



To advance digital equity, the [National Digital Inclusion Alliance](#) (NDIA) and its affiliates have developed the Digital Navigator model. Digital navigators are trusted guides who assist community members in internet adoption and the use of computing devices. Digital navigation services include ongoing assistance with affordable internet access, device acquisition, technical skills, and application support.

The Digital Health Deployment Toolkit will be an invaluable resource to support rapid dissemination of the Digital Navigator Model to health care where it's urgently needed.

— **Angela Siefer**, Executive Director,
National Digital Inclusion Alliance



The Problem

- » The rapid transition of healthcare services to online during the pandemic created an enormous gap for patients without digital access, devices and skills. Digital inclusion approaches have been developed over decades but with only limited use in the health care setting. Digital Navigators are individuals who address the whole digital inclusion process — home connectivity, devices, and digital skills — with community members through repeated interactions. Adapting the Digital Navigator model for health care could be transformational.



The Resources

- » We are developing a crosswalk between the digital navigator model and the [DATAcc Toolkit for Inclusive Deployment](#). The crosswalk creates a bridge to enable digital inclusion experts to work in the health care sector, and to help the health care sector access and utilize digital inclusion methods and resources.
- » Virtually every tool in the [Inclusive Deployment Toolkit](#) offers useful strategies for introducing digital navigation as a solution for health care.
- » This is a very comprehensive set of tools that is quite novel in bringing digital inclusion methods to health care.



The Impact

- ✓ Greater patient centricity,
- ✓ Clear communication externally,
- ✓ Team education and cohesion,
- ✓ Refined / Improved strategy,
- ✓ Meeting strategic imperative regarding inclusivity
- ✓ Improve patient trust in providers.