

Portugal eHealth summit



Telehealth around the world – Does one size fit all?

Experiences & Perspectives from Galicia

Félix Rubial Bernárdez

Integrated Healthcare Organization of Vigo

Galician Healthcare Service





+2,7M

Inhabitants

€3,9B

Year budget

36.000

Professionals

14

Hospitals

493

Primary
care
centres

7

Integrated
Healthcare
Organizations

25 M

Visits in Primary Care

4 M

Outpatient visits in
hospitals

2,5 M emergency
visits (P.C. &
hospitals)

250.000
Inpatients

70 M
e-prescribed drugs

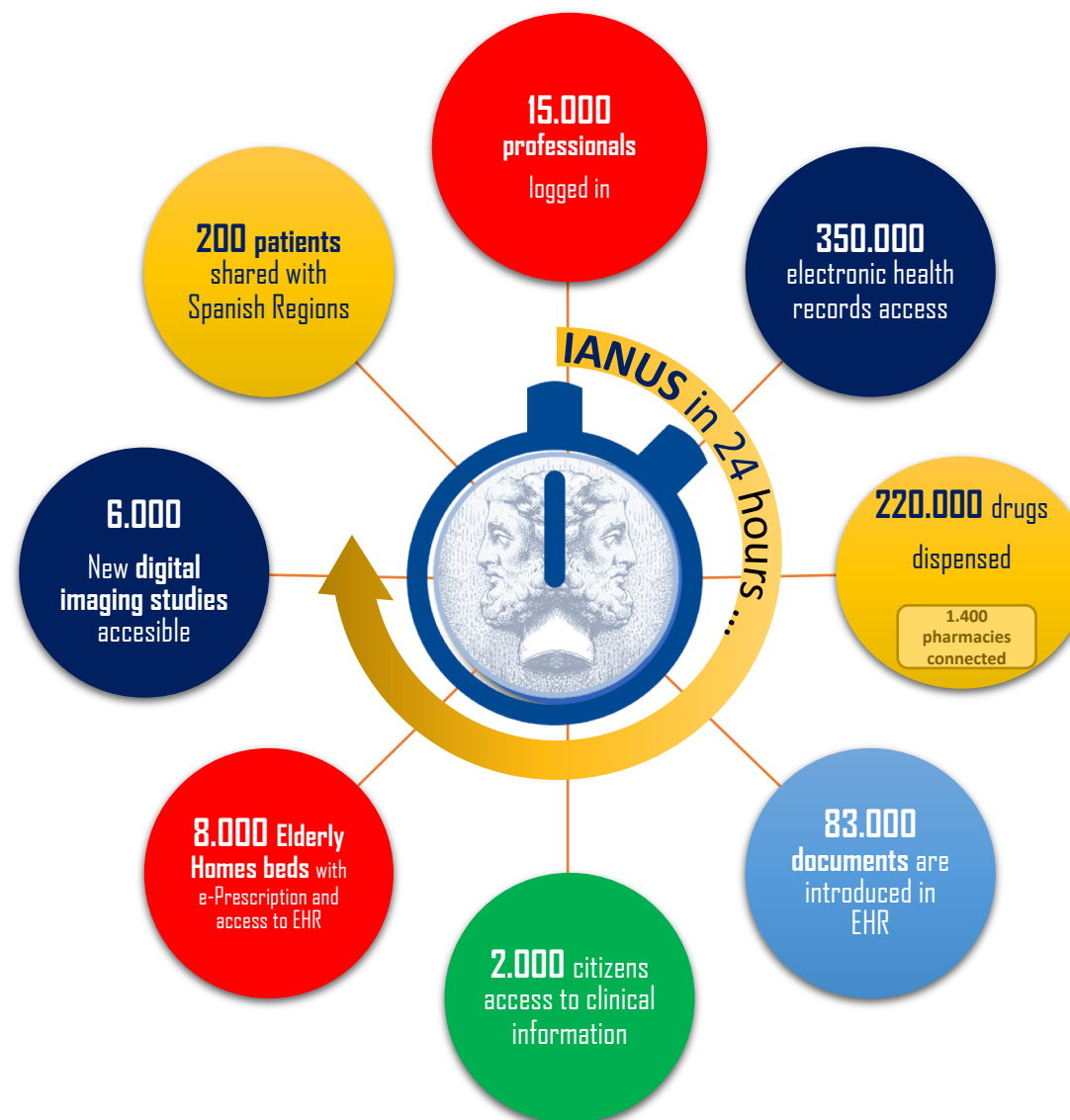
CHALLENGE

Galicia nowadays:
24,5% over 65, 8% over 80





The driving force: the Galician EHR "IANUS"




Experience

Straight Ahead

Telephone consultations in Primary Care



 SERVIZO GALEGO de SAÚDE

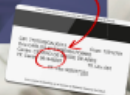
Cando non é preciso acudir ao centro de saúde


O teu médico pode atenderte por teléfono


Coa mesma calidade e tempo de sempre
Sen desprazamentos

Consulta telefónica en atención primaria

No teléfono do teu centro de saúde
Na web www.sergas.es
Ou no 902 077 333

 Dr. Carlos Castiella Pomba
Centro de Saúde de Arca





- Available for the **entire population**.
- For patients or carers (self-selected).
- Based **on EHR**.
- Scheduled appointments.
- **Same consultation time** than face to face.
- Applied to **every professional in Primary Care**.
- **Used for:** drug prescription, control of stable conditions in patients with reduced mobility, or access and communicate clinical results.
- Avoids displacements.
- Reduces time needed.

- **2,5 M** telephone consultations / year
- **10 %** of total consultations
- **15 %** in General Practitioners consultations.
- Only **11%** required further face to face consultation

Telephone consultation in primary care.

[Gonzalez F](#)^{1,2,3}, [Cimadevila B](#)⁴, [Garcia-Comesaña J](#)⁵, [Cerqueiro S](#)⁴, [Andion E](#)⁴, [Prado J](#)⁴, [Bermudez J](#)⁴, [Rubial F](#)⁵
[J Health Organ Manag.](#) 2018 Apr 9;32(2):321-337.

Conecta 72: Communication at hospital discharge



Conecta 72

CONECTADOS
PARA CUIDARTE

Os coidados continúan despois da alta
coa chamada de enfermería do teu centro de saúde
en menos de 72 horas.

- Proactive **follow-up programme** for patients after hospital discharge
- **Telephone consultation** programme of **Primary Care**.
- Based on EHR structured interview **made by nurses**.
- Scheduled appointments, automatically generated after discharge.
- **Objective:** detect early decompensations and facilitate answers to potential doubts or questions.

- of patients contacted (200.000 consultations/year).
- **Improve coordination** between Primary and Hospital Care.
- **In study:** impact on reduction of early decompensations and readmission rates.





A saúde nun clic

É-Saúde

AGORA OS GALEGOS TEMOS UN NOVO ACCESO DIRECTO Á SAÚDE

Útil, cómodo, personalizábel e accesíbel de xeito seguro dende calquera dispositivo (ordenador, smartphone ou tablet).

- Xestiona as túas citas
- Consulta a túa medicación
- Configura contidos personalizados
- Participa en asociacións ou comunidades
- Accede á túa historia clínica
- E moito máis...

Infórmate e dáte de alta en: esaude.sergas.es

galicia
o bo camiño

SANIDADE PÚBLICA DE GALICIA
EN BENEFICIO DE TODOS

XUNTA DE GALICIA
xunta.gal

- **Personal Patient Portal** in a secure, confidential and public platform.
- Interactive and personalized healthcare services.
- **Personal management of clinical information**, access to EHR reports or digital images.
- Tool for control of personal health parameters.
- Allows get an appointment, check medication, or access to Galician Health School for Citizens, etc.

- **75.000** citizens onboard.
- **2.000** access /day.
- **40** patient associations.
- **800** virtual community users.

And growing....

Telemonitoring platform for patients with chronic conditions



- **Multipatient, multiprofessional and multipathology** telemonitoring platform.
- Based on **Primary Care** professionals.
- Used to **control stable patients** with:
Hypertension, Diabetes, COPD, chronic heart failure and atrial fibrillation

- **1.200** patients included.
- **150** Primary Care centers.

And growing too



UNIÓN EUROPEA
Fondo Europeo de
Desarrollo Regional



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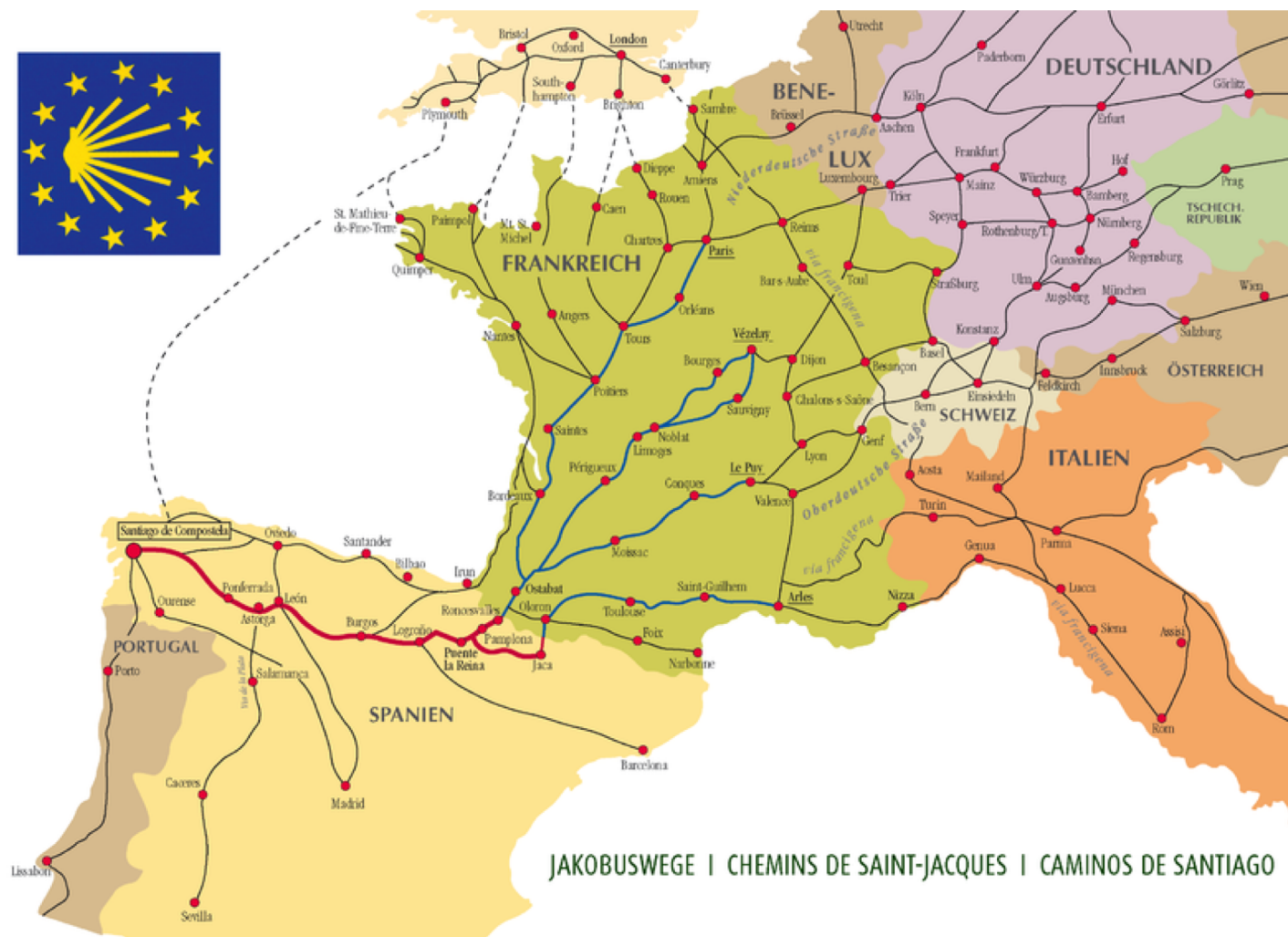
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JAKOBUSWEGE | CHEMINS DE SAINT-JACQUES | CAMINOS DE SANTIAGO



Xacobeo 2021



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19 | 22
MARÇO '19
LISBOA
ALTICE ARENA | Sala Tejo
PT Meeting Center

Portugal eHealth summit



24th ISITeH
International
Conference

ISITeH | International Society for
Telemedicine & eHealth



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