# DIGITAL PLATFORMS AND TURNER SYNDROME PATIENTS: the mediatization of health

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## Turner Syndrome

Chromosomal disorder;

Occurs in 1 in every 2000 live female births;

• The patient has an alteration in the number of chromosomes (in 45% of the cases the karyotype is 45, X);

• The syndrome can cause physical, systemic and cognitive alterations (ex: short stature, kidney and heart issues, non-verbal learning disorder, infertility).

#### About the research...

<u>Objective:</u> To investigate how the communicational experiences (appropriations, interactions and media products) of Turner Syndrome patients and their relatives on digital platforms show the emergence of mediatization logics

The self elaboration of new meanings about Turner Syndrome and about their own life, through communication

The emergence and elaboration of different relationships that exists on digital platforms

#### Mediatization

## Health Communication

The boundaries of social fields are not well delimitated anymore, representing new possibilities to subjects that are not normally addressed by the media to be visible in others spaces, for instance, digital platforms.

On mediatization society the choices are in the hands of patients. Furthermore, they interact with people who share the same life experiences and produce knowledge, what could be a source of information for the ones who are looking for data about an specific illness.

## Turner Syndrome Global Alliance (TSGA)









- The posts focus on characteristics, diagnostic, awareness, treatment and motivational quotes;
- It shows a positive side of Turner Syndrome (girl and women in the picture, tone of the posts);
- The information available does not talk about details, they generalize some aspects of the syndrome;
- The organization does not interact with the followers, which shows a distance from the families and patients who comment or share the posts;

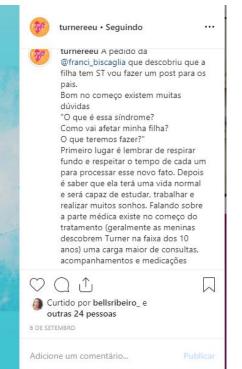
- The speech uses medical expressions without explaining them – the page is for the ones who do not have much information and want to understand the syndrome;
- The subtitles with short and direct sentences;
- The page aims to reach girls and women with TS and their families;
- Patients and people related to them have more access to information that were previously difficult to discover.

The page does not have a personal purpose;



### Turner & Eu

"Minha filha tem Síndrome de Turner. E agora?"





- Focus on the personal experiences of the patient who is responsible for the page's content;
- Although the interactions are not intense, the page's administrator answer every comment;

Hybrid discourse: medical + personal;

- Use of emojis and stickers on the subtitles and on the comments;
- No pattern using the images (personal pictures or just text);
- Appropriation of Instagram use it as a blog (personal details + long subtitles + focus on the text not on images);
- The subtitles use and informal language, with slangs, oral marks and onomatopoeias;
- Page is from patient to patients and their families;
- Some posts have and emotional character, showing an humanistic side;
- It enables to show a different side of Turner Syndrome, presenting the uniqueness of the monosomy and making it real – outside doctor's books.



## Final thoughts

- Turner Syndrome patients and their families use digital platforms as a source of information and as a space to look for support and understanding;
- The pages have the same target audience, but use different communicational strategies, which impacts on the meanings produce by the content;
- The communicational experiences allow the patients to see Turner Syndrome as something real and comprehend what are the implications of the monosomy;

- Both pages try to show a positive side of Turner Syndrome, which represents a distance from what is addressed by the media and the doctors' discourse;
- The page Turner & Eu gives a personal side of the syndrome, allowing the patients to identify their own stories with the life of the administrator;
- The page TSGA just make the information more visible, but do not put them in context.

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## Thank You

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