



Case Study - Germany

Thomas Anders

General Manager Promedicon,
Surgery-Management/Staff-Agency

I think it's a great project that is perfectly qualified to promote the ability of citizens for prevention and also for handling an illness or preparing for treatments, surgeries, etc.

In my opinion these are very important abilities – especially because the knowledge of such topics is often missing in our society.

Do you believe the Smart-Patients-contents can help to increase the health literacy?

Yes, I definitely do. Particularly when people use the contents who are usually not very interested and therefore uninformed when it comes to health topics. This is why it is utmost important to give these people access to the Smart-Patients-platform. I think people who are generally interested in their health will use the platform. But those who usually neglect their health need this education even more. I think it would be helpful if for instance insurances would make the Smart-Patients-courses part of their bonus programmes.

Who do you think should know the Smart-Patients-contents and who could benefit most of it?

At the moment the society is changing. I think that prevention should be taught from a very early age on – in kindergartens and primary schools. Teachers could use the Smart-Patients-materials for their lessons. For older patients the knowledge regarding the doctor-patient-relationship could be very helpful. They should know how to handle situations like special treatments that may last for a long time and require a strong relationship with the health staff.

Would you recommend Smart Patients?

Absolutely! And for every target group! Because the modules offer contents for every potential target audience. I definitely will recommend the Smart-Patients-platform. For example, in my circle of friends and acquaintances but also in an acute situation – if I hear, someone feels not treated well or something like that, in this special case I would show him the checklist for the consultation with the doctor. And we are going to inform our medical staff about it, of course. Our employees should know the Smart-Patient-Tools, so that they can recommend it to their patients.

I really hope this project will be lastingly successful. And I hope it will be used by various stakeholders, that it will be widely spread and that it will support the change that is coming, especially regarding the doctor-patient-relationship.

Thank you, Thomas.