

Ageing in digital societies: enablers and barriers to older persons exercising their social rights

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Contractor: Danish Institute for Human Rights

Authors: Mathilde Stampe Plougsgaard

Reviewed by: Annecathrine Carl

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1 Legal and policy framework

1.1 National legislation on digital public administration

To the Institute's knowledge, equal access for all or specific groups is not mentioned explicitly in regards to national legislation on digital public services. As part of the common public sector digitalisation strategy 2011-2015, an extensive legal framework on mandatory digital self-service was adopted by the Danish Parliament (*Folketinget*) in the years 2012-2015.¹ The adoption of this framework means that citizens' contact with the public sector must happen online through digital self-services.² In the preparatory works it is emphasized that consideration must be shown to citizens who are unable to acquire IT-competences as well as citizens with special needs such as older citizens, citizens with disabilities or dementia, socially vulnerable citizens, foreign citizens in Denmark and Danes residing abroad.³ If a public authority assess that a citizen is unable to use digital self-services, then the authority must show the citizen how to apply for social instead. To ensure that these people's rights are respected, the preparatory works further highlight different initiatives established to help the digitally challenged citizens such as informative videos and telephone services, IT-courses for older citizens and one-on-one guidance.

¹ Denmark, Ministry of Finance, [Act. no 558 of 18 June 2012 amending the act on the Central Person Register, the act on day, leisure, and club offers to children and adolescents, the public schools act, and the health act](#) (Lov nr. 558 af 18. juni 2012 om ændring af lov om Det Centrale Personregister, lov om dag-, fritids- og klubtilbud m.v. til børn og unge, lov om folkeskolen og sundhedsloven); Ministry of Finance, [Act no. 622 of 12 June 2013 amending various legal provisions on applications, notifications, requests, notices and declarations to public authorities](#) (Lov nr. 622 af 12. juni 2013 om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, anmodninger, meddelelser og erklæringer til offentlige myndigheder); Ministry of Finance, [Act no. 552 of 2 June 2014 on amending various legal provisions on applications, notifications, notices, requests and declarations to public authorities](#) (Lov nr. 552 af 2. juni 2014 om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, meddelelser, anmodninger og erklæringer til offentlige myndigheder); Ministry of Finance, [Act no. 742 of 1 June 2015 amending various legal provisions on applications, requests, notices and complaints to public authorities](#) (Lov nr. 742 af 1. juni 2015 om ændring af forskellige lovbestemmelser om ansøgninger, anmodninger, meddelelser og klager til offentlige myndigheder).

² Denmark, The Danish Agency for Digital Government website, [Legislation on mandatory digital self-service](#) (Digitaliseringsstyrelsens hjemmeside, Lovgivning om obligatorisk digital selvbetjening).

³ Denmark, Ministry of Finance, [Preparatory works to Act no. 558 of 18 June 2012 amending the act on the Central Person Register, the act on day, leisure, and club offers to children and adolescents, the public schools act, and the health act](#) (Bemærkninger til forslag til lov om ændring af lov om Det Centrale Personregister, lov om dag-, fritids- og klubtilbud mv. til børn og unge, lov om folkeskolen og sundhedsloven); Ministry of Finance, [Preparatory works to Act no. 622 of 12 June 2013 amending various legal provisions on applications, notifications, requests, notices and declarations to public authorities](#) (Bemærkninger til forslag til lov om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, anmodninger, meddelelser og erklæringer til offentlige myndigheder); Ministry of Finance, [Preparatory works to Act no. 552 of 2 June 2014 amending various legal provisions on applications, notifications, notices, requests and declarations to public authorities](#) (Bemærkninger til forslag til lov om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, meddelelser, anmodninger og erklæringer til offentlige myndigheder); Ministry of Finance, [Preparatory works to Act no. 742 of 1 June 2015 amending various legal provisions on applications, requests, notices and complaints to public authorities](#) (Bemærkninger til forslag til lov om ændring af forskellige lovbestemmelser om ansøgninger, anmodninger, meddelelser og klager til offentlige myndigheder).

In a public sector digitalisation strategy covering the years 2016-2020 one of the focus areas is also that digitalisation must be for all citizens – including persons with special needs – and that a digital competency lift therefore is a priority.⁴

With the implementation of the eID, NemID – a common secure login on the Internet consisting of a user ID, a password and a code card containing codes (one-time passwords) - it became necessary to use a digital signature to access digital services. The digital signature gives access to Health.dk (*Sundhed.dk*) which is the common digital public health portal from where you can access your health records.⁵ It also gives access to the Citizen Portal (*Borger.dk*) which is the united digital entry to citizens' interactions with public authorities. Through the Citizen Portal you can apply for social benefits and pensions as well as access Digital Post which is a digital letter box for receiving post from public authorities.⁶

To ensure equal access, a person can be exempted from using Digital Post and NemID if said person is covered by one of the grounds for exemption.⁷ In this regard you can be exempted if you have a cognitive or physical impairment which prevent you from using Digital Post, if you do not have access to a computer, smartphone or tablet in your home or place of residence, if you are registered in the Central Person Register (CPR) as having left Denmark, if you are no longer registered with permanent residence, if you experience language barriers consisting in lack of Danish language skills, if you experience practical difficulties in obtaining an electronic ID giving access to Digital Post, if your place of residence is located in an area with no internet connection with a calculated download speed of at least 512 kbit/s or if a concrete assessment concludes that there are exceptional circumstances justifying exemption.

The possibility of exemption from Digital Post and NemID does not include exemption from other public self-service solutions. If a person is incapable of using digital self-service options other than Digital Post, one must apply for exemption every single time one finds herself/himself incapable of operating a digital self-service such as applying for social benefits or public statutory pensions through the Citizen Portal.⁸ An application for exemption can be submitted at the local

⁴ Denmark, Agency for Digital Government (*Digitaliseringsstyrelsen*), 2016, [A stronger and more secure digital Denmark - Digital Strategy 2016-2020](#) (*Et stærkere og mere trygt digitaliseret samfund – Den fællesoffentlige digitaliseringsstrategi 2016-2020*).

⁵ Denmark, The official e-health portal for public healthcare services 'Sundhed.dk', 2016, [History of sundhed.dk](#) (*Historien om sundhed.dk*).

⁶ Denmark, Ministry of Finance, [Act no. 801 of 13 June 2016 on Public Digital Post from public senders](#) (*Bekendtgørelse nr. 801 af 13. juni 2016 af lov om offentlig digital post fra offentlige afsendere*) states that citizens and businesses must have a digital letter box.

⁷ Denmark, Ministry of Finance, [Act no. 2017 of 29 October 2021 on Public Digital Post from public senders](#), paragraph 7 (*Lovbekendtgørelse nr. 2017 af 29. oktober 2021 om forvaltning af Digital Post fra offentlige afsendere, § 7*).

⁸ Denmark, The Citizen Portal website 'Borger.dk', [Exemption from Digital Post](#) (*Fritagelse fra Digital Post*).

citizen center (*Borgerservice*) and it is possible to give a representative power of attorney to file an application for exemption on behalf of oneself.⁹

The DaneAge Association (*Ældre Sagen*) has raised concern about the digitalisation of the public sector¹⁰ since the very limited alternative options can pressure older persons into entrusting contact with the public sector to a legal guardian or a family member which incapacitates the person. Thus, the DaneAge Association calls for a possibility for general exemption from digital self-services to ensure that older people have equal access to public services and do not feel obligated to give up their autonomy.¹¹ In 2015, a similar proposal was rejected by the majority of the Danish Parliament on the basis of the current legislation already having taken into account that some persons are unable to use digital self-services and that a concrete assessment of the person's possibility to use a certain self-service is necessary to ensure flexibility.¹²

In autumn 2021 a transition from NemID to MitID begun. MitID is a replacement for NemID and will mainly work as an app accessible via smartphone or tablet where you will receive a one-time password everytime you login to a public digital self-service. In the preparatory works for the act on the new eID solution it has been emphasized that the development of MitID has taken into account the safeguarding of equal access for persons with disabilities.¹³ For instance, MitID is available to the blind and visually impaired through a MitID audio code reader which will read the one-time password out loud and display the code on the screen of the device.¹⁴ Furthermore, MitID is required to live up to the Web Content Accessibility Guidelines 2.1 A+AA (WCAG)¹⁵ as well as national law on web accessibility.¹⁶ MitID is expected to have fully replaced NemID in 2022 and it will still be possibly to seek exemption from using the eID.

In September 2018 the Act on the Accessibility of the Websites and Mobile Applications of Public Organs' Websites and Mobile Applications entered into

⁹ Denmark, Ministry of Finance, [Act no. 2017 of 29 October 2021 on Public Digital Post from public senders](#), paragraph 9 (*Lovbekendtgørelse nr. 2017 af 29. oktober 2021 om forvaltning af Digital Post fra offentlige afsendere, § 9*).

¹⁰ Denmark, The DaneAge Association website (*Ældre Sagen*), [Exemption from Digital Post; Digitalisation puts pressure on legal certainty](#) (*Fritagelse for Digital post; Digitalisering presser retssikkerhed*).

¹¹ Denmark, The DaneAge Association website (*Ældre Sagen*), [Exemption from Digital Post; Digitalisation puts pressure on legal certainty](#) (*Ældre Sagen, Fritagelse for Digital post; Digitalisering presser retssikkerhed*).

¹² Denmark, The Danish Paliament (*Folketinget*), 2015, [Preparatory work to proposal B 72 to parliamentary resolution on exemption from digital self-service](#) (*Forslag B 72 til folketingsbeslutning om fritagelse for digital selvbetjening*).

¹³ Denmark, The Danish Paliament (*Folketinget*), 2020, [Preparatory work to Act no. 159 of 10 February 2021 on MitID and NemLog-in, exhibit 1](#) (*Forarbejderne til lov nr. 159 af 10. februar 2021 om NemID og Nemlog-in, bilag 1*).

¹⁴ Denmark, MitID.dk website, [NemID becomes MitID](#) (*NemID bliver til MitID*).

¹⁵ The World Wide Web Consortium (W3C), The Web Accessibility Initiative (WAI), 2018, [The Web Content Accessibility Guidelines \(WCAG\)](#).

¹⁶ Denmark, Ministry of Finance, [Act no. 692 of 8 June 2018 on accessibility to public organs' websites and mobile applications](#) (*Lov nr. 692 af 8. juni 2018 om tilgængelighed af offentlige organers websteder og mobilapplikationer*).

force¹⁷ implementing EU Directive 2016/2102 of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.¹⁸ The overall objective of the act is to make it easier for persons with disabilities to use public authorities' websites and mobile applications.

1.2 National policy, strategy or action plan on the digitalisation of public services or digital inclusion

In March 2021, the Danish government launched a digitisation partnership which delivered its recommendations for Denmark's digital future in October 2021.¹⁹ On the basis of the national recovery and resilience plan and the digitalisation partnership's recommendations, a new digital strategy for Denmark will be launched in 2022. The last digital strategy ran from 2016 to the end of 2020 which means that there has been no active digital strategy since the beginning of 2021. The next Digital Strategy is expected to run from 2022-2025. Though a new digital strategy is still pending, digital inclusion will be a theme in the upcoming strategy as it is in the municipalities' current digitalisation program.²⁰

In 2018, a broad political agreement regarding digitalisation-ready legislation was reached²¹ proscribing that digitalisation of the public administration must contribute to greater transparency, better accessibility for citizens and companies, and a more consistent case management. It must further be ensured that the digitalisation respects the citizens' rights under national law and takes care of non-digital citizens as well as citizens with disabilities.²² To guarantee these matters, the agreement sets out seven principles to be followed in all legislation proposed after 1 July 2018. One of the principles establishes that the public administration must continue to offer alternative solutions to citizens who are non-digital.²³ The agreement also introduces a requirement for assessment and description of implementation consequences in legislative proposals. This includes an assessment of the impacts a given proposal will have on citizens' rights.²⁴

¹⁷ Denmark, Ministry of Finance, [Act no. 692 of 8 June 2018 on accessibility to public organs' websites and mobile applications](#) (*Lov nr. 692 af 8. juni 2018 om tilgængelighed af offentlige organers websteder og mobilapplikationer*).

¹⁸ The European Union, [Directive \(EU\) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies](#).

¹⁹ Denmark, The Danish Government, 2021, [The Digitisation Partnerships's Report on visions and recommendations to Denmark as a digital pioneer country](#) (*Digitaliseringspartnerskabets rapport om visioner og anbefalinger til Danmark som et digitalt foregangsland*).

²⁰ Denmark, The Agency for Digital Government and Local Government Denmark (*Digitaliseringsstyrelsen og KL*), 2021, [Report on Digital inclusion in the digitised society 2021](#) (*Digital inklusion i det digitaliserede samfund 2021*), page 3.

²¹ Denmark, The Danish Government, 2018, [Political agreement on digitalisation-ready legislation](#) (*Politisk aftale om digitaliseringsklar lovgivning*).

²² Denmark, The Danish Government, 2018, [Political agreement on digitalisation-ready legislation](#) (*Politisk aftale om digitaliseringsklar lovgivning*), page 2.

²³ Denmark, The Danish Government, 2018, [Political agreement on digitalisation-ready legislation](#) (*Politisk aftale om digitaliseringsklar lovgivning*), page 3.

²⁴ Denmark, The Danish Government, 2018, [Political agreement on digitalisation-ready legislation](#) (*Politisk aftale om digitaliseringsklar lovgivning*), page 5.

1.3 National recovery and resilience plans covering the digitalisation of public services

In the national recovery and resilience plan, the Danish Government presents a new digital strategy to promote the digital reform agenda in Denmark. The strategy will consist of five sub-reforms including creating the digital public sector of the future by continuous modernisation of the digital infrastructure meeting the needs of all citizens and businesses and strengthening connectivity.²⁵ The national recovery and resilience plan points out that some users still experience that the digital world can be too complex and difficult to navigate and that 23 percent of citizens indicate that they needed help when they most recently used a digital self-service solution.²⁶ Thus, the plan highlights the importance of promoting digital inclusion and online digital services accessible to all as well as continued investments in and modernisation of our national digital infrastructure and solutions.²⁷ The plan also emphasises the importance of technological development and digitalisation of society in accordance with democratic core values of coherence, transparency, trust, and equal opportunities.²⁸

2 Programmes and practices aimed at ensuring equal access to public services in the digital age

The Ministry of Digitisation facilitates the country wide network called Network for digital inclusion (*Netværk for digital inklusion*). The purpose of the network is to support and improve efforts for citizens who are struggling with digital communication with public authorities. Organisations representing citizen groups with physical and mental disabilities, young people, older persons, non-western immigrants, and socially disadvantaged people or otherwise are working with IT-challenged citizens can become members of the network.²⁹ The DaneAge Association along with 71 other associations are members of the network today.³⁰

The DaneAge Association's IT volunteers offer courses, activities, and events to help older people get on the internet and keep up with digital developments. The

²⁵ Denmark, The Danish Government, 2021, [Denmark's Recovery and Resilience Plan - accelerating the green transition](#) (*Danmarks genopretnings- og modstandsdygtighedsplan – fremskyndelse af den grønne omstilling*), page 171.

²⁶ Denmark, The Danish Government, 2021, [Denmark's Recovery and Resilience Plan - accelerating the green transition](#) (*Danmarks genopretnings- og modstandsdygtighedsplan – fremskyndelse af den grønne omstilling*), page 167.

²⁷ Denmark, The Danish Government, 2021, [Denmark's Recovery and Resilience Plan - accelerating the green transition](#) (*Danmarks genopretnings- og modstandsdygtighedsplan – fremskyndelse af den grønne omstilling*), page 167.

²⁸ Denmark, The Danish Government, 2021, [Denmark's Recovery and Resilience Plan - accelerating the green transition](#) (*Danmarks genopretnings- og modstandsdygtighedsplan – fremskyndelse af den grønne omstilling*), page 183.

²⁹ Denmark, The Ministry of Digitisation's website (*Digitaliseringsstyrelsen*), [Network for digital inclusion](#) (*Netværk for digital inklusion*).

³⁰ Denmark, The Ministry of Digitisation's website (*Digitaliseringsstyrelsen*), [Members of the network](#) (*Netværkets medlemmer*).

DaneAge Association has more than 1,700 volunteers across the country helping in IT cafés, courses, via IT phone support, or visits to the home.³¹

3 Research and data focused on equal access to public services in the digital age

In April 2021 the Ministry of Digitisation in collaboration with Local Government Denmark published a report on digital inclusion in the digitised society.³² In the report, the five biggest barriers that older persons, persons with disabilities, non-western immigrants, groups of socially disadvantaged persons, unskilled persons, and sick persons are met with when navigating the public digital infrastructure, are described and acknowledged. The five barriers that these groups meet are 1) that the digital solutions do not fit with their choice of device, 2) they have poor digital skills, 3) they have poor administrative skills, 4) they have poor skills in written Danish, and 5) there are few options for digital alternatives.³³

The report presents five focus points that can be used in the further joint public work with digital inclusion. The focus points include simplifying communication and processes and developing alternative ways to include these groups of persons given that the analogue ways are more or less disappearing.³⁴

From 2018 to 2021, a research project on digital marginalisation of vulnerable older person was conducted at the IT university of Copenhagen with support from the EGV Foundation (Social Inclusion of Older Adults) (*Fonden Ensomme Gamles Værn*).³⁵ The aim of the project was to examine vulnerable older persons' experiences with and use of digital technologies. The data collection was carried out with a combination of qualitative methods in the form of observational studies and interviews with, among others, citizens and key employees.³⁶

The second part of the research project – work report 2³⁷ – concludes that communication with the public sector in many ways has become more challenging and distancing for many vulnerable older persons. It also concludes that the civil society plays a vital role in making sure that older persons can communicate with

³¹ Denmark, The DaneAge Association website (*Ældre Sagen*), 2022, [Exemption from digital solutions](#) (*Fritagelse for digitale løsninger*).

³² Denmark, The Agency for Digital Government and Local Government Denmark (*Digitaliseringsstyrelsen og KL*), 2021, [Report on Digital inclusion in the digitised society 2021](#) (*Digital inklusion i det digitaliserede samfund 2021*).

³³ Denmark, The Agency for Digital Government and Local Government Denmark (*Digitaliseringsstyrelsen og KL*), 2021, [Report on Digital inclusion in the digitised society 2021](#) (*Digital inklusion i det digitaliserede samfund 2021*), page 10-19.

³⁴ Denmark, The Agency for Digital Government and Local Government Denmark (*Digitaliseringsstyrelsen og KL*), 2021, [Report on Digital inclusion in the digitised society 2021](#) (*Digital inklusion i det digitaliserede samfund 2021*), page 20-27.

³⁵ Denmark, The IT University of Copenhagen's website (*IT-Universitetet i København*), 2018, [ITU-projekt to examine digital exclusion of vulnerable elderly people](#) (*ITU-projekt skal undersøge digital eksklusion af udsatte ældre*).

³⁶ Denmark, The IT University of Copenhagen's website (*IT-Universitetet i København*), 2018, [ITU-projekt to examine digital exclusion of vulnerable elderly people](#) (*ITU-projekt skal undersøge digital eksklusion af udsatte ældre*).

³⁷ Hjelholt, Morten et al. (2018), [Digital marginalisation of vulnerable elderly - work report 2](#) (*Digital marginalisering af udsatte ældre*).

public authorities.³⁸ The project calls for more empirical research on the subject as well as a common dialogue on how to make sure that everyone is included in today's society.³⁹

³⁸ Hjelholt, Morten et al. (2018), [Digital marginalisation of vulnerable elderly - work report 2](#) (*Digital marginalisering af udsatte ældre*), page 22-23.

³⁹ Hjelholt, Morten et al. (2018), [Digital marginalisation of vulnerable elderly - work report 2](#) (*Digital marginalisering af udsatte ældre*), page 24.

4 State of digitalisation of selected public services

		Selected public services relevant for older persons			
		Access to health records	Public statutory pensions	Social benefits	Other (as relevant in your context)
Stage of digitalisation	Not digitalised (Y/N)	N	N	N	
	Information is available online (Y/N)	Y	Y	Y	
	Transactions are possible online (Y/N)	Y	Y	Y	
Recognition of groups at risk of digital exclusion	Service specific regulation recognises barriers to digital inclusion / vulnerable and disadvantaged groups (Y/N).	Y	Y	Y	
	If yes , please list the barriers and groups that are mentioned.	In the preparatory works to the digital framework digitising the public sector, the digital difficulties that persons with special needs such as older persons, persons with disabilities and dementia, socially vulnerable persons, foreign citizens living in Denmark and Danes living abroad are recognized by making it possible to exempt persons from the digital self-service options if there are “special circumstances” ⁴⁰	In the preparatory works to the digital framework digitising the public sector, the digital difficulties that persons with special needs such as older persons, persons with disabilities and dementia, socially vulnerable persons, foreign citizens living in Denmark and Danes living abroad are recognized by making it possible to exempt citizens from the digital	In the preparatory works to the digital framework digitising the public sector, the digital difficulties that persons with special needs such as older persons, persons with disabilities and dementia, socially vulnerable persons, foreign citizens living in Denmark and Danes living abroad is recognized by making it possible to exempt citizens from the digital	

⁴⁰ Denmark, Ministry of Finance, [Preparatory works to Act no. 622 of 12 Juni 2013 amending various legal provisions on applications, notifications, requests, notifications and declarations to public authorities](#) (Bemærkninger til forslag til Lov om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, anmodninger, meddelelser og erklæringer til offentlige myndigheder).

			<p>self-service options if there are “special circumstances”.⁴¹</p> <p>As an example, section 14 subsection 2 of the Social Pension’s Act states that if there are special circumstances making a person unable to use digital self-service, the application or message etc. can be submitted in any other way than by digital self-service. The preparatory works to this section mentions cognitive and physical disabilities, dementia and lack of technical skills as examples of “special circumstances”.⁴²</p>	<p>self-service options if there are “special circumstances”.⁴³</p>	
Multichannel access options	Telephone service (Y/N) If yes, please describe what kind of personalised services it provides.	Y Health.dk (Sundhed.dk) has a support line	Y A person can contact Payout Denmark (Udbetaling Danmark)	Y You can contact Payout Denmark (Udbetaling Danmark) on weekdays	

⁴¹ Denmark, Ministry of Finance, [Preparatory works to Act no. 622 of 12 Juni 2013 amending various legal provisions on applications, notifications, requests, notifications and declarations to public authorities](#) (Bemærkninger til forslag til Lov om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, anmodninger, meddelelser og erklæringer til offentlige myndigheder).

⁴² Denmark, Ministry of Finance, [Preparatory works to Act no. 742 of 1 June 2015 amending various legal provisions on applications, requests, notices and complaints to public authorities](#) (Bemærkninger til forslag til lov om ændring af forskellige lovbestemmelser om ansøgninger, anmodninger, meddelelser og klager til offentlige myndigheder).

⁴³ Denmark, Ministry of Finance, [Preparatory works to Act no. 622 of 12 Juni 2013 amending various legal provisions on applications, notifications, requests, notifications and declarations to public authorities](#) (Bemærkninger til forslag til Lov om ændring af forskellige lovbestemmelser om ansøgninger, anmeldelser, anmodninger, meddelelser og erklæringer til offentlige myndigheder).

		accessible all days of the week ⁴⁴	on weekdays until 5 pm if a person needs help with the digital solutions. ⁴⁵	until 5 pm if a person needs help with the digital solutions. ⁴⁶	
	Physical administrative access points (Y/N). If yes , please specify the level of availability (local, regional, national), the opening days and hours.	Y A person's local doctor's office and regional hospital can give access to and print out the person's health records. Opening hours vary depending on doctor's office/hospital. Usually the person needs to call or show up and schedule an appointment	Y A person can visit the local citizen service to get help or apply for exemption from using digital self-service. Opening days and hours vary depending on which citizen service the person wants to visit. A person can call the citizen service and schedule an appointment	Y A person can visit the local citizen service to get help or apply for exemption from using digital self-service. Opening days and hours vary depending on which citizen service the person wants to visit. A person can call the citizen service and schedule an appointment	
	Specific locations that facilitate offline access to the service (Y/N) If yes , indicate the location(s). Please describe what kind of support is provided.	Y To get a physical copy of your health records a person can login to Health.dk (<i>Sundhed.dk</i>) using eID and request a physical copy of your health records which will then be sent to you by post.	Y A person can contact municipality services – either in person or by telephone - and receive help filling an application. If a person is exempted from digital self-services a physical copy of the application form is provided.	Y A person can contact municipality services – either in person or by telephone - and receive help filling an application. If a person is exempted from digital self-services a physical copy of the application form is provided.	
	Specific locations that facilitate online access to the service (Y/N). If yes , indicate the location(s).	Y Local libraries offer the use of computers from where a person can access digital self-services	Y Local libraries offer the use of computers from where a person can access digital self-services	Y Local libraries offer the use of computers from where a person can access digital self-services	

⁴⁴ Denmark, The official e-health portal for public healthcare services 'Sundhed.dk', 2021, [Questions about medical records from hospital](#) (*Spørgsmål om journal fra sygehus*).

⁴⁵ Denmark, Payout Denmark's website (*Udbetaling Danmark*), [Contact Payout Denmark](#) (*Kontakt Udbetaling Danmark*).

⁴⁶ Denmark, Payout Denmark's website (*Udbetaling Danmark*), [Contact Payout Denmark](#) (*Kontakt Udbetaling Danmark*).

	Please describe what kind of support is provided.				
	Other – please indicate any other access channels to the service.	The MyHealth-app (<i>MinSundhed-app</i>)			
Other forms of support for online use	Please indicate any other form of support to facilitate the use of the online service for older persons such as easy-to-read versions, different language versions, etc.	Health.dk (<i>Sundhed.dk</i>) is available in English	Citizen.dk (<i>Borger.dk</i>) offers to read the website out loud or to have the page be translated into sign language. The website is also available in English.	Citizen.dk (<i>Borger.dk</i>) offers to read the website out loud or to have the page be translated into sign language. The website is also available in English.	