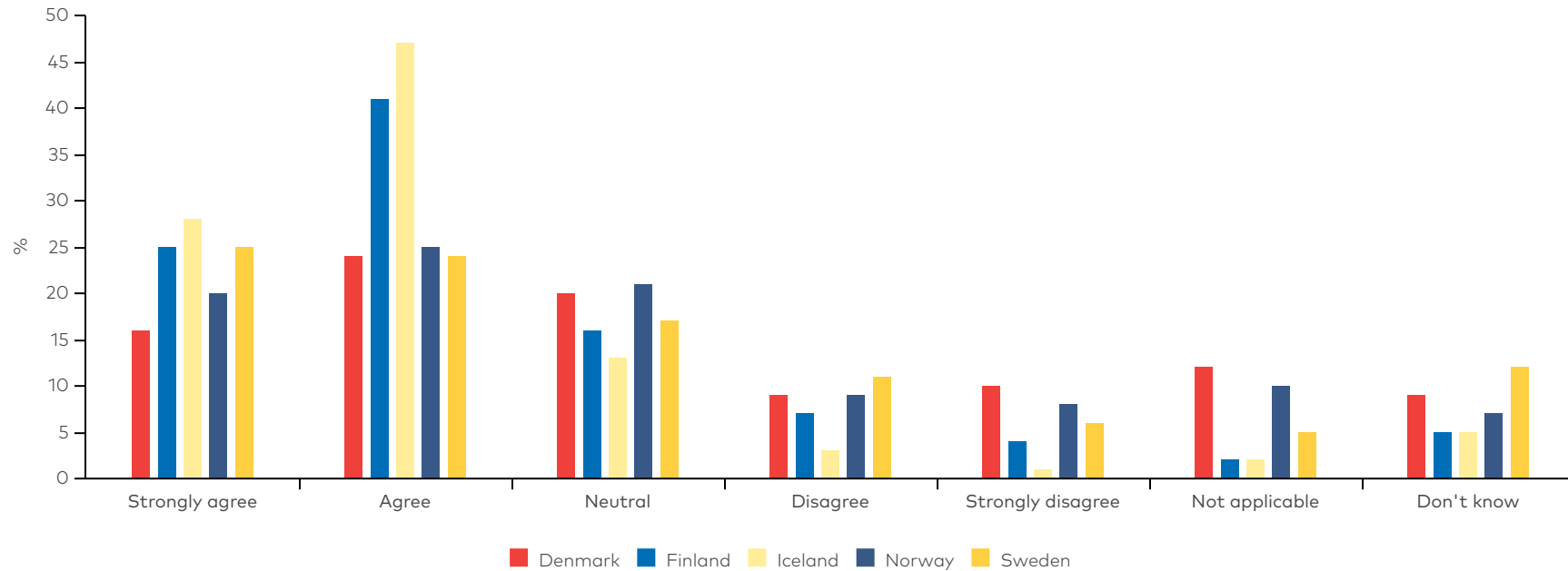


Figure 10.9.a The digital healthcare system allows me to travel less to healthcare institutions because I can interact with healthcare professionals online instead.

As Figure 10.9.a. the digitalization's effect on traveling has benefitted just below half of the population in three of the countries as 40% (Denmark), 45% (Norway), and 48% (Sweden) *Agree* or *Strongly agree*. Those who seem to benefit the most when it comes to less travelling due the digitalization of healthcare are the citizens in Finland and Iceland where 67% and 75%, respectively, *Agree* or *Strongly agree*.

Cross tables – Denmark

Table 10.9.b The digital healthcare system allows me to travel less to healthcare institutions because I can interact with healthcare professionals online instead. Danish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	60	6	35	3	23	2	18	2	25	2	9	1	10	1
30–39 years	17	2	37	4	33	3	11	1	18	2	19	2	16	2
40–49 years	26	3	42	4	40	4	20	2	10	1	16	2	18	2
50–59 years	17	2	41	4	32	3	16	2	17	2	31	3	16	2
60–69 years	11	1	43	4	35	3	15	1	11	1	18	2	20	2
70 years or more	27	3	48	5	41	4	12	1	17	2	30	3	16	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	63	6	126	12	101	10	58	6	43	4	73	7	48	5
Male	95	9	119	12	103	10	34	3	55	5	50	5	48	5
Do not wish to share that information			1	0										

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	10	1	5	0	12	1	1	0	9	1	3	0	4	0
Secondary education (Matriculation exam etc.)	28	3	19	2	11	1	12	1	10	1	9	1	6	1
Vocational education	22	2	28	3	31	3	10	1	7	1	17	2	16	2
Short higher education (less than 3 years)	15	1	24	2	19	2	9	1	12	1	16	2	4	0
Medium-length higher education (3-4 years)	35	3	81	8	68	7	30	3	26	3	34	3	39	4
Longer higher education (over 4 years)	43	4	83	8	54	5	27	3	32	3	38	4	26	3
PhD	5	0	6	1	9	1	3	0	2	0	6	1	1	0
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Region Hovedstaden	39	4	94	9	65	6	28	3	32	3	41	4	25	2
Region Midtjylland	41	4	49	5	49	5	23	2	30	3	23	2	20	2
Region Nordjylland	25	2	16	2	20	2	8	1	9	1	11	1	12	1
Region Sjælland	22	2	37	4	24	2	18	2	9	1	21	2	12	1
Region Syddanmark	31	3	50	5	46	5	15	1	18	2	27	3	27	3

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0			3	0			3	0	1	0	1	0
Often	3	0	2	0	1	0	1	0	2	0	1	0		
Sometimes	1	0	8	1	10	1	4	0	5	0	4	0	7	1
Rarely	14	1	27	3	32	3	12	1	11	1	19	2	22	2
Never	137	13	208	20	157	15	74	7	75	7	91	9	63	6
Not relevant, I do not use digital health services			1	0			1	0	2	0	6	1	1	0
Don't know/do not remember				0	1	0					1	0	2	0

N = 1017

Cross tables – Finland

Table 10.9.c The digital healthcare system allows me to travel less to healthcare institutions because I can interact with healthcare professionals online instead. Finnish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	59	6	75	7	27	3	9	1	3	0	4	0	7	1
30–39 years	39	4	70	7	25	2	10	1	3	0	2	0	11	1
40–49 years	40	4	68	7	18	2	13	1	5	0	2	0	5	0
50–59 years	49	5	74	7	28	3	8	1	8	1	2	0	4	0
60–69 years	35	3	69	7	37	4	11	1	7	1	4	0	4	0
70 years or more	36	4	61	6	31	3	15	1	14	1	7	1	16	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	142	14	209	21	76	7	28	3	19	2	12	1	23	2
Male	114	11	202	20	88	9	37	4	21	2	7	1	22	2
Non-binary	1	0	4	0	2	0	1	0					2	0
Do not wish to share that information	1	0	2	0							2	0		

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	21	2	26	3	18	2	4	0	7	1	9	1	7	1
Secondary education (Matriculation exam etc.)	30	3	47	5	11	1	7	1	1	0	2	0	4	0
Vocational education	65	6	111	11	48	5	20	2	11	1	3	0	20	2
Short higher education (less than 3 years)	30	3	59	6	27	3	15	1	5	0	1	0	5	0
Medium-length higher education (3-4 years)	67	7	96	9	27	3	6	1	10	1	5	0	3	0
Longer higher education (over 4 years)	41	4	68	7	32	3	14	1	6	1	1	0	8	1
PhD	4	0	10	1	3	0								
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
South Karelia wellbeing services county	8	1	12	1	7	1	2	0			0		3	0
South Ostrobothnia wellbeing services county	11	1	15	1	5	0	3	0	1	0	1	0	2	0
South Savo wellbeing services county	2	0	10	1	5	0	2	0	2	0			1	0
City of Helsinki	47	5	46	5	22	2	8	1	3	0	3	0	6	1
East Uusimaa wellbeing services county	4	0	4	0	1	0	2	0			1	0		

Kainuu wellbeing services county	5	0	6	1	0			1	0					
Kanta-Häme wellbeing services county	8	1	13	1	7	1	1	0	2	0	1	0	4	0
Central Ostrobothnia wellbeing services county	3	0	5	0	1	0								
Central Finland wellbeing services county	12	1	22	2	3	0	4	0	3	0	2	0	3	0
Central Uusimaa wellbeing services county	10	1	11	1	11	1	3	0	2	0	2	0		
Kymenlaakso wellbeing services county	8	1	6	1	6	1	3	0	2	0			1	0
Lapland wellbeing services county	2	0	12	1	4	0			3	0	1	0	1	0
West Uusimaa wellbeing services county	23	2	27	3	11	1	5	0	2	0	1	0	4	0
Pirkanmaa wellbeing services county	22	2	38	4	16	2	7	1	1	0	2	0	3	0
Ostrobothnia wellbeing services county	3	0	12	1	0		3	0	1	0			1	0
North Karelia wellbeing services county	7	1	14	1	6	1	3	0	1	0				
North Ostrobothnia wellbeing services county	17	2	40	4	13	1	5	0	2	0	2	0	3	0
North Savo wellbeing services county	19	2	27	3	9	1			6	1	1	0	4	0
Päijät-Häme wellbeing services county	9	1	11	1	6	1	1	0	2	0			1	0

Satakunta wellbeing services county	6	1	18	2	8	1	3	0	1	0		2	0	
Vantaa and Kerava wellbeing services county	12	1	28	3	7	1	2	0	2	0	1	0	4	0
Southwest Finland wellbeing services county	20	2	40	4	18	2	9	1	3	0	3	0	4	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	3	0	6	1	2	0	1	0	3	0	1	0		
Often	4	0	7	1	3	0	4	0	2	0			1	0
Sometimes	13	1	21	2	14	1	6	1	3	0	2	0	4	0
Rarely	46	5	88	9	34	3	19	2	4	0	2	0	11	1
Never	186	18	289	28	108	11	35	3	22	2	6	1	24	2
Not relevant, I do not use digital health services	2	0	4	0	4	0	1	0	5	0	8	1	2	0
Don't know/do not remember	4	0	2	0	1	0			1	0	2	0	5	0

N = 1015

Cross tables – Iceland

Table 10.9.d The digital healthcare system allows me to travel less to healthcare institutions because I can interact with healthcare professionals online instead. Icelandic answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	67	7	94	9	26	3	8	1	4	0	7	1	9	1
30–39 years	62	6	88	9	20	2	6	1	2	0	6	1	11	1
40–49 years	50	5	81	8	18	2	6	1	4	0	2	0	10	1
50–59 years	43	4	74	7	19	2	8	1	2	0	4	0	6	1
60–69 years	38	4	69	7	25	2	1	0	2	0	2	0	4	0
70 years or more	20	2	75	7	21	2	6	1	1	0	4	0	8	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	148	15	238	23	72	7	19	2	9	1	12	1	27	3
Male	130	13	238	23	57	6	16	2	6	1	13	1	19	2
Non-binary	2	0	4	0									1	0
Do not wish to share that information			1	0									1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	23	2	33	3	16	2	5	0	6	1	4	0	8	1
Youth education	9	1	25	2	13	1	3	0			2	0	5	0
Vocational education	11	1	27	3	6	1	3	0			1	0	1	0
Master's degree in industrial industry	9	1	30	3	11	1	1	0			1	0		
Matriculation exam	36	4	68	7	22	2	2	0	2	0	4	0	5	0
Secondary education, other than Matriculation exam	17	2	47	5	14	1	3	0	1	0	3	0	9	1
Secondary education, technical school examination	12	1	15	1	6	1	1	0			1	0	2	0
Bachelor's degree (BSc)	75	7	130	13	20	2	6	1	5	0	5	0	12	1
Master's degree, MSc	80	8	104	10	20	2	11	1			3	0	6	1
PhD	8	1	2	0	1	0			1	0	1	0		
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Austurland	7	1	21	2	6	1	3	0	2	0	2	0	4	0
Höfuðborgarsvæðið	195	19	305	30	79	8	22	2	9	1	15	1	23	2
Norðurland eystra	31	3	48	5	12	1	3	0	1	0	3	0	4	0
Norðurland vestra	1	0	13	1	3	0							1	0

Suðurland	15	1	38	4	12	1	3	0	2	0		4	0	
Suðurnes (Previously Reykjanes)	17	2	29	3	8	1	1	0			4	0	7	1
Vestfirðir	3	0	9	1	4	0	1	0	1	0				
Vesturland	11	1	18	2	5	0	2	0			1	0	5	0
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always			3	0	1	0	1	0	2	0			1	0
Often	2	0	8	1	3	0		0	1	0	1	0	2	0
Sometimes	8	1	20	2	15	1	2	0	1	0	1	0	3	0
Rarely	23	2	65	6	21	2	4	0	1	0	3	0	4	0
Never	243	24	375	37	85	8	27	3	10	1	17	2	29	3
Not relevant, I do not use digital health services	2	0	7	1	4	0	1	0			2	0	9	1
Don't know/do not remember	2	0	3	0							1	0		

N = 1013

Cross tables – Norway

Table 10.9.e The digitalization of healthcare has improved the quality of healthcare that I have received. Norwegian answers crossed with age, gender, and educational level. Norwegian answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	56	6	53	5	32	3	18	2	11	1	17	2	17	2
30–39 years	42	4	48	5	37	4	13	1	10	1	21	2	3	0
40–49 years	28	3	44	4	35	3	17	2	14	1	19	2	12	1
50–59 years	26	3	50	5	37	4	17	2	19	2	12	1	15	1
60–69 years	33	3	29	3	32	3	12	1	14	1	16	2	9	1
70 years or more	20	2	30	3	37	4	16	2	15	1	18	2	12	1
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	91	9	124	12	103	10	53	5	49	5	63	6	24	2
Male	113	11	129	13	107	11	39	4	34	3	40	4	43	4
Non-binary			1	0			1	0						
Do not wish to share that information	1	0											1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Primary school	3	0	9	1	8	1	1	0	5	0	10	1	9	1
Secondary education (Matriculation exam etc.)	29	3	38	4	22	2	7	1	7	1	16	2	10	1
Upper secondary school - vocational subjects	23	2	25	2	19	2	13	1	10	1	10	1	13	1
Vocational training (skilled worker, craftsman)	29	3	40	4	28	3	10	1	10	1	21	2	7	1
Medium-length higher education (3–4 years)	64	6	79	8	70	7	28	3	26	3	23	2	15	1
Longer higher education (over 4 years)	53	5	60	6	61	6	31	3	24	2	22	2	14	1
PhD	4	0	3	0	2	0	3	0	1	0	1	0		
Region of Residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Midt-Norge	22	2	36	4	19	2	21	2	13	1	17	2	16	2
Nord-Norge	20	2	20	2	17	2	8	1	8	1	9	1	8	1
Oslo	30	3	32	3	26	3	11	1	13	1	15	1	5	0
Sørlandet ink Telemark	18	2	23	2	19	2	6	1	5	0	12	1	5	0
Vestlandet	45	4	52	5	40	4	22	2	18	2	13	1	14	1
Østlandet	70	7	91	9	89	9	25	2	26	3	37	4	20	2

Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	1	0					2	0	1	0	3	0
Often			4	0							1	0	2	0
Sometimes	9	1	9	1	11	1	11	1	16	2	10	1	2	0
Rarely	29	3	37	4	45	4	19	2	7	1	16	2	18	2
Never	163	16	200	20	152	15	61	6	57	6	70	7	40	4
Not relevant, I do not use digital health services	2	0	3	0	2	0	1	0	1	0	5	0	2	0
Don't know/do not remember	1	0					1	0					1	0

N = 1016

Cross tables – Sweden

Table 10.9.f The digitalization of healthcare has improved the quality of healthcare that I have received. Swedish answers crossed with age, gender, and educational level. Swedish answers crossed with age, gender, educational level, region of residence, and need for assistance when using digital health services.

Age	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
18–29 years	73	7	50	5	32	3	8	1	6	1	8	1	22	2
30–39 years	45	4	51	5	29	3	15	1	4	0	10	1	16	2
40–49 years	43	4	43	4	23	2	17	2	7	1	10	1	23	2
50–59 years	36	4	42	4	21	2	22	2	13	1	6	1	22	2
60–69 years	32	3	21	2	32	3	21	2	12	1	10	1	20	2
70 years or more	24	2	33	3	38	4	25	2	18	2	11	1	23	2
Gender	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Female	135	13	129	13	75	7	55	5	22	2	25	2	64	6
Male	118	12	109	11	99	10	51	5	36	4	30	3	60	6
Non-binary			1	0	1	0	1	0	1	0			1	0
Do not wish to share that information			1	0			1	0	1	0			1	0

Education level	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Elementary school	18	2	8	1	14	1	10	1	6	1	7	1	15	1
Secondary school	108	11	113	11	86	8	43	4	30	3	21	2	48	5
University/College	125	12	116	11	73	7	54	5	21	2	25	2	61	6
PhD	2	0	3	0	2	0	1	0	3	0	2	0	2	0
Region of residence	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Blekinge	3	0	7	1	3	0	2	0	1	0	3	0	1	0
Dalarna	6	1	3	0	3	0	3	0	1	0			3	0
Gavleborg	4	0	5	0	7	1	3	0	2	0	1	0	2	0
Gotland	1	0	2	0	1	0	1	0			1	0	5	0
Halland	6	1	10	1	5	0	7	1	4	0	1	0	3	0
Jamtland	4	0	5	0	3	0	2	0	2	0	1	0	3	0
Jonkoping	3	0	11	1	5	0	3	0			3	0	3	0
Kalmar	6	1	7	1	4	0	2	0			3	0	2	0
Kronoberg	3	0	3	0	2	0	2	0					4	0
Norrbottn	8	1	6	1	2	0	4	0	5	0	1	0		
Orebro	6	1	6	1	1	0	4	0	3	0	2	0	5	0
Ostergotland	14	1	10	1	9	1	7	1	3	0	3	0	5	0

Skane	24	2	33	3	30	3	15	1	9	1	5	0	16	2
Sodermanland	6	1	7	1	10	1	2	0	2	0	1	0	3	0
Stockholm	66	6	54	5	32	3	21	2	10	1	16	2	23	2
Uppsala	3	0	12	1	8	1	3	0	2	0		0	7	1
Varmland	13	1	10	1	12	1	3	0	2	0	1	0	6	1
Vasterbotten	10	1	4	0	4	0	1	0	2	0	1	0	5	0
Vasternorrland	6	1	3	0	6	1	4	0					3	0
Vastmanland	7	1	4	0	5	0	6	1					5	0
Vastra Gotaland	54	5	38	4	23	2	13	1	12	1	12	1	22	2
Need for assistance when using digital health services	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		Not applicable		Don't know	
	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%	Freq	%
Always	1	0	2	0					1	0	1	0		
Often	5	0	8	1	5	0	2	0	1	0	1	0	3	0
Sometimes	17	2	17	2	10	1	4	0	2	0	3	0	6	1
Rarely	27	3	34	3	39	4	15	1	8	1	8	1	15	1
Never	199	20	178	18	120	12	83	8	44	4	38	4	96	9
Not relevant, I do not use digital health services	2	0	1	0	1	0	3	0	4	0	2	0	3	0
Don't know/do not remember	2	0					1	0			2	0	3	0

N = 1017

References

- [1] Nordic eHealth Research Network Network
<https://vbn.aau.dk/da/projects/nordic-ehealth-research-network>
- [2] Eriksen, J., Tornbjerg Eriksen, K., & Bertelsen, P. S. (2022). Citizens' use of Health Information Technology between 2013-2021 in Denmark: A longitudinal study. The 18th Scandinavian Conference on Health informatics, Tromsø, Norway, August 22-24, 2022. (pp. 128-135). <https://doi.org/10.3384/ecp187>
- [3] Koch S, Vimarlund V. (2020) Kartläggning av eHälsa ur ett invånarperspektiv. Karolinska Institutet/LIME och Linköpings universitet/IDA.
- [4] Akcan D., Kalulanga M. (2022) Invånarundersökningen 2021 – Om digitala tjänster inom hälso- och sjukvård och socialtjänst. E-hälsomyndigheten.
https://www.ehalsomyndigheten.se/globalassets/ehm/3_om-oss/rapporter/invanarundersokningen-2021-rapport.pdf
- [5] (Internetstiftelsen, 2021) Internetstiftelsen. (2021) The Swedes and the Internet (English Summary). <https://svenskarnaochinternet.se/rapporter/svenskarna-och-internet-2021/summary-in-english/>
- [6] Koch S., Vimarlund V. (2022) Citizens' Use of eHealth Services During COVID-19 in Relation to National Policy Goals. Stud Health Technol Inform.; 295:12-15
- [7] Ministry of Social Affairs and Health (2015) Information to support well-being and service renewal. eHealth and eSocial Strategy 2020.
<http://urn.fi/URN:ISBN:978-952-00-3575-4>
- [8] Hyppönen, H., Hämmäläinen, P. & Reponen, J. (2015). E-health and e-welfare of Finland - Check point 2015. Finnish institute for health and welfare, report 18/2015.
<https://urn.fi/URN:ISBN:978-952-302-563-9>
- [9] Vehko, T., Ruotsalainen, S. & Hyppönen, H. (2019). E-health and e-welfare of Finland: Check Point 2018. Finnish institute for health and welfare, report 7/2019.
<https://www.julkari.fi/handle/10024/145973>
- [10] Kyytsönen, M., Aalto, A. & Vehko, T. (2021). Social and health care online service use in 2020–2021: Experiences of the population [English abstract]. Finnish institute for health and welfare, report 7/2021. <https://urn.fi/URN:ISBN:978-952-343-680-0>
- [11] Kyytsönen, M. & Vehko, T. (2022). Citizens' experiences of social welfare and healthcare e-services. In: Vehko, T. (ed.) E-health and e-welfare of Finland, Check Point 2022. Finnish institute for health and welfare, report 6/2022.
<http://urn.fi/URN:ISBN:978-952-343-891-0>

[12] Hyppönen, H., Pentala-Nikulainen, O. & Aalto, A-M. (2018). Electronic services in the social welfare and health care sector 2017. Citizens' experiences and needs [English abstract]. National institute for health and welfare, report 3/2018. <https://urn.fi/URN:ISBN:978-952-343-103-4>

[13] Norwegian Directorate of eHealth. (2022). The citizens' survey on e-health 2021 - use of, attitudes towards and satisfaction with digital health services (IE-1093). <https://www.ehelse.no/publikasjoner/innbyggerundersokelsen-om-e-helse>

[14] Nordic Council of Ministers. (2020). The Nordic Region – towards being the most sustainable and integrated region in the world Action Plan for 2021 to 2024. PolitikNord: 2020:728. <https://pub.norden.org/politknord2020-728/>

[15] Nordic Council of Ministers. (2021). THE NORDICS – a sustainable and integrated region? Baseline report for Our Vision 2030. PolitikNord 2021:727. <https://pub.norden.org/politknord2021-727/#>

About this publication

A Nordic survey to monitor citizens use and experience with eHealth

Jeppe Eriksen, Camilla Bidstrup Hjerimitslev, Vehko Tuulikki, Guðrún Auður Harðardóttir, Sabine Koch, Arild Faxvaag, Maiju Kyytsönen, Johanna Viitanen, Ove Lintvedt, Rune Pedersen, Vivian Vimarlund, Espen Solbakken Nordheim, Jarmo Reponen and Christian Nøhr

TemaNord 2023:541

ISBN 978-92-893-7697-6 (PDF)

ISBN 978-92-893-7698-3 (ONLINE)

<http://dx.doi.org/10.6027/temanord2023-541>

© Nordic Council of Ministers 2023

Cover photo: Maskor/Folio/Imagebank.sweden.se

Published: 14/11/2023

Disclaimer

This publication was funded by the Nordic Council of Ministers. However, the content does not necessarily reflect the Nordic Council of Ministers' views, opinions, attitudes or recommendations.

Rights and permissions

This work is made available under the Creative Commons Attribution 4.0 International license (CC BY 4.0) <https://creativecommons.org/licenses/by/4.0>.

Translations: If you translate this work, please include the following disclaimer: This translation was not produced by the Nordic Council of Ministers and should not be construed as official. The Nordic Council of Ministers cannot be held responsible for the translation or any errors in it.

Adaptations: If you adapt this work, please include the following disclaimer along with the attribution: This is an adaptation of an original work by the Nordic Council of Ministers. Responsibility for the views and opinions expressed in the adaptation rests solely with its author(s). The views and opinions in this adaptation have not been approved by the Nordic Council of Ministers.

Third-party content: The Nordic Council of Ministers does not necessarily own every single part of this work. The Nordic Council of Ministers cannot, therefore, guarantee that the reuse of third-party content does not infringe the copyright of

the third party. If you wish to reuse any third-party content, you bear the risks associated with any such rights violations. You are responsible for determining whether there is a need to obtain permission for the use of third-party content, and if so, for obtaining the relevant permission from the copyright holder. Examples of third-party content may include, but are not limited to, tables, figures or images.

Photo rights (further permission required for reuse):

Any queries regarding rights and licences should be addressed to:
Nordic Council of Ministers/Publication Unit
Ved Stranden 18
DK-1061 Copenhagen
Denmark
pub@norden.org

Nordic co-operation

Nordic co-operation is one of the world's most extensive forms of regional collaboration, involving Denmark, Finland, Iceland, Norway, Sweden, and the Faroe Islands, Greenland and Åland.

Nordic co-operation has firm traditions in politics, economics and culture and plays an important role in European and international forums. The Nordic community strives for a strong Nordic Region in a strong Europe.

Nordic co-operation promotes regional interests and values in a global world. The values shared by the Nordic countries help make the region one of the most innovative and competitive in the world.

The Nordic Council of Ministers
Nordens Hus
Ved Stranden 18
DK-1061 Copenhagen
pub@norden.org

Read more Nordic publications on www.norden.org/publications