Virtually no Cypriots reported making a medical appointment on line in 2017, a figure that has almost doubled since 2008 (Figure 8.3). In the 2016 survey, the question related to the activity of making a medical appointment via the website (e.g. of a hospital or a health care centre) did not include the question on making an appointment via the website. Data on internet access and use for personal banking and booking travel and accommodation come from the same surveys.

Disparities by age and socioeconomic groups exist in using the internet for health-related purposes. In 2017, only about 30% of people in EU countries aged 65-74 accessed health information on line, compared to 55% of those aged 25-64. This “age gap” in using the internet for health-related information was particularly large in Croatia, Greece and Malta. In terms of socioeconomic status, about 40% of people in EU countries living in households in the lowest income quartile accessed health information on line, compared to over 60% in the highest income quartile. This “income gap” in accessing health information on the internet was particularly large in Hungary, Lithuania and Portugal.

### Definition and comparability

The figures presented here come from an annual European Information and Communication Technologies (ICT) survey of households and individuals. Data are collected by National Statistical Institutes based on Eurostat’s model questionnaire on ICT usage. The model questionnaire changes every year.

Around 150 000 households and 200 000 individuals aged 16-74 in the EU were surveyed in 2016 (Eurostat, 2016).

In the 2016 survey, the question related to the activities described here was:

- For which of the following activities did you use the Internet in the last 3 months for private purpose? (tick all that apply)
  - Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.)
  - Making an appointment with a practitioner via the website (e.g. of a hospital or a health care centre)

The 2017 survey did not include the question on making an appointment via the website.

Data on internet access and use for personal banking and booking travel and accommodation come from the same surveys.

### References


8.3. Percentage of people who made an appointment with a health practitioner on line, 2012 and 2016

Source: Eurostat Database, based on the European ICT survey of individuals aged 16-74.

8.4. Percentage of people who sought health-related information on line, 2008 and 2017

Source: Eurostat Database, based on the European ICT survey of individuals aged 16-74.