



eHealth is worth it!

Information and communication technologies for better healthcare

Case studies

From improved quality and better access to care through to avoidance of unnecessary public expenditure, information and communication technologies (ICT) can greatly benefit all aspects of delivering healthcare. These 10 case studies clearly demonstrate that eHealth matters, that it is well worth the investment, and that it can lead to substantial economic and social benefits.

The case studies are included in a newly-published European Commission study “eHealth is Worth it – The economic benefits of implemented eHealth solutions at ten European sites”. Supported by the European Commission Information Society and Media Directorate-General, the study is one of the first attempts to assess the real impact of eHealth applications, their benefits and safety aspects.

GERMANY, Rhineland – With AOK Rheinland’s GesundheitsCard Europa, around 200,000 tourists from the Rhine region of Germany who visit the Dutch and Belgium coast can receive healthcare as conveniently as at home! 14 hospitals along the Dutch and Belgium coast accept the AOK Rheinland health insurance card, the “GCE”. The secret of this system? The AOK multilingual website helps limit paper-based bureaucratic procedures and has reduced payment

settlement time from up to two years to three months. **More info:** See on-line press pack, Case study n°1.

SWEDEN, County Councils – Sweden’s national pharmacy system and its county councils embark on ePrescribing. 42% of all prescriptions in Sweden are now transferred from the doctor to the pharmacy electronically via a health extranet, Sjunet, or through web-based prescribing. This innovation increases the security and quality of prescriptions, reduces prescription errors, and saves time for health provider organisations. The cumulative benefits by 2008 are estimated at € 330 million, distributed between citizens (20%) and hospitals (80%). **More info:** See on-line press pack, Case study n°2.

ROMANIA, Bucharest – The City of Bucharest turns its slow paper-based ambulance systems into a dynamic timely and high-quality service. Thanks to sophisticated ICT-SUPPORTED dispatching, operators can today identify the nature of the emergency, give first help and guidance, and allocate an ambulance equipped with the appropriate facilities and staff. Time savings occur thanks to location-reporting through global positioning systems. This quickly identifies the nearest free ambulance to the location of the emergency. **More info:** See on-line press pack, Case study n°3.

FRANCE, Paris – In the Institut Curie, electronic patient recording (Elios) and a search meta-engine (Promothee) shape the hospital of tomorrow. This leading research and treatment hospital specialised in cancer treatments is implementing two eHealth applications which have created a paperless hospital. Improved productivity and



a comprehensive - yet focused - access to high-quality clinical information are among its many advantages. The estimated cumulative benefits by 2008 are expected to reach € 30 million. **More info:** See on-line press pack, Case study n°4.

BELGIUM, Flanders – Vaccination rates among young Flemish children reach almost 95% thanks to new eHealth applications.

How to track children's vaccination records best or manage the vaccination stock? How to rapidly but reliably inform healthcare practitioners on changes to vaccination policies and practices? The ICT-based Flemish Vaccination Database FVD, and the vaccination programme Vaccinet, are proving to be effective responses to these challenges. The estimated benefits to citizens account for about 95% of the total benefits.

More info: See on-line press pack, Case study n°6.

SWEDEN and SPAIN, Västernorrlands län, Västra Götalands län and Barcelona – Radiology consultations between Sweden and Spain.

Not enough radiologists in the hospital? This is not a problem for Swedish hospitals. Thanks to regular tele-consultation, Swedish patients can get advice from specialists in Spain. The new system means a reduction of waiting times by up to half, and similar cost savings. This tele-radiology service is only used for non-emergency examinations. **More info:** See on-line press pack, Case study n°10.

GERMANY, Münster – an electronic ordering system in hospitals.

Supplies such as pharmacological or medical products are key cost factors for hospitals. To cut the costs medicalORDER@centre offers logistics support to German hospitals. The system leads to demand-based ordering rather than expensive storage of products. The results are: a smaller stock of supplies and less waste of materials that are not used before their expiration date. **More info:** See on-line press pack, Case study n°8.

DENMARK, various regions – Danish Health Data Network

- Danish patients benefit from a unique nationwide eHealth system. This system offers faster, more efficient communication between patients, general practitioners and social care professionals. The benefits include cost savings on secretarial work and on electronic prescriptions. It generates considerable net economic benefits estimated to exceed €75 million on an annual basis by 2008. **More info:** See on-line press pack, Case study n°7.

CZECH REPUBLIC, various regions – Web-based health records: empowered citizens, better informed health-care practitioners, continuity of care.

The electronic healthcare record "IZIP" compiles information on the citizens' contact with healthcare services, from regular visits to general practitioners to dental treatments or laboratory tests. With the consent of the patient, the IZIP system enables doctors to access the central information at the time and point of care. IZIP is supported by the largest health insurer in the Czech Republic, which

serves two-thirds of the Czech population. Cumulative benefits should reach approx. €180 million by 2008. Estimated productivity gains, measured in a decrease in eHealth costs per record, amount to 74%. **More info:** See on-line press pack, Case study n°5.

UNITED KINGDOM, England – Direct Online information service.

The new NHS Direct Online web portal can improve your knowledge of healthy lifestyles, healthcare and self-treatment. You can even find different interactive tools and an interactive health space. With this new service, British citizens can go on-line and find everything they need to know about health. All this without phone calls, without waiting for a free telephone operator, and during out-of-office hours.

More info: See on-line press pack, Case study n°9.

eHealth during the World of Health IT:

When? ES12 on Wednesday, 11 October, 11:15-12:15. "eHealth IMPACT: Measuring the Economic Value of ICT in Healthcare", by Tom Jones and Alexander Dobrev

Where? European Commission booth at the Partners Pavilion (4)

Further information:

eHealth press pack:

http://ec.europa.eu/information_society/presspacks/2892

Full list of press packs:

http://ec.europa.eu/information_society/presspacks

eHealth is worth it:

www.ehealth-impact.org

eHealth website:

http://ec.europa.eu/information_society/ehealth

eHealth Newsletters:

http://ec.europa.eu/information_society/activities/health/newsletter/index_en.htm

Information Desk

**European Commission
Information Society and Media DG**

Office: BU31 01/18 B-1049 Brussels

Email: info-desk@cec.eu.int

Tel: +32 2 299 93 99

Fax: +32 2 299 94 99

http://europa.eu/information_society