

Media Factsheet

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DIGITAL CLINICS

As Singapore journeys towards becoming an advanced Digital Economy, there is a need to ensure that everyone, including seniors¹, leads a more engaged and connected lifestyle with technology.

The Infocomm Media Development Authority's (IMDA) continued efforts to bridge the digital divide such as the Silver Infocomm Initiative (SII) has helped enable more seniors to participate digitally, with Internet usage by seniors aged 50 and above growing from 33% to 73% from 2013 to 2018. More seniors aged 60 and above are also using technology, with 55% of them using the Internet in 2018².

An integral part of the effort to narrow the digital divide are the Digital Clinics, first piloted in 2017 as part of the SII, which offers seniors one-on-one assistance in using their smartphones³ with the support of corporate volunteers. In 2019, the programme was further expanded to offer weekly sessions at public libraries, and across Merdeka Generation Package roadshows in community spaces, throughout the year.

Digital clinics are well-received

The Digital Clinics has benefited close to 15,000 participants, 90% of which are aged 60 years and above. The Digital Clinics have been well-received by seniors, as many of the participants often have no one to seek help from and appreciate the customised help based on individual's needs, including being able to converse in their preferred language. 95% of participants shared that they have learned from the Digital Clinics and felt more confident in using their mobile devices after attending the sessions⁴. The top requests from participants include guidance on basic phone features, how to manage storage space on mobile devices and how to navigate Facebook. Other common questions include the tracking of mobile data usage, e-payments and QR code scanning.

Additional efforts to help Merdeka Generation seniors

To supplement Digital Clinics held weekly at libraries, IMDA has started organising another 100 Merdeka Generation (MG) Digital Clinics in the various neighbourhoods since September 2019, to make help more accessible to 10,000 Merdeka Generation seniors island-wide. The MG Digital Clinics are organised by IMDA and People's Association, with the Silver Generation Office and Grab as strategic partners.

¹ Speech by Minister of Health at the SG50 Scientific Conference on Ageing, 2015

² IMDA Annual Survey on Infocomm Usage in Households and by Individuals

³ The Digital Clinic sessions will cater to both iOS and Android device users

⁴ Feedback from 3,391 participants at Digital Clinics organised in 2019

The MG Digital Clinics, set up at senior hotspots in the neighbourhoods, will focus on providing seniors with foundational digital skills and equip them with the knowledge to protect themselves from online risks. They will also receive assistance on their digital needs where required. At the MG Digital Clinics, seniors will also undergo a simple Digital Readiness survey to assess their digital needs. This will allow the clinic to prescribe a customised package of assistance. Examples of the assistance available include:

- Downloading the Wireless@SG mobile app and one-time account set up to enjoy unlimited free data at available hotspots
- Tips on personal data protection
- Tips on creating strong passwords
- Tips on discerning online falsehood
- Tips on digital payments
- Government Apps and Digital Services

The schedule of the MG Digital Clinics is published on [IMSilver.sg/mg-dc](https://www.imsilver.sg/mg-dc).

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