A public engagement was held on Monday March 13, 2023 by virtual and onsite participation at ITU. It was hosted by the United Nations Internet Governance Forum, Dynamic Coalition on Data Driven Health Technologies.

The session was moderated jointly, by Dr Galia Kondova (Bulgaria) onsite and by Amali De Silva-Mitchell (UK & Sri Lanka) virtually. Key coalition members participating were Frederic Cohen (France), June Parris (Barbados), Dr Joao Rocha Gomes (Portugal) and Yao Amevi Amessinou Sossou (Benin). The session encouraged the participants to contribute responses to four questions. This was followed by a deep dive into some of the issues highlighted within the responses.

Key Issues discussed (public participant responses follow)

1. What robot applications in healthcare are you aware of?
   i. First care
   ii. Medicine administration
   iii. Psychological treatment
   iv. Emotional support robots
   v. Physical Rehabilitation
   vi. Smart room hospitals
   vii. Surgery
   viii. GP booking

2. What does Robotics and the Medical Internet of things mean to you?
   i. It’s means easier connection with patients
   ii. The connexion between the generated data for medical devices, eg. Glucose in blood and the interaction with other devices
   iii. Free hospital staff from standardized, repetitive tasks
   iv. It means that you can use robots to undertake some procedures in the medical cycle
   v. Connected medical devices
   vi. Detecting health issue from various parts of the body using various sensors
   vii. Home-based healthcare, healthcare services delivery cost saving
   viii. Remote care
   ix. Integration of different devices
   x. Monitoring and data collection
   xi. Faster delivery of medical services
   xii. Interoperability

3. What are the benefits associated with Robotics in MIoT?
   i. Widespread care of patients, more attention, lower costs
   ii. They improve efficiency and cut down on costs of wages since robots can replace humans
   iii. Timely interventions
   iv. Improve the doctor patient relationship
   v. Easier access to patients and real time data processing
   vi. 24 hour service delivery
   vii. More robots less people
   viii. The AI benefit in machine learning and analysis.
   ix. Increased accessibility
   x. Efficiency improvements, costs reduction, designed to give attention to the environment
   xi. The benefit is the treatment of citizens in difficult areas (where there are not medical institutions) through the remote guidance of robotics & citizens by internet.
   xii. Increased precision
   xiii. Medical error reduction
4. **What are the risks associated with robotics in MIoT?**
   i. Cybersecurity threats and attacks, safety
   ii. Hacking data, cyber-attacks on robotics & e-data
   iii. Data protection and security
   iv. The rebellion of the machines
   v. Liability
   vi. In accurate tests some times don't get the actual disease and human intervention is needed!
   vii. Privacy issue encase data will not be used as intended
   viii. Privacy issues, data leak
   ix. Machine programming bias
       Digital insecurity manufacturing/developing
       Reduced empathy with the patient
   x. Poor training to the doctor and patients on how to use this sort of technology
   xi. Ethical, social, and regulatory challenges, eg. technological or digital divide, inequality and disruption, Misuse of data and information, concerns regarding autonomy (elderly)
   xii. De-humanized healthcare
   xiii. Increased costs for similar results
   xiv. Human interaction is always better than robotics
   xv. Human agency

**Towards WSIS+20 and WSIS beyond 2025, please share your views on the emerging trends, challenges, achievements, and opportunities in the implementation of the WSIS Action Lines to date (5-8 bullets)**

A. New technological innovations must be embraced to achieve success for the UN SDGs and the WSIS Action Lines with care for human agency and the environment.
B. The need for public education, to ease acceptance and security of new technologies, is time sensitive.
C. Knowledge sharing to the rural, marginalized and culturally specific level is critical.
D. Collaboration of technologically advanced countries, with developing countries, for capacity building is essential, to leave no one behind and attain meaningful accessibility to technologies for all.
E. It is important to integrate diversity for inclusion of all abilities of all peoples.

**Tangible outcomes**
DC DDHT is developing a paper on the topic of robots within the healthcare ecosystem and the medical internet of things. This WSIS engagement will support the public inputs to this paper. The paper will explore the following topics:
   1. Opportunities and benefits
   2. Gaps and recommended solutions
   3. Emerging issues
   4. Risks and harms of the technology.
This paper is expected to be presented at the IGF 2023 Annual Meetings in Japan.

**Actionable plan**
1. DC DDHT will host public engagement events to build content for the DC paper.
2. The DC will assess the public sentiment for robots in the public space.
3. Recommendations on the use of robotics will be developed.

**Suggestions for thematic aspects that might be included in the WSIS Forum 2024**
2. Robots can be autonomous or connected to the internet, what are the difference use case scenarios?
3. What skills, ethics and public information training, is required for public engagement with robots?
4. What are the risks, harms, opportunities and benefits of using robots in the public space?

Reported by Amali De Silva-Mitchell and Dr Galia Kondova, March 18, 2023.