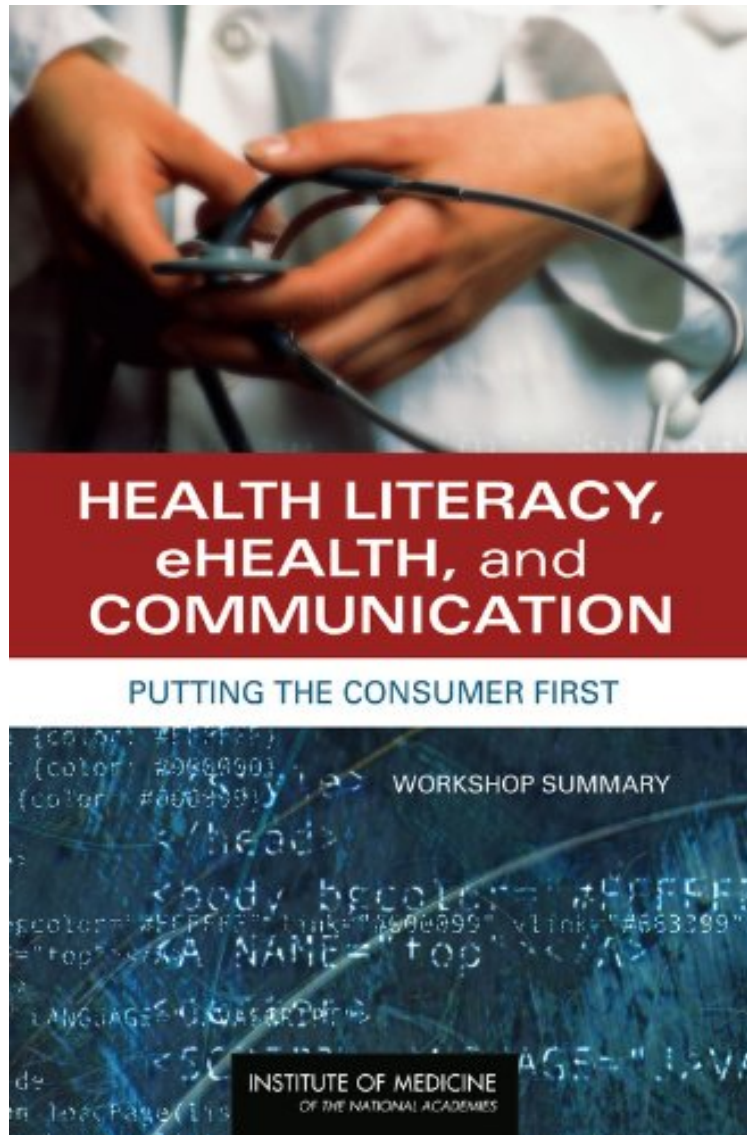


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## Health Literacy, eHealth, and Communication: Putting the Consumer First: Workshop Summary

*Institute of Medicine, Board on Population Health and Public Health Practice, Roundtable on Health Literacy*

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## Communication: Putting the Consumer First: Workshop Summary:

There is great enthusiasm over the use of emerging interactive health information technologies—often referred to as eHealth—and the potential these technologies have to improve the quality, capacity, and efficiency of the health care system. However, many doctors, advocacy groups, policy makers and consumers are concerned that electronic health systems might help individuals and communities with greater resources while leaving behind those with limited access to technology. In order to address this problem, the Institute of Medicine's Roundtable on Health Literacy held a workshop to explore the current status of communication technology, the challenges for its use in populations with low health literacy, and the strategies for increasing the benefit of these technologies for populations with low health literacy. The summary of the workshop, "Health Literacy, eHealth, and Communication: Putting the Consumer First," includes participants' comments on these issues.