What can patients do today?
- a Swedish perspective

Karina Tellinger McNeil
Strategist
Inera
Inera – National e-Health

• Inera coordinates the county council and regional common e-health and develop services for the benefit of citizens, patients, healthcare professionals and decision makers.

• The goal is to support care, strengthen the patient's position and create good access to health care.
Where do 9.6m Swedes live?
The political system in Sweden

**National level**
- Elections to the Swedish parliament
- Central government agencies
- Responsible for legislation

**Regional level**
- Elections to the County Council Assembly
- Responsible for organising, financing and providing health care services

**Local level**
- Elections to the Municipal Council
- Responsible for care of elderly and disabled

The political system in Sweden:
- **National level**
- **Regional level**
- **Local level**

21 Countys
290 Municipalities
MY GODNESS, WHAT´S HAPPENING, LISA!!?
IS IT A CATASTROPHE, BIG TRAUMA ALARM,
IS THE WHOLE HOSPITAL ON FIRE, HAVE TEN TRAINS CRASHED
OR HAS A SUPER DEADLY PANDEMIC BROKEN OUT..

THE COMPUTERS ARE NOT WORKING
A shift in perspective...

The patient at the centre

The patient in the team

The patient's needs
IT in the County Councils

• The total cost of the County Council IT (incl. own staff) is estimated at about 8.5 million Euro
• IT costs are 2.83% of turnover
• Number of users has increased by 90% over 10 years
National e-Health services
**National Patient Overview**

**Diagnoser**

<table>
<thead>
<tr>
<th>Datum</th>
<th>Diagnos</th>
<th>Institution</th>
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<tbody>
<tr>
<td>2011-03-19</td>
<td>Diabetes mellitus 1</td>
<td>VFL Värdcentralen Lillieby</td>
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<tr>
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<td>Ryggpårs, specifiserad</td>
<td>Medicinkliniken</td>
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**Ordinerade och förskrivna läkemedel**

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**Dokument**

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<td>2011-03-19</td>
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<tr>
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<td>Övrigt dokument</td>
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**Läkemedelsförteckning (uthämtade läkemedel)**

*Ingen information tillgänglig*

**Klinisk kerni**

*Ingen information tillgänglig*

**Mikrobiologi**

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<thead>
<tr>
<th>Datum</th>
<th>Resultat</th>
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**EKG**

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**Kontakter**

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<th>Datum</th>
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**Bilddiagnostik**

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<tbody>
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<td>2011-04-12</td>
<td>Önskad undersökning: Lungöftr...</td>
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**Övrig undersökning**

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<th>Diagnos</th>
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<td>Allmän Remiss Medicinmot...</td>
<td></td>
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</table>
National Prescribing/Dispensing Database

• 95% e-Prescriptions
• The local EHR system sends the prescription to a National database
• Doctor can only read local prescriptions

What do doctors need?
• See what has been dispensed at the pharmacy
• See what colleagues have prescribed
• See the same information as the patient
Electronic “sick-note”

Doctor → EHR-system → Sick-note → My “sick-notes” → My “sick-note” service → Sick-note → The Swedish Social Insurance Agency
Many services with **ONE** joint infrastructure
Services for the citizens
1177.se – National Health Care Portal

- Thousands of articles about health care, diseases, symptoms, medicines and treatments

7 million visits per month
UMO – Youth Clinic Online

• For young people 13 - 25
• Information about sex, health and relationships

500 000 visits per month
1177 Vårdguiden on phone

- First-line care
- Nurses on call centers across the country
- National phone number 1177
- Shared medical decision support system

450,000 calls per month
E-services

• Book an appointment
• See and renew prescriptions
• Order self-tests
• Follow your referrals and much more…

2 million user accounts
Medical records online

• See the care records from clinic’s EHR system
Health Support and Treatments Online

Treatments:
• Depression
• Anxiety
• Phobias
• Insomnia
• …

Health support:
• Changing lifestyle
• Rehabilitation
• Drug treatment
• …
Challenges and opportunities
Challenges

• The demographics – an ageing population

• Unclear division of responsibilities for e-Health in Sweden – government / county councils

• Difficult to meet healthcare professionals' expectations of IT support with today's equipment and software
Opportunities

- Patient empowerment, patient as a partner, doctor as a coach
- High IT literacy among the citizens
- Citizens have confidence in public sector handling of personal information (Personal identity number)
- Long experience of IT in health care
- Increased health interest among the citizens
- New technology and treatments – eHealth-services
Self-tracking – a great opportunity
an interesting challenge!
Thank you

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