NATIONAL HEALTH CARE PORTALS AND E-SERVICES FOR PATIENT EMPOWERMENT
My place in the world

National e-health strategist

Coordinator of web and e-health
Benefits for Citizens and Patients

- Accessible and quality assured information
- Contact information and ability to compare clinics and make an informed choice of care
- Available around the clock - patients do not have to fit within the phone hours
- Opportunities for self-service and in some cases offer alternative or complementary care and treatments.
- Ability to prepare and understand what happened during the care episode or visit and thereby become more motivated to be involved in their care
- Increased participation in and oversight of their own care
Benefits for Care Professionals

- Better use of resources in health care - do not have to deal with routine matters
- Increased quality in the encounter with the patient
- Improved patient safety
- Cooperation between patients and health professionals can be strengthened
- Patients can contribute to quality assessment of the medical record
The Vision of a Shift in Perspective

The patient at the center

The patient is in the team

The patients' needs
The Vision of Unified User Experience

- One portal for ALL health care, dental care and social services
- One account with secure login
- Same services and user experience in computer, tablet and mobile
- Same advice on the web, phone and others channels
Health Care Portals

Personal E-services

Health Advice by Phone
1177.se – National Health Care Portal

- 6 million visits/month
- Thousands of articles about health care, diseases, symptoms, medicines and treatments
- 10,000 questions
- Contact information to all clinics in Sweden and possibility to compare care
1177 - Health Advice by Phone

1177 is a national service. If you need health advice you can call 1177 around the clock, year round, wherever you are in Sweden.

- 440 000 people call 1177 / month
- 50% are given advice on self-care
- The other 50% are directed to the right care
- More than 90% are satisfied and follow the advice
National Personal E-services

A national platform for all e-services and medical records.

- Personal questions and answers
- Book an appointment for visit
- Renewing prescriptions
- Ordering home-tests
- List of your medicines
- Reading test results
- Making services for your children
- and much more...
Medical records online

- Two regions, Uppsala and Skåne have records online for all its citizens. All the other regions in Sweden will follow in 2015/2016
- Care records from clinics and information about immunizations, prenatal care, child care and health care contacts
- Patients can save copies of their medical records in a personal health account provided by the government
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