



# Sharing health information with patients

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# Estonian patient portal „My e-health“

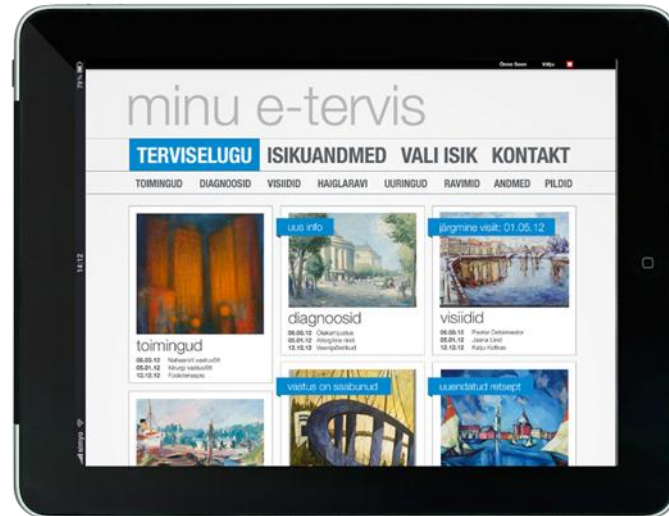
- Estonian National Health Information System was launched and became accessible for the patients in 2009
- The development and maintenance of the HIS is regulated by the Health Information System Act (Act).
- The *optout* system is used:
  - there is no need for the patients consent while sending the data to the HIS;
  - all healthcare providers must send data to HIS;
  - patients can deny access to their medical data gathered to the HIS.

# Estonian patient portal „My e-health“

- The population in Estonia is **1,3 million** inhabitants
- The total number of medical documents in National HIS is **11 434 376**
- The total number of patients having documents **1 167 457** persons (89% of the population)
- The growth of patient portals' use has been slow but it is growing steadily. Main users are younger women.
- Unique users **56 541** since 2009 (Target group in SUSTAINS– **40 000** patients)

# Estonian patient portal „My e-health“

- New patient portal (PP), new technological platform, upgraded and new services
  - Consideration of different technological tools (Smartphone, tablet, PC)



# Estonian patient portal „My e-health“

- Logging in with Mobile ID and ID-card
  - The access to HIS and iPatient portal is secured by using the electronic identity card (ID-card) or Mobile-ID( [www.id.ee](http://www.id.ee))
  - Data exchange layer x-road ( [www.ria.ee](http://www.ria.ee))



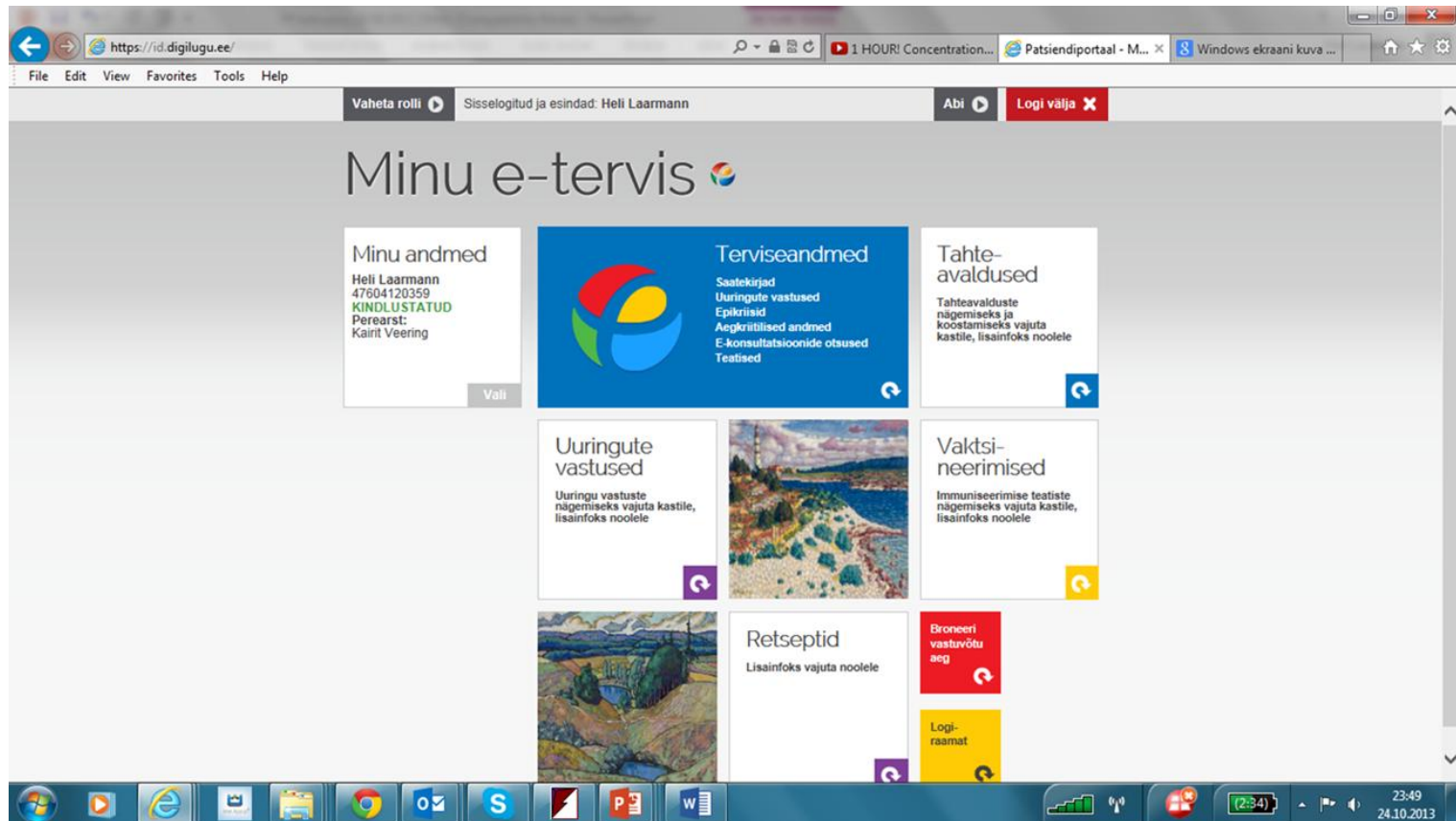
# Estonian patient portal „My e-health“

- New design and usability



# Estonian patient portal „My e-health“

- More personal approach – My e- health



# Estonian patient portal „My e-health“

- Lessons learned

- Patients are interested in having on-line access to their health data and monitor ones' health status.
- Feedback shows that when patients do not have access to their health data they contact service provider - „as they must periodically or before doctors' appointment view their test results.“
- Health data should be easily and securely accessible to the patients
- It should not be concentrated on : „What happens if a patient sees health data before doctor...“
- From the clinicians side there is a resistance to the change at first, but in time they have found it to be useful when patients have access to their health data



# Estonian patient portal „My e-health“

- Challenges

- To attract more patients to view their health data
  - Different age groups, male patients
- To create services
  - So far health data is gathered to the National HIS and hospitals databases but it is important to use this data to create new services
- Enabling patients to fill in their health data (home monitoring, side effects of the drugs, etc), patients have asked for this service
- Changes in working processes at hospitals are inevitable (when patients began to use their health data more than today)



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