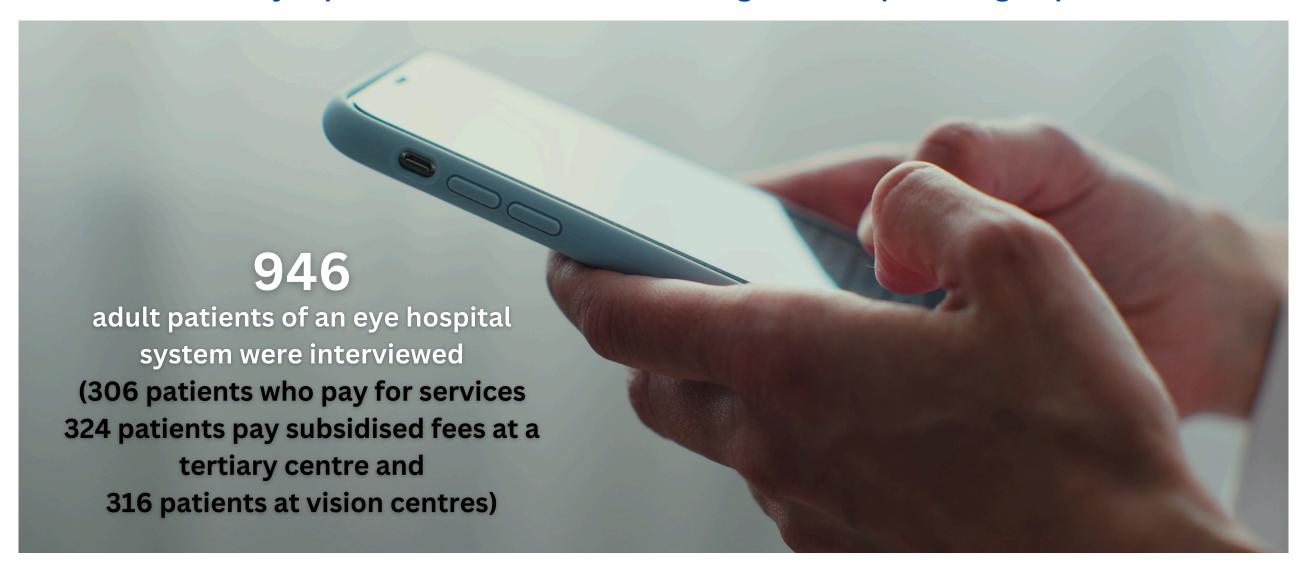
Assessing mHealth readiness among different patients groups in South India

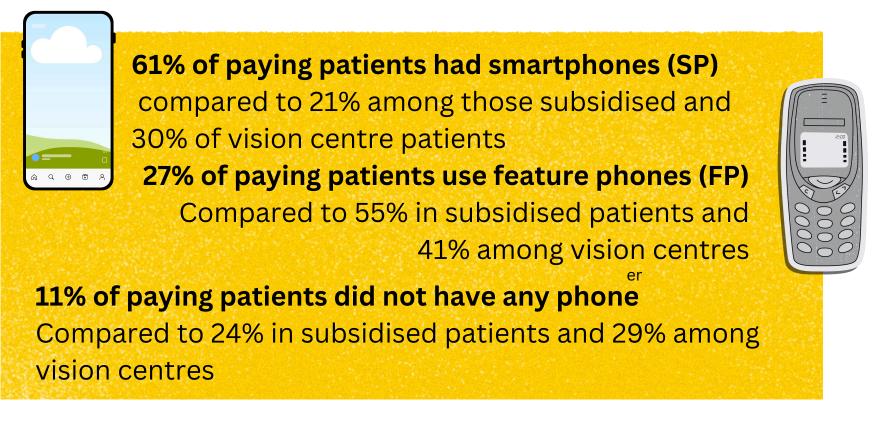
Sage Leland (1), Selvaraj Jerrome (2), Murugaraj (2), Ramalakshmi Raman (2), Dhivya Ramasamy (2)

1School of Engineering and Applied Sciences, University of Pennsylvania, Philadelphia, PA, USA

2Lions Aravind Institute of Community Ophthalmology, Aravind Eye Care System. Madurai, India

Mobile health (mHealth) tools hold promise for improving care access and patient engagement. However, this depends on access to smartphones, capability and willingness to use them. This study explores mHealth readiness among different patients groups.







Men 3.3 times more likely to own a smartphone than women

Urban residents were 2.08 times more likely to own a smartphone compared to rural residents

80% of the people with no phone were women 82% of people with no phone were from rural areas

Families with monthly income of over ₹25,000 are 3.7 times more likely to own a smartphone compared to those with lower incomes

Of smartphones users... • 70% had used mobile payment • 26% had never used the internet • over 60% used whatsapp



Of patients with smartphones,

80% were okay with giving consent digitally All of them were willing to use a hospital app

59% preferred in-person visits over telemedicine

(79% of FP user and 81% of those without a phone preferred only in-person consultation)



The study highlights a digital divide driven by age, gender, education, and location. While younger, urban males often own smartphones, many still use feature phones, and 20% lack any device. With smartphone sales plateauing and feature phone sales rising in India, access to mHealth may lag. It's essential to retain communication options for those without smartphones.