

eEurope Awards for eHealth – 2004
Catalogue

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Foreword

Europe's aim to reap the benefits of the information society has been high on the political agenda since the Lisbon Summit in March 2000. The eEurope Awards for eHealth – 2004 is one of the major components of the eEurope Initiative.

The reasons for this are clear – eHealth provides the opportunity to offer citizens a higher quality of services that are both faster and leaner. People expect eHealth services to be quick and efficient, and to have instant access to the information and services they seek or require. Providing such a system is no small challenge, requiring far-reaching institutional changes that operate hand-in-hand with the implementation of advanced technologies in health and other public service administrations.

With this conference and exhibition, the European Commission and the Irish Presidency aim to encourage the development of eHealth in Europe by demonstrating best practices in Europe and the practical advantages they offer for both the user and the provider.

To this end, 32 providers of online services have been invited to exhibit their cases at exhibition. They were selected by a team of independent experts from the 109 proposals submitted. The selection criteria included the degree of user interactivity, the impact on the organisation, the use of information and communication technologies and the real impact and results of the project. Many diverse services and innovations in eHealth will be presented either at the exhibition and/or the conference. All these innovations illustrate the challenges raised and the very exciting possibilities opened up by this field.

Once Europe has more genuine interactivity – through reform and modernisation – its health sectors will become more efficient, replacing older and more expensive means of service delivery with more carefully designed, more effective and better-targeted services that excel in providing a citizen-centred approach to healthcare.

The Irish Presidency, the European Commission and the European Institute of Public Administration are sure that this event will make a significant contribution to the process of healthcare reform, thereby empowering Europe's citizens by making them effective stakeholders in healthcare.

* Please note that the eEurope Awards for eHealth – 2004 Catalogue is available in electronic format at <http://www.e-europeawards.org>

Acknowledgements

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Last but not least, I wish to extend my thanks to the European Commission, DG Information Society, for entrusting us with this opportunity and my team within EIPA's eEurope Awards Project Management Secretariat for making the eEurope Awards for eHealth – 2004 a success.

Christine Leitner

eEurope Awards Project Management Secretariat

The European Institute of Public Administration (EIPA) is providing the neutral platform for the organisation of the eEurope Awards programme. The Project Management Secretariat at EIPA is responsible for the preparation, coordination and implementation of the awards scheme and currently consists of the following members:

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Table of Contents

Exhibition	1
eHealth information tools and services for citizens	3
eHealth administrative support tools and services for citizens	19
eHealth homecare and telemedicine tools and services for citizens	31
Submissions	39
Austria	40
Belgium	40
Bulgaria	41
Czech Republic	42
Denmark	42
Finland	43
France	44
Germany	44
Greece	46
Hungary	47
Ireland	47
Italy	50
Norway	52
Poland	52
Romania	53
Slovenia	55
Spain	55
Sweden	57
Switzerland	58
The Netherlands	59
United Kingdom	60

Exhibition



eEurope Awards for eHealth – 2004

Exhibition



**eHealth information tools
and services for citizens**

Vaccination Recall Service – Austria

The Vaccination Recall Service is a free and anonymous service that currently covers twelve diseases and 34 vaccines. It is designed to remind people to have regular booster vaccinations as well as to give them information about new health campaigns and vaccinations available to support them.

Citizens can register through a dedicated web-site and will then be automatically told when boosters or second doses are required. They will also be notified of new vaccination programmes and their availability (for instance during influenza epidemics). More information regarding individual vaccines can be obtained via the web-site, which also links into some useful travel health and vaccination requirement sites.

Vaccination Recall Service contributes to the control and eradication of disease by seeking to ensure that citizens have access to and make use of this important, proven disease-limiting and preventative procedure.

<http://www.wien.gv.at/ma15/impferinnerungssystem.htm>

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National Health Insurance Fund of Bulgaria Portal – Bulgaria

The National Health Insurance Fund of Bulgaria Portal offers information tools and services relating to the Bulgarian Health System. These services cover a range of topics including healthcare institutions, citizens, legal aspects of healthcare, and suppliers.

This project was developed as part of a wider healthcare reform programme which sought to oversee the development of quality medical and dental services for the people of Bulgaria. Via the portal, citizens can access names and addresses of general practitioners, specialist healthcare providers, hospitals and pharmacies across the whole country. Another feature is online consultation, where citizens can ask questions on any aspect of health or healthcare and receive a timely response from experts.

The information available through the portal also includes what is required by general practitioners, pharmacists, hospitals, dentists and manufacturers and distributors of medical products to support their work. This information is delivered through a dedicated Contractual Partners link. The services of the portal are available twenty-four hours a day throughout the year. They are easily accessible and delivered completely free of charge.

<http://www.nhif.bg>

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AddictionLink – Finland

AddictionLink is a project designed for those interested or concerned about alcohol consumption, drug abuse and/or various other issues connected with addiction. The web-site is intended for use by experts, substance abusers, their family and friends.

Visitors to AddictionLink have access to a range of information on drugs and other potentially habit-forming substances, and they can even participate in online tests designed to evaluate the extent of their problem. Details of treatments and treatment centres for addiction are also given. There is an online discussion group in which anyone can participate, and there is also an online support group for those wishing to cut down on their consumption levels of alcohol. A Frequently Asked Questions section details questions (with answers) that are commonplace but often not asked for fear of sanction or embarrassment. The site also has a section geared at newcomers to Finland, providing support for those coming to terms with and trying to integrate into a new society. All dialogue with the site is entirely anonymous.

The AddictionLink site has already gained a very positive reputation, based in part on its non-judgemental tone, and has a growing number of visitors. The use of digital media and interactive elements used to access high quality information attract a range of users to the services offered there.

<http://www.paihdelinkki.fi>

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www.web4health.info – Germany

www.web4health.info is a multilingual web-site developed by medical practitioners, psychiatrists and psychotherapists from five different European countries that enables visitors to the site to ask questions about issues relating to mental health and well-being.

The site also contains a multilingual forum based on a GroupWare system for content production, review and discussion. This forum is moderated by psychiatric and psychotherapeutic experts. The mental health experts from five different countries use the questions in order to develop further content for the site. Individualised answers are supplied by e-mail to clients asking questions, by the use of personalised templates containing appropriate previously compiled Frequently Asked Question responses. This system works entirely automatically. The services provided by this web-site are provided free of charge to clients.

www.web4health.info provides a novel natural language question answering system, which has enabled users not only from Europe, but also Asia, Africa and the Americas to exchange expert knowledge and experiences. The project has shown that this type of information system can be a cheap and highly effective public health tool.

<http://www.web4health.info>

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Caring for Carers Ireland – Ireland

Caring for Carers Ireland promotes the integration of information communication technologies (ICTs) into the daily lives of citizens in the third age and those of their carers.

The installation of six personal computers and web cams, linking the hub centre in Ennis with five day care centres throughout the county gives elderly people and their carers access to a range of services and information without having to leave their local area. The project builds bridges between hospital care and home care by providing easy access to healthcare information and advice as well as access to healthcare professionals for advice and guidance for both the elderly and their carers. In addition to this, the service provides training in the use of ICT for both the cared for and their carers who have participated in the programme enthusiastically. Training and support is also available via the programme for carers to support their important role. Chat forums and e-mail are actively used as communication channels by all the participants in the project.

The project combats social exclusion and isolation for both carers and the cared for, by allowing them to play an active part in the wider community and to be fully involved in their own community and programme of well-being. Regular newsletters with updates and information complement the service.

<http://www.caringforcarers.org>

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VHI Healthcare Web-site – Ireland

The VHI Healthcare Web-site was set up by one of Ireland's largest health insurance companies and offers Irish citizens free access to personalised information on all aspects of healthy living. Visitors to the site can access a range of health information that includes comprehensive information on various medical conditions and gives guidance on their treatment.

The web-site also gives advice and information on diet and nutrition, exercise and fitness, lifestyle and well-being. Information on complementary medicine is also included, as well as advice on travel and occupational health. A range of expert advisors are available to give advice and information on the all the topics covered via a secure e-mail and messaging system. The site deals in detail with all life stages, from birth and infancy through to the third age. A general section gives up-to-date Irish health news. Specialist services include a personalised quit smoking programme which offers ongoing support and advice via a dedicated secure interactive web-site to those who wish to give up smoking. Another special subject being tackled is obesity.

The VHI Healthcare portal makes widely available an interactive method enabling citizens to access high quality advice and guidance on healthy living. With over 80,000 visitors each month, and by incorporating SMS technologies and other support mechanisms through online bulletin boards and a live telephone support, the VHI Healthcare Web-site is readily accessible to Irish citizens.

<http://www.vhi.ie>

<http://www.vhi.ie/health>

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DRIVE – Drug in Virtual Enterprise – Italy

DRIVE is an electronic tracking device, which recognises healthcare operators, patients and pharmaceutical products, and interacts with them through sensors and electronic devices. Its prime aim is to ensure patient safety by monitoring all aspects of the delivery of patients' care programmes from the moment they are admitted to hospital. The initial development of the Drive system was financed through the European Commission's fifth framework programme.

The information technology systems developed in DRIVE focus on three key modules, the Clinical Module (for the ordering, safe storage, preparation and administration of drugs), the Supply Chain Module (for ensuring that hospital supplies meet clinical demand) and the Trust Module, which guarantees patient privacy and trust between all users of the DRIVE system through the use of a smart card. The smart card certifies the identity and role of the user and also acts as a digital signature for information entered into the system. The Supply Chain Module comprises software packages that track the flow of drugs from manufacturers/distributors through to administration to the patient. The system also tracks drug stocks and usage, and can automatically re-order drugs. The Clinical Module lowers the risk of medical error through the use of a Smart Card that contains full information about the patient and their treatment plan. Integrated sensors ensure that correct investigations are carried out and that only the drugs and the dosages ordered are given to the patient. The system works through an interaction between the smart card and an unobtrusive wristband worn by the patient which supplies machine readable information about them and their care plan, thus ensuring the administration of correct treatment at every stage.

The use of the smart trolley or cart gives clinicians and nurses constant support and acts as a monitoring device in the often busy and fast moving environment of an acute hospital. It is convenient since it can accompany nurses and doctors on their patient rounds and it carries an integrated laptop for the immediate

insertion of new clinical information as well as vital sign monitors which record vital measurements directly into the system. It also has dedicated software for drug and laboratory tests. Its system of sensor protected drawers within which prescribed drugs and other investigative tools are stored ensures that they will only open if the correct treatment is being administered to the patient. The system is also supported by a number of alarm warnings which sound in the case of the entry of identified contra-indications to treatment, potentially harmful drug interactions or other mistakes in ordering treatment.

<http://www.sanraffaele.org/drive>

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Pediatric Health Portal – Hospital Bambino Gesù – Italy

The Pediatric Health Portal – Hospital Bambino Gesù was developed by one of the most important Italian paediatric hospitals serving central and southern Italy to facilitate communication of information on all health matters relating to children.

Through the portal it is also possible to access some services, such as online booking of appointments. The portal contains two specific types of information. The sections targeting doctors and healthcare professionals includes scientific information, details of training courses and programmes, details of signs and symptoms of illness, statistics and epidemiological data and much more clinically orientated information and links. In addition to this, there are highlighted links to web pages giving clinical information on rare medical conditions and a second opinion service. The patient side of the portal contains full details of the help and treatment available, a comprehensive list of hospital departments and their senior medical staff, FAQs on a number of medical conditions – with explanations in everyday language, information on rare diseases and illnesses. It also lists services available to support parents and their children through illness.

A special section of the portal has links to the baby portal where comprehensive information is available for mothers with young babies. There are also links to games and entertainment for children being cared for at home or in hospital.

<http://www.ospedalebambinogesu.it>

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Quality in Transplant System – Italy

The Quality in Transplant System programme aims to promote the development of a focus on quality in organ transplantation, through the collection of outcome results collected from professionals in the field and those running transplant centres. All transplant centres took part in the project, which was coordinated by the National Transplant Centre of Italy.

By producing high quality statistical tables collected and compiled using Information Technology and telecommunication tools capable of supporting data exchange and collection, a meaningful analysis of centres has been made which has also highlighted performance. The analysis of waiting time for organs has given the government clear information about where special action is needed. This could involve increasing the efficiency of hospitals, promoting donation and transplant from living donors as well as a number of other special measures. The programme serves as an effective good practice dissemination tool by sharing information between the administrations involved, such as the local health authorities and the Organ Exchange Organisations. There is a section on the Ministry of Health portal dedicated to transplantation activity, where citizens can find information about transplant centres – where they are and the sort of transplants they carry out – which also details results of the work carried out.

This sort of information has helped raise the awareness of citizens, which has had a positive impact on the donor rate. This quality exercise has raised the public and professional profile of this important service and it has been able to prove that the survival rate is increasing, thus demonstrating real progress.

<http://www.ministerosalute.it/trapianti>

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Free Hospital Choice Norway – Norway

Free Hospital Choice Norway is a project that facilitates the right of Norwegian citizens to choose the hospitals in which they wish to be treated. The web-site was developed by the Norwegian Directorate for Health and Social Affairs and gives information on all public and private hospitals in Norway.

Developed to the highest standards, it complies with all government regulations for public web-sites, guidelines in respect of disabled users, and caters for most common browsers. The overall purpose of the information service is to provide all citizens who face hospital treatment with easy access to detailed information about waiting lists, specialities of clinical excellence and other important information about a hospital's performance. In addition, it supplies information on patients' rights, the law, information on various treatments and procedures as well as full details about the Free Choice option. The site also enables better use of bed and treatment capacity in Norwegian hospitals, and provides information on performance to hospital managers and staff to encourage them to supply the highest quality environments and treatments.

Healthcare professionals, technical experts and patients were all involved in the overall design of the web-site, which is continuously monitored to gain feedback on its performance.

<http://www.sykehusvalg.net>

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Portalfarma.com – Spain

Portalfarma.com is a portal set up by the General Council of Pharmacists in Spain, which gives users access to searchable databases containing lists of products available over the medicines counter in the pharmacy. The site is broad ranging and includes access to nineteen different elements of information, including up-to-date information about new products that have been authorised for sale in Spain. In addition there are links to a number of other web-sites dealing with health-related issues.

As well as medical and para-pharmaceutical products, there is also information on traditional herbal medicines and references and links to international databases giving in depth information on these. There is also information on healthy eating, diet and nutrition as well as information about health campaigns and other more general news. The site gives full details of child immunisation programmes.

There are contact details for local pharmacies and full details of their services, including names and addresses of on-call pharmacies providing night or emergency services. The site offers access to a range of statistics and details of pharmaceutical education both in Spain and in Europe, as well as targeted courses and calls for tender. There is also a one to one consultation service, and a service which allows users to ask health-related questions to pharmaceutical personnel. Access is via the completion of a registration form. The overall objective is to make accurate health information accessible to all citizens.

<http://www.portalfarma.com>

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PQL – Pure Quality Life – Sweden

PQL – Pure Quality Life is a user-driven and developed solution that assesses the effects of stress on mental and physical well-being. The programme targets both individuals and companies and is supported by a high quality web-site, which includes accurate and high quality information on health and stress and, among other things, incorporates interactive features such as real time chat, forums and neurocognitive exercises aimed at decreasing stress.

The project has developed biological markers from a web-based life enhancement tool. It is biologically proven, has been scientifically validated and offers fully interactive real-time monitoring of perceived stress and health status, customised and instant feedback, including validated interpretations and action plans. Regular collection of blood samples monitored levels of thirty or so stress-sensitive hormones and other blood markers. These were examined in conjunction with the administration of a questionnaire covering socio-economics and other aspects of stress and health at work as well as during leisure time.

The Pure Quality Life programme has been positively received, and by being available at night when anxiety and depression states tend to peak, has been proven to be highly valuable for those at risk from the side effects of stress and anxiety. Through this life enhancement programme, support and care is available round the clock. In terms of resources, it saves money for both the health service and large organisations by improving the health of citizens and workers, and helping prevent absences and poor performance through illness.

<http://www.pql.se>

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www.infomedica.se – Sweden

www.infomedica.se is a web-based service that gives information about diseases, illnesses and injuries, symptoms, signs, diagnoses and treatment programmes. It also contains information about dental care, patient rights, self-care, drugs and medication.

The web-site also contains contact details for organisations that support patients as well as the disabled. Using a special feature called 'Ask the Doctor', visitors can anonymously put a question to a panel of physicians and receive information and feedback from a qualified doctor. This is a national web-site whose services are free.

The overall aim of www.infomedica.se is to encourage the involvement of patients and relatives in their own health treatment by increasing their knowledge and thus empowering them through the provision of the range of information and services that have been developed to support healthcare service provision.

<http://www.infomedica.se>

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Health On the Net Foundation – Switzerland

The Health On the Net Foundation has developed and implemented a web-site to guide the growing online community of healthcare consumers and information providers to sound, reliable medical information and expertise free of any commercial influence.

The project has developed and implemented a code of ethical conduct (HONcode) which seeks to ensure that all information supplied through web-sites is sound, reliable and correct. It is currently in use by 3,600 web-sites. The web-site explaining its development, use and the parameters within which it operates is available in five European languages: English, French, German, Spanish and Portuguese. The HONcode itself is available in 28 languages. Services available include an accreditation system for web-sites and a search engine/directory of trustworthy information sources available to all citizens.

With the explosion of all sorts of healthcare information available on the net, the HONcode demonstrates the achievement of a standard that protects the citizen from false or misleading health/medical information.

<http://www.hon.ch>

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A large, light blue, stylized lowercase letter 'e' is centered on the page. It has a 3D effect with a shadow. Surrounding the 'e' are several five-pointed stars of varying sizes and orientations, some appearing to trail off, suggesting motion or a digital theme. The background is a light blue gradient with a dark blue vertical bar on the right side.

**eHealth administrative support tools
and services for citizens**

Internet Access to Health Records – Czech Republic

Internet Access to Health Records is a centralised medical health records database which stores details of all patients' medical records, and makes them available to any hospital or specialist centre that may need them. This means that wherever the patient seeks treatment, an accurate picture of past medical history, course of any illness, treatment, any complications and outcomes, allergies or adverse reactions, are immediately available to the examining physician.

The system is linked to the biochemistry/pathology/cytology and other laboratory investigative services which can automatically update files with patient's test results. This programme prevents duplication of tests and special examinations when these have already been carried out, thus saving costs. The internet based files consist of carefully selected medical data, and only the medical professional may insert new data and records into the system. As well as details of hospital based treatments, these files are available to general practitioners who can also add information.

The patient may also access their own file at any time in order to consult entries. The patient may also sanction the release of their files to other healthcare related agencies, such as the insurance companies, in order to expedite business.

<http://www.izip.cz>

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www.sundhed.dk – A Public Health Portal – Denmark

www.sundhed.dk is a Healthcare Portal that brings together the regional information systems for the benefit of citizens, healthcare providers and professionals. Linked to the National Health Data Network and working in collaboration with all Danish health authorities, the portal contains not only basic information on healthcare provision, a contact directory and information on general health, specific illnesses and their prevention; but it also supplies information about rights in the healthcare sector and how to seek legal advice to enforce these if necessary.

The portal gives immediate secure web access to details of patient's radiological investigations carried out in any Danish hospital as well as reports on any laboratory tests that may have been carried out. General practitioners can also order laboratory tests through a centralised online request system. If admitted as an emergency a Danish citizen can rest assured that the treating doctor has access to this vital information. A sub-project focusing on teledermatology provides general practitioners with information about practitioners operating this service and full instructions on how to use it.

As well as offering a comprehensive service to healthcare professionals, the portal also offers some unique services for citizens. Patients can contact their general doctors for advice using the portal or e-mail at any time of the day or night. Patients can also enter appointments directly into their doctor's diary, which can then be confirmed or rejected by the doctor via the portal. An online prescription renewal service allows patients receiving homecare or suffering from chronic conditions to renew their prescriptions without attending the surgery. Approved prescriptions will be delivered direct to the pharmacy, which will arrange delivery or collection with the patient.

Although www.sundhed.dk currently offers a large number of services there are many plans for further expansion of the portal.

<http://www.sundhed.dk>

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Web Nurse Service and eHealth Portal – Finland

Web Nurse Service and eHealth Portal is a web-based service offering twenty-four hour access to clinical nurses who can give remote advice to patients concerned about their health.

The project improves the flexibility of healthcare services within areas of sparse population, where travelling to the doctor's surgery could be a major undertaking. The nurses act as gatekeepers, supplying advice where they can, but suggesting referral to doctors when they think it necessary. Patients can also make appointments with doctors using the portal services. Also involved in the project are pharmacists, and patients can make direct requests for their medication as well as ask for advice about it. Web nurses and pharmacists receive special training and a training package has been produced for this purpose.

This project has been well received in Finland where the internet is commonly used by citizens to communicate, and its success is such that it has been adopted by several municipalities who are now active in delivering the service.

<http://www.verkkohoitaja.fi>

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National Healthlink Project – Ireland

The National Healthlink Project has developed and implemented an electronic communication system between primary and secondary care in Ireland. Using a web application, an international messaging standard has been used enabling information to be shared with all healthcare providers both nationally and internationally if necessary.

The project acts as the umbrella project for the large number of messaging projects that currently exist in Ireland, most of which concern the extraction and delivery of laboratory results primarily from hospitals to general doctors. By integrating clinical data into local systems it provides secure messages from hospitals direct to general doctor's patient record systems detailing laboratory results, radiology reports, discharge notifications and summaries, death notifications, outpatient attendance notifications, accident and emergency attendance notifications and GP liaison summaries as well as outpatient referrals. The service is currently free and hospitals contracting into the service can choose to provide any one, or all, of the services available.

This project has streamlined the provision of vital information from hospitals to general doctors, thus saving them time and resources. Patients benefit by receiving fast and appropriate treatment thus improving their quality of life and well-being.

<http://www.healthlink.ie>

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Blood Donor Booking by SMS and Internet – Norway

Blood Donor Booking by SMS and Internet is a project that enables integrated and simultaneous operation of all functions of the secure blood bank computer system with an SMS-module which communicates with the outside world.

SMS-messages between donors and the computer system are integrated with the pre-existing internal booking module of the blood bank system, so that only donors who are ready to make their next blood donation will receive automatic appointments and reminders. Communication is limited to standard outgoing messages and simple 'yes' or 'no' responses from donors, who may also ask for an alternative appointment. This project is now fully integrated with the blood bank computer systems.

The next development will be an internet based service that will allow the donor to select a suitable appointment time. This system makes it easier to contact donors very quickly in the event of a crisis or major disaster.

<http://www.shdir.no/si@>

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ABC-Net – Romania

ABC-Net focuses on the high incidence of hepatitis A, B and C in Romania. Patients with this disease from all over Romania are referred to the Institute of Infectious Diseases in Bucharest for expert treatment.

One of the key issues addressed by the ABC-Net project was the lack of information for patients following treatment, to support them in recovery, prevention and management of further episodes of the illness. A package of information is now available, delivered via the electronic clinical information system which already existed in the hospital, which details information about all forms of hepatitis thus raising awareness among the population. In addition health protection and hepatitis prevention measures are explained.

The system is also used to generate statistics and provide information to other doctors managing patients with hepatitis. In addition to this, hepatitis patients can track the course and treatment of their own illness, as well as contacting both general doctors and specialists for advice and guidance using the online communication facility.

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DRAGO AP – Spain

DRAGO AP has completely remodelled the health centre appointments system in the Canary Islands by introducing a centralised service through which any citizen in the Canary Islands can easily obtain an appointment with their doctor.

This service can be contacted by the public via internet and by telephone. Software has been developed which copes with making appointments and managing the service, integrated into this is software which carries information about dates, timetables and service times, this means that any agent working at the appointments call centre can instantly call information on to their screen giving all details necessary to be able to make appointments. Hospitals discharging patients can also access the service in order to make follow-up appointments for them with their local doctors. The centralisation of the service has been supported with a new short telephone number, making it easier for people to remember, which is also a tool used by the local government to publicise and promote the service.

Although internet access is possible and indeed used by some citizens, the Canary Islands are spread over a number of islands, often with a mixture of very sparse and dense population distributions. In this society the telephone is the traditional and most used means of communication and so it seemed logical to update this service and increase its availability, whilst at the same time catering for the rising population using the internet.

http://www.gobiernodecanarias.org/sanidad/scs/gc/18/cita_previa/asp/index.html

Contact	
Servicio Canario de la Salud Marcos Estupiñan Ramírez +34 928308045 marcos.estupinanramirez@gobiernodecanarias.org	Dirección General de Telecomunicaciones y Sociedad de la Información Consejería de Industria, Comercio y Nuevas Tecnologías Juan Manuel de León García +34 922476504 jleong@gobiernodecanarias.org

eHospital – IT Experience of Hospital Son Llätzer – Spain

The eHospital – IT Experience of Hospital Son Llätzer, concerns the development and implementation of a highly advanced technological platform which has used new technologies to benefit both patients and the healthcare professionals who work there.

The project integrates Electronic Patient Records with diagnostic equipment such as radiological procedures, X-rays and pathological and chemical examination reports. All data and images are stored in the unique Electronic Patient Record and all patients and staff are involved in the computerised systems. There is widespread use of data warehousing as an operating tool for clinical and management information, and there is interaction with medical data through PDA and TabletPC technology. All communications with other hospitals and patients are carried out using IT and SMS. The telephone is used when patients do not have IT equipment or mobile telephones.

The procedures are automated to such a point that from the moment a doctor leaves home in the morning, a talking message via a mobile telephone lists all the tasks and appointments for the day. On arrival at the office the physician logs on to the computer to access the clinical workstation, there all patients are listed together with notes from the on call doctor relating to any problems dealt with, treatment prescribed, new tests carried out and other relevant information. Patient's notes are downloadable through a PDA, or TabletPC, which can be carried in the doctor's pocket whilst conducting rounds. At any time throughout the day SMS messages from pathology can alert the doctor to results from analyses already carried out. Where surgical intervention is necessary the doctor cannot liaise with the patient directly using IT, it is necessary to have a face to face meeting so that even in this 'high tech' environment, the important patient/physician relationship is not lost.

<http://www.hsll.es/itflash>

Contact

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Fundación Hospital Son Llätzer
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MHC – My Healthcare Contacts – Sweden

My Healthcare Contacts is a workflow system for secure communication between patients and medical professionals over the internet. The system can also be used to enable patient access to clinical systems containing information about their treatment, such as the electronic patient record. Currently the system only allows patients to communicate with doctors, but it is planned to extend the service to include a wider menu. The system, which is based on specific message types and forms, enables patients to book or cancel an appointment, renew a prescription or a medical illness certificate and request general medical advice. It also enables them to request an extract from their medical records. The system frees medical practitioners from a large chunk of time consuming routine administrative work, giving them more time to devote to their clinical practice.

Users have been closely involved right from the design stage of the project, and special attention has been paid to providing a user friendly interface and ensuring usability for people with special needs. Much attention was also paid to security, quality management and control functions. All aspects of the system are scalable and can be easily integrated with other existing systems to enhance performance and scope.

The message or form that the patient completes has two parts, the second being for the doctor's reply. The system is supported by e-mail, which notifies the patient when a reply has been sent. The project has been sponsored and implemented by Stockholm County Council which is responsible for the public healthcare system in the Stockholm Region.

<http://kontakt.vardguiden.nu>
<http://kontakt.vardguiden.nu/va>
<http://www.vardguiden.se>

Contact

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www.dokter.nl – The Netherlands

Dokter.nl Digital Consultation offers medical consultations over the internet. This fee based service offers citizens online consultations with expertly qualified doctors in a range of clinical specialities.

The service operates via a specially designed web-site. Both the Doktor Digital Consultation service and a secure personal patient file are linked to an easily accessible domain name: www.dokter.nl. The patient has access to their personal file as well as medical consultations anywhere, anytime. Personal pages are protected by SSL, user name and password, making it more secure than e-mail consultations.

Dokter.nl helps reduce the growing demand for public medical care in the Netherlands where there is a shortage of available doctors, and saves the citizens having to wait weeks for a consultation.

<http://www.dokter.nl>

Contact

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W.J.P.M Calis
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calis@dokter.nl

Patient Care Messaging – United Kingdom

Patient Care Messaging (PCM) is a mobile messaging solution that sends automated text messages to patient's mobile telephones, reminding them of their healthcare appointments.

A large percentage of the population do not attend scheduled medical appointments, this costs money, consultant's valuable time and prevents other patients taking their place. The project aims to reduce patient absenteeism by reminding them via short messages of impending appointments and giving them the option to cancel or reschedule. To participate in the service patients have to agree to register for it, if they decline they are not included. The PCM is integrated to the healthcare provider's back office. Healthcare appointments are entered in to the patient administration system, and by running queries on all new appointments at pre-scheduled intervals, converts the extracted data to an SMS message that is delivered to the patient at a set period before the appointment. The message only bears the details of the appointment, nowhere is the patient's name mentioned.

<http://pcm.iplato.net/nhs1>

Contact

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A large, light gray, stylized lowercase letter 'e' is centered on the page. It has a 3D effect with a shadow. Surrounding the 'e' are several light gray, five-pointed stars of varying sizes, some appearing to trail off to the right, suggesting motion or a digital path. The background is white on the left and a light blue vertical bar on the right, with a yellow horizontal bar at the top.

**eHealth homecare and telemedicine tools
and services for citizens**

VIE-DIAB – Telemedicine Support – Austria

VIE-DIAB is a telemedical service system which enables contact between a diabetes healthcare centre and patients with diabetes mellitus type 1. It uses WAP/GPRS (or SMS) on mobile telephones for data collection.

The project delivers weekly advice from doctors to patients using SMS messages. The patient is required to record basic data after each glucose measurement, carbohydrate intake and insulin injection, this is then entered into a mobile telephone using a small WAP-form. This happens several times a day. The diabetic specialist views these data and returns advice for improvement and/or additional motivation via the SMS service directly to the patient.

The system was primarily developed for adolescents with diabetes mellitus (DM) type I, but it can be used without any additional changes for adult patients and with slight adaptations for patients with DM type II.

<http://www.ai.univie.ac.at/oefai/kbs/diabetes.html>

Contact	
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Diabcarnet – France

Diabcarnet is an online electronic logbook used for diabetes monitoring primarily in young people. A web-site with a user friendly interface has been developed which allows both type I diabetes patients and their specialist physicians to monitor their treatment and progress.

A specially designed electronic logbook is completed online at regular intervals during each day with details of blood and urine analyses, and the dosage and type of insulin administered. Any signs of hyper or hypoglycaemias are recorded, and a final report identifies any necessary modification in treatment. The system also allows the patient to consult their doctor by e-mail to ask for any required advice in the management of their condition. A programme of training for both doctors and patients supports the programme.

Diabcarnet has enabled diabetes patients to have more personal freedom through the remote monitoring process, whilst ensuring that the correct therapeutic levels of medication are administered and maintained. The project also reinforces the relationship between patients and their doctors, even outside face-to-face meetings.

<http://www.diabcarnet.com>

Contact	
Aide aux Jeunes Diabetiques Michel Cahane +33 144168987 michel.cahane@ajd-educ.org	Voluntis Laurent Fontaine +33 621793062 laurent.fontaine@voluntis.com

USBone – Greece

USBone aims to significantly reduce the time taken to heal and number of outpatient visits needed by patients suffering from fractured bones. It seeks to introduce a patient centred approach to the treatment of bone fractures.

The system provides remote monitoring of the healing process, as well as its acceleration by using low intensity ultrasounds (LiUS). The project has developed a wearable device that is plugged into an external fixator, providing a communication module permitting continuous access to the patient and data on the bone fracture, for the Orthopaedic surgeon. The personalised system tracks, manages and interprets fracture healing information and offers advice to both patient and medical doctor. The device obtains ultrasound measurements that are processed by an intelligent automated system to provide an accurate diagnosis to doctors both locally and remotely. The wearable device is wirelessly connected to a centralised system used for monitoring more than one patient. The device monitors the maturation of callus in bone healing and distraction osteogenesis, when an external fixator is used.

The initial development of the USBone project was carried out through a European Commission sponsored programme.

Contact	
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Áit Eile – Ireland

Áit Eile is an online interactive portal for children in hospital which aims to reduce their sense of isolation through the provision of communication, educational and entertainment activities.

It provides an interactive virtual community for children in hospital thereby empowering them to deal with the medical and emotional challenges they have to deal with on a daily basis. In addition to this it supports their educational requirements, by providing continuing education appropriate to their treatment and recovery. Through the project children in hospital can remain in touch with their peers at other hospitals and at school, as well as with other family at home. Using e-mail and messaging the children are encouraged to maintain a high level of contact with friends and loved ones.

The project also includes videoconferencing, which is largely used to introduce the children to new experiences they are about to undergo (such as changes of hospital and personnel treating them), as well as giving them face-to-face access to their school friends, family and a number of celebrity figures who participate in and support the programme. The project has paid special attention to security for its vulnerable group of users, and has incorporated a dual authentication process which ensures that a supervisor is always present to ensure safe surfing on the web.

<http://www.aiteile.ie>

Contact	
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VEPSY – Italy

VEPSY – Virtual Environments and Telemedicine for Clinical Psychology has demonstrated the technical and clinical viability of using portable and shared virtual reality systems in the management and treatment of patients suffering acute stress and those with varying degrees of mental illness.

The project has provided innovative virtual reality based tools that clinical psychologists can use in the treatment of patients. These have all been proven through extensive clinical trials and patient centred reviews. The project serves as a valuable adjunct to the range of tools available to psychologists through its possibility to create three-dimensional simulations of reality. This sheltered created environment which allows patients to reconstruct acts and the associated thoughts and feelings can be fully controlled by the therapist, who works with the patients to face and cope with the obstacles that trouble them. The therapy has been successfully used in a number of fields and these include, a range of phobias including agoraphobia and social phobia, sexual disorders and dysfunctions, obesity and eating disorders.

Originally conceived and developed through a European Commission Fifth Framework Programme, the project has developed a range of free shareware and downloads for healthcare professionals who want to use this diagnostic tool.

<https://www.vepsy.elsag.it>

Contact	
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Telewelfare.com – Poland

Telewelfare.com is an online multimedia based service, which enables remote testing of hearing, speech and vision as part of a screening programme intended to pick up problems at an early stage. It also enables access to treatment packages to alleviate these conditions.

Although Telewelfare.com is designed for total population coverage, it especially targets children and other young people whose futures may be seriously jeopardised by these often unrecognised and untreated conditions. Testing can be carried out by direct access to the internet using a PC and headphones or by attendance at special consultation centres where dedicated personnel carry out the internet based tests.

The programme has been developed and is overseen by specialists in aural, oral and ophthalmic medicine and as well as screening for defects it also offers related information on common conditions and an interactive speech therapy programme.

<http://www.telewelfare.com>

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Thrombosis Digital Logbook – The Netherlands

The Thrombosis Digital Logbook project enables chronically ill patients at risk from thrombosis to take more responsibility for their own healthcare management, through the implementation of full service home monitoring. The package includes training in its use, round the clock possibility of communication with the centre experts, ongoing monitoring and medical support.

Patients at risk from thrombosis have to regularly take blood thinning medication, however the dose required can vary according to a variety of external stimuli. It is therefore important to carry out regular checks on the clotting time of individual patients and increase or decrease medication as required. The Digital Logbook supports the gap between the self-monitoring patient and the remote doctor. This web-based application allows the patient to record and submit their own monitoring results, dosing schemes and any additional questions. These results and the dosing scheme are automatically benchmarked against the individual patient's treatment parameters, as set by the physician. Advice and instruction for future treatment are returned to the patient the same day.

This is a fee paying service, the cost of which is refundable through the Dutch medical insurance schemes. In this programme the patient is given more freedom and is able to access a fast, reliable service without travelling. The treating doctor saves time and can now be available to treat more patients. Although the internet based take up is good, patients who wish to can participate by telephone.

<http://www.portavita.nl>

<http://www.zelfmeten.nl>

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eEurope Awards for eHealth – 2004

Submissions

COUNTRY/
CASE NAME

ABSTRACT

CONTACT DETAILS

AUSTRIA

***VIE-DIAB –
Telemedicine
Support***

VIE-DIAB is a telemedical service system which improves contacts between diabetes health care center and patients with diabetes mellitus type I. It uses WAP/GPRS (or SMS) service on mobile phones for data collection and to provide weekly advice from physicians to patients.
<http://www.ai.univie.ac.at/oefai/kbs/diabetes.html>

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***Ernährung Heute
Homepage***

The Ernährung Heute Forum – Association for Promotion of Nutritional Information to the Public web-site provides support for consumers, teachers and nutritionists with up to date information on the following topics: Nutrition (basic information), Diet, Wellness, Sport, Overweight, Nutrition of Elderly people, Nutrition of Children, Dental health, Food stuffs, Labeling and Myths and errors in nutrition.
<http://www.forum-ernaehrung.at>

Forum Ernährung Heute
Robert Dissmann
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***eSV – Austrian
Social Security
Portal***

The eSV internet portal provides general information on the Austrian health system, applications and services. An interactive dialogue between internet users and Austrian Social Insurance is also possible.
<http://www.sozialversicherung.at>

Main Association of the Austrian Social Security Institutions
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***Vaccination Recall
Service***

The *Vaccination Recall Service* is a free information and service platform with a vaccination recall module for infants, children and adults. It is designed to prompt people to have regular booster vaccinations. The service is designed for the regional level, but can be extended for international use.
<http://www.wien.gv.at/ma15/impferinnersystem.htm>

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Municipal Department 14 – Automated Data Processing, Information and Communications Technologies
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BELGIUM

EUFIC Portal

European Food Information Council (EUFIC) provides a multilingual nutrition and food safety information portal offering science based information and services tailored to the needs of target groups with

European Food Information Council (EUFIC)
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+32 25068989
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COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
LIFEBADGE	<p>different ages, professional backgrounds (health professionals, educators, journalists), and needs. http://www.eufic.org</p> <p>The <i>LIFEBADGE</i> concept is “1 web-site for 1 health folder” voluntarily implemented by the owner and accessible via internet or mobile phones. http://www.lifebadge.org</p>	<p>LIFEBADGE S.A. Lucien Bodson +32 475249234 lucien.bodson@lifebadge.org Roger Legrand +32 475497070 info@lifebadge.org</p>
SPMA	<p><i>SPMA – Standardized Procedures for Mortality Analysis</i> is an interactive web-site developed in order to facilitate access and enhanced use of Belgian statistics for health policy makers, scientific researchers and the general population. http://www.iph.fgov.be/epidemi/spma</p>	<p>Scientific Institute of Public Health Sabine Drieskens +32 26425025 sabine.drieskens@iph.fgov.be</p> <p>Scientific Institute of Public Health Jean Tafforeau +32 26425771 jean.tafforeau@iph.fgov.be</p>
Mona – Medical Online Access	<p><i>Mona</i> is a web-application that allows authorised external physicians such as a family doctor to use a certain selection of the medical patient record in a hospital. It is accessible via a standard browser and uses a secured Internet connection. http://www.cegeka.be/static/english/content/productenhealth_medical.html</p>	<p>Virga Jesse Ziekenhuis Hilde Goossens +32 11308321 hilde.goossens@virgajesse.be</p>
BULGARIA		
<i>www.zdrave.net – The Power of Knowledge</i>	<p><i>www.zdrave.net</i> web-site contains general health news, media monitoring, legislation references, numerous data bases, analyses, eLibrary and links for the health sector in Bulgaria and abroad. http://www.zdrave.net</p>	<p>International Healthcare and Health Insurance Institute Denitsa Sacheva +359 29831976 ds@zdrave.net</p> <p>InteraX Ivailo Tchobanov +359 2 926 20 88 ivoch@zdrave.net</p>
<i>eHealth Information for Citizens</i>	<p><i>eHealth Information for Citizens</i> – Ministry of Health, Bulgaria is a trusted, internet based, source of high quality health information to citizens. It lists authorised health providers, licensed pharmacies, health related institutions, drugs, and health improvement programs. Information about free AIDS testing and consulting centers, and includes a citizens forum. http://www.mh.government.bg</p>	<p>Ministry of Health Kovacheva Snezhana +359 29301151 skovacheva@mh.government.bg</p>

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
National Health Insurance Fund of Bulgaria Portal	<i>The National Health Insurance Fund of Bulgaria</i> internet portal offers information tools and services concerning the Bulgarian Health System. These services cover all topics and all parties, healthcare institutions, citizens, and suppliers involved. http://www.nhif.bg	National Health Insurance Fund Ivan Bukarev +359 29659102 mlubenova@nhif.bg Interconsult Bulgaria Ltd. Stoian Boev +359 29201120 draganov@icb.bg
Health Insurance Status Report Portal	<i>Health Insurance Status Report Portal</i> is a tool that provides dynamic information about the health insurance status of all members of the Bulgarian Health Insurance System. http://healthinsurance.nssi.bg	National Social Security Institute (NSSI) Marin Tzokov Kaltchev +359 29261502 marin.kaltchev@nssi.bg Bulgarian Labor Market Project Ivan Borisov Kojuharov +359 29261594 ivan.kojuharow@nssi.bg
CZECH REPUBLIC		
Internet Access to Health Records	<i>Internet Access to Health Records</i> is a medical/health internet database containing information about the patients health accessible from any computer or device connected to the internet. The system is restricted with respect for authorisations and rules. http://www.izip.cz	IZIP Ltd. Tomas Mladek +420 224212200 tomas.mladek@izip.cz
MeDiMed	<i>MeDiMed – Regional Centre</i> is a resource for archiving and inter-hospital exchange of medical multi-media data, the project creates shared outsourced medical multi-media data archiving and communication centre which can serve as a "Trustworthy Neutral Exchange Point" for all participants of this project. http://www.muni.cz http://www.mou.cz	Masaryk Memorial Cancer Institute Pavel Andres +420 543134113 andres@mou.cz Institute of Computer Science, Masaryk University Otto Dostal +420 549494133 otto@ics.muni.cz
DENMARK		
www.sundhed.dk – A Public Health Portal	<i>www.sundhed.dk</i> is the main access point to the primary Health Portal of the Danish health authorities in order to facilitate communication and services between health professionals and citizens. It is also possible to book appointments to the GP, conduct e-mail consultations and renew prescriptions. http://www.medcom.dk http://www.sundhed.dk	MedCom Niels Rossing +45 66133066 nr@health-telematics.dk Sundhedsportalen – The Health Portal Morten Elbæk Petersen +45 35298302 mep@sundhed.dk

COUNTRY/
CASE NAME

ABSTRACT

CONTACT DETAILS

FINLAND

AddictionLink

AddictionLink is the most popular site for addiction information in Finland. This digital media combines quality information with various interactive elements; anonymous eConsultation, profiled forums, self help tools, peer support groups and self assessment tests.
<http://www.paihdelinkki.fi>

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TERIVAN – Platform for Chronic Disease Management

The TERIVAN – Platform for Chronic Disease Management is an ICT solution for eHealth that relies on multiple digital media platforms. It was adopted by the primary health care provider of the city of Tampere in 2003 and is used by both patients and professionals.
<http://www.terivan.com>

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Terivan Oy Ltd.
Samuli Niiranen
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samuli.niiranen@terivan.com

UUMA – Regional Diabetes eHealth Services

UUMA provides regional web-services for diabetics, including a management system and mobile home care link. There are 1,500 current users in the Hospital District and 24,000 in the whole of Finland. A randomised, controlled study with one-year follow-up for 268 diabetics demonstrated improved disease control and reduction of risk factors.
<http://uuma.hus.fi/>

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Telepsychiatric Services Network

Telepsychiatric Services Network sets up a network of telepsychiatric services in Finland in order to promote self-care by the local population and eHealth clients with family support. Professionals are trained in the use of IT tools to respond to the needs of an information society and the need to develop life-long learning.
<http://www.ppshp.fi>

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Northern Ostrobothnia Hospital District
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Navicre Ltd
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Web Nurse Service and eHealth Portal

Web Nurse Service and eHealth Portal was launched in the Seinäjoki intermunicipal federation for health care in February 2003. It provides customers with the possibility of contacting their health care centre through the internet.
<http://www.verkkohoitaja.fi>

Seinäjoen Seudun Terveystyöntö (Seinäjoen Intermunicipal Federation for Health Care)
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COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
MedicMinder TM	<i>MedicMinder</i> is a professional citizen focused service based on existing and emerging information technology, which guides and reminds the regular user of prescribed medication. http://www.uku.fi	University of Kuopio, Department of Health Policy and Management Juha Kinnunen +358 17162602 juha.kinnunen@uku.fi Emervest Oy Pekka A. Immonen +358 408643912 pekka.immonen@emervest.fi
FRANCE		
Diabcarnet	<i>Diabcarnet</i> is the first large-scale online electronic logbook used for diabetes monitoring. Any diabetes patient in France can use this eHealth application to better manage their disease in collaboration with a physician. http://www.diabcarnet.com	Aide aux Jeunes Diabetiques Michel Cahané +33 144168987 michel.cahane@ajd-educ.org Voluntis Laurent Fontaine +33 621793062 laurent.fontaine@voluntis.com
Talking Within the Family – A Healthy Lifestyle	<i>“Talking Within the Family – A Healthy Lifestyle: Sport, Smoking, Substance Abuse, Alcoholism, Suicide”</i> ; is a series of guidelines, suggestions and other support documentation for dealing with problems within the family. http://perso.wanadoo.fr/sante-infob	Honorary Professor of Medicine François Besançon +33 145033804 fbesan@wanadoo.fr
GERMANY		
Web4health.info	<i>www.web4health.info</i> is a multilingual web-site with an interactive expert system for answering common questions in the mental health area. The site was developed by medical doctors, psychiatrists and psychotherapists from five different European countries. http://www.web4health.info	Center of Applied Medical Sciences, University of Applied Sciences Lüneburg Martin Winkler +49 4131677922 winkler@fhnon.de Center of Mental Healthcare EMERGIS Wendy Moelker +31 113216626 moelker@emergis.nl
Central Digital Archiving for the Health Sector	<i>Central Digital Archiving</i> for Hospitals, Hospital Groups and Practitioners offer different service possibilities (teleradiology, archiving etc.). For hospital groups it is worthwhile to be involved in central archiving facilities. http://www.bergmannstrost.de/	Clinic for Diagnostic Imaging and Interventional Radiology Ingmar Kaden +49 3451326184 ingmar.kaden@bergmannstrost.com Rainer Braunschweig +49 3451326184 rainer.braunschweig@bergmannstrost.com

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
Electronic Questionnaire for Self Assessment in European Workplace	<i>The Electronic Questionnaire for Self Assessment in European Workplace</i> is a management tool allowing the assessment of the quality of "Workplace Health Promotion in European Organisations." It targets both employees and employers, shows a need for action and helps to influence organisational circumstances and individual lifestyles. www.enwhp.org/criteriatool/index.php	ENWHP/BKK Federal Association of Health Insurance Funds Thomas Theuringer +49 2011791297 theuringert@bkk-bv.de Europäische Kommission Horst Kloppenburg +352 430133282 horst.kloppenburg@cec.eu.int Dimento.com Richard Gervink +49 251664756 info@dimento.de
Zittau-Löbau eHealth Initiative	<i>Zittau-Löbau eHealth Initiative</i> develops and implements of eHealth solutions to improve their emergency care and on-call-services for radiologists as well as their eHealth cooperation capabilities. The results are a transferable and substantial improvement of the medical care for citizens in transborder rural areas. http://www.telemedizin-loebau-zittau.de	Managementgesellschaft Gesundheitszentrum Löbau-Zittau mbH Wolfgang Mayer Johannes Ansoerge +49 3583881365 geschaeftsfuehrung@mglz.de Kreiskrankenhaus Zittau Wolfgang Mayer +49 3583881106 krankenhausleitung@kkh-zittau.de Kreiskrankenhaus Löbau – Klinik Ebersbach Geschäftsführer Johannes Ansoerge +49 35867620 info@kreiskrankenhaus-loebau.de
EMISPHER	<i>EMISPHER</i> improves medical care for citizens in the Euro-Mediterranean region through interactive real-time telemedicine applications, medical education, training facilities, and medical assistance. http://www.emispher.org http://www.rrk-berlin.de/op	Max-Delbrueck-Center and Robert-Roessle-Klinik, Charite – University Medicine Berlin Surgical Research Unit OP 2000 +49 3094171630 graschew@mdc-berlin.de Robert-Roessle-Klinik, Charite – University Medicine Berlin Klaus Armbrust +49 3094171500 armbrust@rrk.charite-buch.de
Gesundheit NRW – Health Information System	<i>Gesundheit.NRW</i> is the central platform for all health providers and other players, thus this internet portal serves as central entry point for the complete healthcare system in Northrhine-Westphalia. http://www.gesundheit.nrw.de	Ministry for Health, Social Welfare, Women and Families Mathias Redders +49 211 8553561 mathias.redders@mgsff.nrw.de Center for Health Telematics Ltd. Stephan H. Schug +49 21518207327 s.h.schug@ztg-nrw.de

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
EJG – The European Jobguide	<i>The European Job Guide</i> is an internet-based information system on vocational training, recognition of qualifications and working possibilities in the border regions of different EU countries as well as in the accession states. http://www.european-jobguide.org	MKW GmbH Brigitte Hanemann +49 8927349341 brigitte.hanemann@mkw-gmbh.de
Stiftung Warentest Online – Tested Medicines	<i>Stiftung Warentest Online</i> provides information about 1500 non-prescription medicines and profiles of more than 70 illnesses: evaluation, details about use, unwanted side-effects, interaction and precautionary measures; current prices and price comparisons. http://www.medikamente-im-test.de	Stiftung Warentest (German Consumer Foundation) Johanna Lederer +49 3026312462 j.lederer@stiftung-warentest.de
FOCUS – Medicine Check	<i>FOCUS – Medicine Check</i> provides online background information to 6,825 prescription-free preparations and 927 active substances in an easy to understand format. The innovative tool provides transparency medicinal pricing and helps save patients money. http://medikamente.focus.msn.de/	TOMORROW FOCUS AG Nadja Julich +49 8992502843 njulich@tomorrow-focus.de Ifap Wolfgang Hoefers +49 8989744-444 hoefers@ifap.de
MedCIRCLE	<i>MedCIRCLE</i> – The Collaboration for Internet Rating, Certification, Labeling and Evaluation of Health Information is a collaboration of portals sponsored by medical associations and universities. MedCIRCLE uses a standard vocabulary to describe trustworthy health resources for citizens on the web. A browser toolbar guides citizens to evaluated information. http://www.medcircle.org	University of Heidelberg, Department of Clinical Social Medicine Gunther Eysenbach +49 14163404800 ext. 6427 geysenba@uhnres.utoronto.ca German Research Center for Artificial Intelligence DFKI GmbH Thomas Roth-Berghofer +49 6312054820 thomas.roth-berghofer@dfki.de Christian Thomeczek +49 2214004598 mail@azq.de
GREECE		
ARETEOS-ICUNet	<i>ARETEOS-ICUNet</i> covers the functional linkage of all Intensive Care Units (ICUs) of the Region of Central Macedonia by telecommunications and bed management software. The ICU linkage optimises the availability of empty beds in regional hospitals. The linked ICUs are immediately updated http://www.apesy-cm.gr	1st Regional Healthcare and Welfare System of Central Macedonia Greece Theodosios Lozos +30 2310371821 admin@apesy-cm.gr

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
Telemedicine	<i>Telemedicine</i> is a presentation on the benefits of telemedicine for Greece, especially in regard to rural areas.	University Hospital Heraklio Creta Greece P. Kafetzaki +30 2810392900 +30 2810288832 pkafetzaki@pathfinder.gr
USBone	<i>USBone</i> is an innovative system – composed of a centralised unit and specially designed light weight wearable devices – capable of both remote monitoring and therapy acceleration for long bone fractures. The system uses low intensity ultrasound signals.	University Hospital of Thessaly Konstantinos Malizos +30 2410682721 kmalizos@otenet.gr FORTH/BRI, University of Ioannina Computer Science Department Dimitrios I. Fotiadis +30 265098803 fotiadis@cs.uoi.gr
HUNGARY		
Competition for Regional Modernisation	<i>The Competition for Regional Modernisation</i> is a programme that implements a comprehensive strategic plan in order to develop diagnostic methods that enable early detection of diseases. http://www.josa.hu	Debrecen University of Medical Sciences Miklos Udvardy +36 52417571 vemandco@primposta.com "For the Health 98" Ferenc Molnar +36 42504144 vemandco@primposta.com
IRELAND		
Caring for Carers Ireland	<i>Caring for Carers</i> – designs, constructs and provides program access to high quality health and wellness information. To support rurally based elderly people, their carers and elderly people living alone in making health related decisions and in managing their lifestyle more effectively. This will empower them to take an active part in promoting and maintaining their own wellbeing. http://www.caringforcarers.org	Caring for Carers Ireland Brigid Barron +353 656866515 caringforcarers@eircom.net Comhairle Geraldyn McGarry +353 16059000 comhairle@comhairle.ie
Áit Eile	<i>Áit Eile</i> is an online interactive portal for children in hospital that aims to reduce their sense of isolation by providing communication, educational and entertainment activities. http://www.aiteile.ie	Centre for Health Informatics, Paula Hicks +353 1608281 paula.hicks@tcd.ie The Hospital School Mary Chambers +353 18095338 temples.ias@eircom.net

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
e.Enabling Life Event Data	<i>e.Enabling Life Event Data</i> is an electronic registration and notifications system for births and deaths in Ireland. This is facilitated by a central electronic messaging system. http://www.reach.ie	Department of Social and Family Affairs Paddy Doherty +353 16471642 paddy.doherty@welfare.ie Reach Ger Coughlan +353 16141507 ger.coughlan@reach.ie
www.eirpharm.com	<i>Eirpharm</i> is an innovative, interactive medicine and sports information portal created by a group of Irish healthcare professionals in order to promote the safe and effective use of medicines. http://eirpharm.com	Eirpharm.com Audrey Kinahan +353 872387998 pharmacy@eirpharm.com Ennis Information Age Town Michael Byrne +353 656869200 info@eiat.ie info@ennis.ie Proactive Databases and Hosting Turlough Rafferty +353 868144193 turlough@proactive.ie
GMS PORPIV System	The <i>GMS</i> (an Irish primary care reimbursement agency) PORPIV system to improve public access to GMS primary care reimbursements such as drug-cost subsidisation schemes and improve administrative efficiency in pharmacy claims. http://www.gmspb.ie http://www.medcom.dk/picnic	General Medical Services (Payments) Board Ivan McConkey +353 18343644 ivan.mcconkey@gmspb.ie
National Healthlink Project	<i>Healthlink Online</i> provides clinical data to primary care using web technology in order to support the citizens access to a fast and efficient service. http://www.healthlink.ie	General Practice Information Technology Group, Department of Health Peter Lennon +353 16352000 peter_lennon@health.irlgov.ie Healthlink Project Marie Lalor +353 18304470 lalorm@healthlink.doh.ie Gerard Hurl +353 18304470 Tony Kenny +353 18377755 Michael Murphy +353 61483551

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
HeBE Secondary Care to Primary Links Project	<i>The HeBE Secondary Care to Primary Links Project</i> is an agreement for national standards for laboratory and radiology results that enables electronic delivery of this information by local healthcare agencies. http://www.hebe.ie/ProgrammesProjects/e-Government/SubProjects/GPMessagingProject/	Health Board Executive Unit 4 Fran Thompson +353 469282630 fran.thompson@nehb.ie Health Board Executive Unit 4 Kevin Peyton +353 719145405 kevin.peyton@hookablemedia.com
NEHB 24 Hour CT Cover	<i>NEHB 24 CT Cover</i> is a potential life saving initiative put in place by the North Eastern Health Board in Ireland to assist consultant radiologists in providing consultative diagnosis for any citizen at the Drogheda or Cavan Hospital requiring a CT scan. http://www.nehb.ie	North Eastern Health Board Francis Thompson +353 872546036 fran.thompson@nehb.ie
SHBnet	<i>SHBnet</i> facilitates multi-channel delivery of a range of services both internally, externally and with partners in care. http://www.shb.ie	Southern Health Board Ursula O'Sullivan +353 214922990 osullivanu@shb.ie
FECV – Forward Emergency Control Vehicle	<i>FECV</i> is a European Space Agency funded project through which an advanced communications service has been developed for major emergency/event management using satellite linkage to SHB systems. http://www.shb.ie	Southern Health Board Jim Leahy +353 214922990 leahyj@shb.ie
RITA – Remote Interactive Tele-Angiography System	<i>RITA</i> is a unique, interactive, angiography teleconferencing system. It links remote hospitals to a main centre, decreasing patient waiting times and increasing quality of care. http://www.captec.ie/tcs http://www.stjames.ie	St. James's Hospital Colin Walsh +353 14162645 clwalsh@stjames.ie Sligo General Hospital Rosemary Walsh +353 7171111 rosemary.walsh@nw hb.ie
University College Hospital Galway Medicines Guideline Delivery for Health Professionals	<i>University College Hospital Galway Medicines Guidelines for Health Professionals</i> provides these guidelines for use in a wireless environment. This will be at the point of care on PCs and Palm handheld devices.	University College Hospital Galway Peter Kidd +353 91542150 peter.kidd@whb.ie Western Health Board Merlin Park Regional Hospital Darrach Glennon +353 91775366 darrach.glennon@whb.ie

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
VHI Healthcare Web-site	<i>VHI Healthcare's web-site</i> , www.vhi.ie , offers Irish citizens access to personalised information on all aspects of healthy living. A number of behavioural change programmes have been implemented, including an online smoking cessation programme, to assist site users make positive personal health decisions. http://www.vhi.ie http://www.vhi.ie/health	VHI Healthcare Brendan Hughes +353 18871757 brendan.hughes@vhi.ie Learning Media Nigel Hughes +353 91745540 nigel.hughes@learning-media.net
ITALY		
SISRCR	<i>SISRCR</i> – Integrated Regional Health Services for Continuity Care is an integrated system made of up of a web-portal, a smart card system and call centre structure, based on integration between back-office and front-end areas which manage and provide online health services for the citizen. http://www.ass1.sanita.fvg.it	Azienda per i Servizi Sanitari Giuliano Blasetti +39 403995168 giuliano.blasetti@ass1.sanita.fvg.it Insiel S.p.A. Fulvio Sbroiavacca +39 403737740741 fulvio.sbroiavacca@insiel.it
Long Term Oxygen Tele- Home Monitoring	<i>Long Term Oxygen Tele-Home Monitoring</i> is a suitable system in order to spur the development of a HM-LTOT system facilitating the management of patients with severe CRI pathology patients. http://www.ulss22.ven.it/pneumologia	Azienda ULSS N. 22 – Veneto Region R.W. Dal Negro +39 456769193 rdalnegro@ulss22.ven.it
Online Dementia Information	<i>Online Dementia Information</i> is a regional web-site dedicated to dementia problems, where citizens can ask questions directly to a group of experts (geriatricians, neurologists, psychologists, therapists, nurses, lawyers), see and/or download information (address, documentation, conferences). http://sezionedemenze.emiliaromagna sociale.it/	Emilia Romagna Region Department of Social and Health Care Raffaele Fabrizio +39 0516397472 rfabrizio@regione.emilia-romagna.it Officine Digitali srl Michele Palazzo +39 0514187565 mpalazzo@officinedigitali.it Carafelli Antonella Servizio Pianificazione e Sviluppo dei Servizi Sociali e Socio-sanitari +39 0516397471 demenze@regione.emilia-romagna.it
VEPSY	<i>VEPSY</i> – Virtual Environments and Telemedicine for Clinical Psychology project demonstrates the technical and clinical viability of using on/off-line Virtual Reality Therapy (VRT) in clinical psychology and to disseminate the developed tools to the clinical community. https://vepsy.elsag.it	Istituto Auxologico Italiano Giuseppe Riva +39 2619112892 auxo.psytab@auxologico.it

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
The School in the Hospital – La Scuola in Ospedale	<i>The School in the Hospital</i> involves formal educational institutions in informal settings. The original combination of elements such as the flexibility of educational provisions, the organisational and didactic autonomy, the specific professional development and the individualised learning paths characterises the learning context of The School in the Hospital. http://scuolainospedale.indire.it	Italian Ministry of Education Stefano Gorla +39 0658493629 capitano@venus.it Italian Ministry of Education Alessandro Musumeci +39 0658493608 Alessandro.musumeci@istruzione.it
Quality in Transplant System	<i>Quality in Transplant System</i> is the collection and analysis, through the National Transplant Center Information System (SIT), of results of quality indicators in organ transplantation activity. http://www.ministerosalute.it/trapianti	Italian Ministry of Health Rosa Rosini +39 0659942461 r.rosini@sanita.it National Transplant Centre Paola Di Ciaccio +39 0649903440 paolad@iss.it
Pediatric Health Portal – Hospital Bambino Gesù	<i>Pediatric Portal – Hospital Bambino Gesù</i> provides clinical, scientific and formative resources directly to its users, integrating online health services and specialised information. http://www.ospedalebambinogesu.it	Ospedale Pediatrico Bambino Gesù Alfredo Paoletti +39 0668592119 webmaster@opbg.net
Piedmont Regional Health Portal	<i>The Piedmont Regional Health Portal</i> aims to facilitate access to all information by citizens, from the simplest requirements, and with minimum knowledge of the responsibilities of the various authorities concerned or services provided by the SSN. The idea is for the citizen to have access to all the elements at their disposal to understand and deal with a health problem. http://salute.sistemapiemonte.it	Piedmont Region, Minister for Health Luigi Robino +39 0114321529 direzione28@regione.piemonte.it CSI-Piemonte Maria Luigia Bosco +39 0113168413 bosco@csi.it
DRIVE – Drug in Virtual Enterprise	<i>DRIVE</i> is an integrated hospital system which recognises healthcare operators, patients and pharmaceutical products and interacts with them through sensors and electronic devices. It is a support system for decision based activities (clinical and logistical) or operations connected to the pharmaceutical product. http://www.sanraffaele.org/drive	San Raffaele Hospital Alberto Sanna +39 0226432019 alberto.sanna@hsr.it
Net for Care	<i>Net for Care</i> is a telemedicine platform designed to offer tele-medical consultations, by means of telecommunication and information technologies. This ranges from specialist hospitals to insured travellers who are far from qualified health facilities. http://www.netforcare.com	San Raffaele Resnati Hospital Mario Furia +39 0226431 furia.mario@hsr.it Filo Diretto World Care Federeica Bon +39 0396056804 fbon@filodiretto.it

COUNTRY/
CASE NAME

ABSTRACT

CONTACT DETAILS

www.ilfeto.it

www.ilfeto.it provides information and supporting documents of the related items to two categories; Citizens who need information on the items involved; Specialists who need information on the items involved. The web-site provides scientific and practical information at the same time. <http://www.ilfeto.it>

Società Italiana di Diagnosi
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giorlandino@uni.net

Telemed-ESCAPE

Telemed-ESCAPE is a project based on a system that fully integrates digital management of administrative and sanitary documents, as well as a digital signature procedure. <http://www.telemedescape.it>

Treviso Hospital
Dario Claudio
+39 422322658
segescape@ulss.tv.it

Solinfo
Benetti Luciano
+39 444304440
Info@solinfo.it

NORWAY

**Blood Donor
Booking by SMS
and Internet**

Blood Donor Booking by SMS and Internet contacts blood donors through the use of SMS, internet and e-mail and giving the donors ability to choose a suitable time-slot by using the same tools. <http://www.shdir.no/si@>

University Hospital – Akershus
Tersa R. Knutsen
+47 67928410
tekn@ahus.no

Health Sector Authority
Directorate for Health and Social
Affairs
+47 24163241
tor.ottersen@shdir.no

LabCraft A/S
Renny Skagestad
Renny@labcraft.com
www.labcraft.com

**Free Hospital
Choice Norway**

Free Hospital Choice Norway provide the intended users with easy access to information as a base on which to make a decision regarding their choice of hospital. <http://www.sykehusvalg.net>

Norwegian Directorate for Health and
Social Affairs
Tone Bringedal
+47 24163232
tbr@shdir.no

CSC Solutions Norway
Atle Sandal
+47 55113470
asandal@sca.csc.com

POLAND

**Home
Rehabilitation
Clinic – CD-ROM
Programmes**

Home Rehabilitation Clinic – CD-ROM Programmes are diagnostic and educational programs. These are assigned to a broad range of recipients interested in the rehabilitation of people with hearing impairments and communication disorders. <http://www.ifps.org.pl>

Institute of Physiology and Pathology
of Hearing
Henryk Skarzynski
+48 223560366
sekretariat@mcsml.pl

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
www.telewelfare.com	<i>Telewelfare.com</i> organises large-scale tests employing IT technology, in order to identify people suffering from hearing, speech disfluency or diminished vision acuity impairments. http://www.telewelfare.com	International Center of Hearing and Speech Andrzej Czyzewski +48 228351377 andcz@pg.gda.pl Gdansk University of Technology +48 583471301 Clinical Ophtalmology Hospital Jerzy Szaflik +48 226191993 Polish Ministry of Health +48 228313441
ROMANIA		
Info – Anti drug	<i>Info – Anti drug</i> is a web-site developed by high school students to inform teens about the negative effects of drugs. http://www.mtconceptdesign.com/antidrog/	Colegiul National de Informatica Traian Lalescu Hunedoara Mircea Taras +40 254717959 tlalescu@mtconceptdesign.com
SIMAM – Sistem de Managementul Activitatii Medicale	<i>SIMAM</i> is an administrative support tool focused on the storage and processing of information regarding the entire treatment program of patients (medical advice, medical tests, medicines/prescriptions) in a hospital. http://spitjudag.wsc.ro	County Hospital Arges Aleea Spitalului Paun Constantin +40 48287150 spitjudag@wsc.ro Wolfsoft Company Florian Lupu +40 48210661 florian@wsc.ro
FarmaLine.ro	<i>FarmaLine</i> provides online pharmaceutical, nutritional, diet, lifestyle, and public health information using internet portal technology for the benefit of Romanian citizens. http://www.farmaline.ro	FarmaLine.ro s.r.l. Stefan Suceveanu +40 724509636 office@retete.ro
Portal for Healthcare Services	<i>Romanian Portal for Healthcare Services</i> is an public, nation-wide, authorised point for publishing medical information. Romanian eHealth Portal is based on databases, that can be updated any time via the Internet by authorised portal members. http://sanatate.e-licitatie.ro	Ministry of Communications and Information Technology and Ministry of Health and Family Diana Voicu and Dan Ursuleanu +40 214001701 diana.voicu@mcti.ro dursulea@ms.ro Ministry of Health and Family Dan Ursuleanu +40 21745401497 dursulea@ms.ro

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
<i>Denthelp 1.0</i>	<i>Denthelp 1.0</i> aims at resolving the acute pain in the maxilo- facial area, with advice, through the use of the Internet. http://www.dr.albu.go.ro	Private Dental Practice Albu Mihai Lucian +40 264420194 dr.albu@go.ro
<i>Hipocrate Hospital</i>	<i>Hipocrate Hospital</i> is a new Hospital Information System providing software for the following IT systems: EMR – Electronic Medical Record LIS – Laboratory Information System PIS – Pharmacy Information System HIS – Hospital Information System Administration & Financial Systems http://www.hipocratero.ro	Prof. Dr. Dimitrie Gerota Emergency Hospital of Ministry of Administration and Interior Viorel Rosu +40 212523334 viorel.rosu@hipocrate.ro Romanian Soft Company Gabriel Oprea +40 214112781 office@hipocrate.ro
<i>ABC-Net</i>	<i>ABC-Net</i> is a web-based decision-making tool for hepatitis A, B, and C management, designed for non-clinical individuals with past history of HV infection.	Prof. Dr. Matei Bals Institute for Infectious Diseases, Bucharest Claudiu Schipu +40 723195052 claudius@mateibals.ro INFO WORLD SRL, Cristina Racoceanu +40 212430590 cristina.racoceanu@infoworld.ro Disease Prevention and Control Department, National Public Health Authority and Sanitary Inspection Adriana Pistol +40 213072666
<i>Professional Development for Healthcare Specialists</i>	<i>Professional Development for Healthcare Specialists</i> project uses ICT in continued medical education, considering eLearning's suitability to a health domain's specific needs. The project significantly increases effectiveness in closing divides by targeting health access gaps for HIV+ patients. http://www.emconline.ro/	Romanian Angel Appeal Foundation Silvia Asandi +40 213236868 silvia.asandi@raa.ro
<i>Charisma Medical Software</i>	<i>Charisma Medical Software</i> provides support for the computerisation of medical centres, including hospitals, clinics and laboratories. The software provides medical and administrative information. http://www.totalsoft.ro	Victor Babes Hospital Petre Calistru +40 213229250 office@spitalulbabes.ro

COUNTRY/
CASE NAME

ABSTRACT

CONTACT DETAILS

SLOVENIA

**Health Insurance
Card System**

The Health Insurance Card System aids professional HC work and creates simple procedures for the citizen in the national and cross-border environment. Issued medical technical aids and drug prescriptions can be recorded on the card, it provides physicians with additional information for professional work and enhances patient's security.

http://www.zzzs.si/kzz/lang/hic_idx.htm

Zavod za zdravstveno zavarovanje Slovenije (Health Insurance Institute of Slovenia)
Marjan Suselj
+386 13077324
marjan.suselj@zzzs.si

SPAIN

**e-IHMS –
Integrated
Healthcare
Management
System**

e-IHMS – Integrated Healthcare Management System is an electronic solution for administrative tasks of the Catalonian Healthcare Department. The system gathers administrative information, simplifies processes where citizens are involved and enables electronic communication between different actors.

<http://www.gencat.net/catsalut>

CatSalut – Servei Catala de la Salut
Roser Artal i Rocafort
+34 934038531
rtartal@catsalut.net

T-Systems ITC España
Josep Maria Vila i Vila
+34 932515300
josepmaria.vila@t-systems.es

Portalfarma.com

Portalfarma.com is a database of medicinal products, communication and information systems based on the internet. It creates a dynamic environment for pharmacists, society, health authorities, institutions and pharmaceutical industry looking for such information.

<http://www.portalfarma.com>

Consejo General de Farmaceuticos
Carmen Recio
+34 91432560
congral@redfarma.org

**Interactive Health
Service Guide**

Interactive Health Service Guide is a new platform, created by the Health Service of Galicia (SERGAS) for professionals and citizens to facilitate the accessing of information related to the public health authorities, primary and secondary care providers, related addresses and statistical information within an intranet/internet environment.

http://www.sergas.es/TSIInternet/tarxeta_sanitaria/guia_servicios/InicioGuiaServicios.jsp

Conselleria de Sanidade Xunta de Galicia Servicio
Mar Pereira Alvarez
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mar.pereira.alvarez@sergas.es

ALTIA Consultores
Bernd Sakulski
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**Observatory of
Woman and Health**

Observatory of Woman and Health started out as an innovative internet health project in Spain with the purpose of gaining access to reliable information resources, and providing this information to interested users.

<http://www.obsym.org>

Fundació Biblioteca Josep Laporte
Albert Jovell
+34 934335032
direccio@fbjoseplaporte.org

Fundació Biblioteca Josep Laporte
Laura Fernández
+34 934335077
laura.fernandez@fbjoseplaporte.org

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
eHospital – IT experience of Hospital Son Llàtzer	<i>eHospital</i> is a full digital, filmless and wireless hospital. Son Llàtzer has implemented a global, integrated and accessible clinical information system. http://www.hsll.es/itflash	Fundación Hospital Son Llàtzer Jose María Campuzano +34 871202000 gerencia@hsll.es Fundación Hospital Son Llàtzer Miguel Cabrer +34 871202013 mcabrer@hsll.es
LINKCARE-BCN – Integrated Care for Chronic Patients	<i>LINKCARE-BCN – Integrated Care for Chronic Patients</i> supports innovative home-based services with the support of a web-based technological platform facilitating interactions across the healthcare system and information sharing among providers. http://www.linkcare-bcn.org	Hospital Clinic i Provincial de Barcelona (HCPB) Josep Roca +34 932275540 jroca@clinic.ub.es Sintef Telecom and Informatics Ole M. Winnem +47 73592993 ole.m.winnem@informatics.sintef.no
Foro Español de Pacientes – Spanish Patients Forum	<i>Webpacientes-Foro Español de Pacientes</i> is the communication and information tool for the Spanish Patients Forum. Its mission is to provide access to high quality information and communication allowing a for a better understanding of patients rights. http://www.webpacientes.org	Josep Laporte Library Foundation Albert Jovell +34 934335032 direccio@fbjoseplaporte.org Josep Laporte Library Foundation Laia Hernandez +34 934335025 eulalia.hernandez@fbjoseplaporte.org
Virtual Community for Sanitas members	<i>Virtual Community for Sanitas Members</i> has implemented a wide range of online services and content for members in three main areas: policy subscription, administration, and health services and contents. http://www.isanitas.com	Sanitas S.A. de Seguros – Grupo Sanitas Spain Alberto Gómez Aparicio +34 915855824 albertogomez@sanitas.es
DRAGO AP	<i>DRAGO AP – Accessibility for the Canary Citizens to Sanitary Services</i> aims to improve the accessibility and continuity of care for the citizens in the Canary Autonomous Community. A centralised appointment system, using ICT, has been developed to allow any citizen in the Canary Islands to easily obtain an appointment with their doctor. http://www.gobiernodecanarias.org/sanidad/scs/gc/18/cita_previa/asp/index.html	Servicio Canario de la Salud Marcos Estupiñan Ramírez +34 928308045 marcos.estupinanramirez@gobiernodecanarias.org Dirección General de Telecomunicaciones y Sociedad de la Información Consejería de Industria, Comercio y Nuevas Tecnologías Juan Manuel de León García +34 922476504 jleong@gobiernodecanarias.org

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
Ykonos Project	<p><i>Ykonos Project</i> is a regional eHealth application allowing immediate access to radiological clinical information, image and related reports of any patient to GP's or specialists, at any point of care in Castilla La Mancha, allowing it to become the first filmless region in Spain. http://sescam.jccm.es/web/home.do</p>	<p>Servicio de Salud de Castilla La Mancha (SESCAM) Carlos Royo Sánchez +34 925274170 croyo@sescam.org</p> <p>UDIAT (Parc Taulí de Sabadell) Lluís Donoso Bach +34 937171154 ldonoso@cspt.es</p>
SWEDEN		
MHC – My Healthcare Contacts	<p><i>MHC – My Healthcare Contacts</i> is a workflow system for secure communication between patients and medical professionals over the internet. The system can also be used to let patients access clinical systems such as electronic patient records. http://kontakt.vardguiden.nu http://kontakt.vardguiden.nu/va</p>	<p>Beställarkontor Vård Stockholms Läns Landsting Jonas Dahl +46 87374396 jonas.dahl@sl.se</p>
Vårdguiden – My Healthcare Guide	<p><i>Vårdguiden</i> integrates several different information sources and interactive services into one comprehensive user interface with high usability. The site provides personal guidance for available information concerning a particular personal health situation and the personal need for healthcare information. http://www.vardguiden.se</p>	<p>Beställarkontor Stockholms Läns Landsting Jonas Dahl +46 87374396 jonas.dahl@sl.se</p>
Remote Emergency Management System	<p><i>Remote Emergency Management System in Dalarna and Gävleborg County</i> provides the citizen with access to specialist care in a time when hospitals are centralised and many citizens have to share the available health services.</p>	<p>Division of Cardiology, Falu Hospital, Falun, Dalarna County, Sweden Crister Zedigh +46 23492000 crister.zedigh@ltdalarna.se</p> <p>Division of Cardiology, Gävle Hospital, Gävleborg County, Sweden Gunnar Gustafson +46 26154370 gunnar.gustafson@lg.se</p> <p>Agneta Franksson agneta.franksson@ortivus.se Johan Rundberg johan.rundberg@ortivus.se P.O. Jansson po.jansson@ortivus.se +46 84464500</p>
www.infomedica.se	<p><i>www.infomedica.se</i> is a joint venture between the Swedish County Councils and the National Corporation of Swedish Pharmacies, the country's only healthcare public service corporation on the Internet. http://www.infomedica.se</p>	<p>Infomedica AB Bengt Wallin +46 84527160 bengt.wallin@infomedica.se</p>

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KS-Dialog	<i>KS-Dialog</i> is an interactive health dialogue between patients, relatives and medical/healthcare professionals at the hospital which offer; open service for dialogue and healthcare information; secure service for one-on-one discussions between the patient and the treating medical professional; prepares patients for their visit to the hospital. http://www.ks.se	Karolinska University Hospital – Solna Lennart Malmström +46 851775050 lennart.malmstrom@ks.se
Public Health in Figures	<i>Public Health in Figures</i> is a web-based application for monitoring public health and social conditions. By using the web-site it is possible to find interesting information, discover trends and make comparisons between different diagnoses or geographical areas. http://www.sos.se/epc/fs	The Centre for Epidemiology (EpC), The National Board of Health and Welfare Susanne Holland +46 855553000 susanne.holland@sos.se
Distributed Radiotherapy – A Joint Centre Model	<i>The Joint Centre Model</i> is a tool for citizen-oriented healthcare. It promotes the use of shared resources and cross border cooperation in radiotherapy. The model is generic and could be applied to other healthcare fields.	University Hospital of UMEA Mikael Karlsson +46 706950108 po.soderstrom@vll.se Hospital of Sundsvall lars Franzen +46 7063357901 lars.franzen@lvn.se Nucletron Scandinavia AB +46 18565000
PQL – Pure Quality Life	<i>Pure Quality Life</i> is a web-based life enhancement tool, evaluated in a world leading prospectively controlled study by researchers from Uppsala University. It is the only health site with effects that have been assessed psychophysiologically in a controlled study. Over 20,000 users from different backgrounds have registered. http://www.pql.se	Uppsala University/CEOS IFV Dan Hasson +46 186113570 dan.hasson@pubcare.uu.se Bengt Arnetz +46 186112292 bengt.arnetz@pubcare.uu.se
SWITZERLAND		
Health on the Net Foundation	<i>Health On the Net Foundation</i> has developed services to protect citizens from false or misleading health and ethical information. A code of ethical conduct (HONcode) for web-site operators is currently in use by 3,600 web-sites. Services for the citizen include an accreditation system for Web-site and a search engine/directory of trustworthy information sources. http://www.hon.ch	Health On the Net Foundation Celia Boyer +41 223726273 celia.boyer@healthonnet.org Geneva University Hospital Antoine Geissbuhler +41 223726201 antoine.geissbuhler@hcuge.ch

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www.alkohol politik.ch	<i>www.alkoholpolitik.ch</i> is a private, independent and critical web-site created to inform citizens, health professionals, teaching staff and politicians which alcohol policy should be established and supported in order to reduce alcohol related harm in society. The site provides a counterbalance to the dominance of economic arguments instead of health, quality of life and human dignity. http://www.alkoholpolitik.ch	Hermann T. Meyer and Partners, Hermann T. Meyer +41 523435875 mhmeyer@freesurf.ch Institute of Alcohol Studies Derek Rutherford +44 207224001/5880 drutherford@ias.org.uk
THE NETHERLANDS		
Almere Health Portal	<i>Almere Health Portal</i> , is a demand-driven environment on the web that supports an ongoing relationship between the citizen and the health care professionals involved in their health and well-being.	Almere Kennisstad Peter van Eijk +31 365238050 pvaneijk@almerekennisstad.nl Getronics Care Services Eugène Wüst +31 135371571 eus.wust@getronics.com
www.dokter.nl	<i>Dokter.nl Digital Consultation</i> (www.dokter.nl) offers medical consultations over the internet. All major medical specialities are represented in the dokter.nl team. http://www.doctor.nl	Dokter.nl P. Mulder +31 302966146 mulder@dokter.nl W.J.P.M Calis +31 302966146 calis@dokter.nl D.J. Hoekstra Financial Manager hoekstra@dokter.nl
Software Guided Nurses	<i>Software Guided Nurses</i> is a new outpatient care model that was developed for nurses to act as case managers for patients with heart failure. The nurses follow the national guidelines for diagnosis and treatment incorporated in software. http://www.kadersoftware.nl	Martini Ziekenhuis Groningen René B van Dijk +31 652087478 rene.van.dijk@mzh.nl
VieDome – At Home ... without a Care	<i>VieDome</i> is an innovative home care concept which enables the elderly to continue to live on their own at home. Personal communication using broadband technology combined with far-reaching features of care in one's own surroundings produces a virtual care centre and nursing home. Based on care, comfort and safety. http://www.viedome.nl	Stichting Thuiszorg T. v.d. Looy +31 402308570 t.van.de.looy@kempenstreek.nl Woningstichting Aert Swaens J. van Genugten +31 402534070 j.vangenugten@aerswaens.nl

COUNTRY/ CASE NAME	ABSTRACT	CONTACT DETAILS
		Mextal B.V F. Stravers +31 402906065 stravers@mextal.com
		Simac ICT bv B. de Klerk +31 402582911 benk@simac.nl
TDC –Tele-Dermatological Consultation	<i>TDC – Teledermatological Consultation</i> allows a GP to consult a dermatologist for a diagnosis and therapeutical advice using a nationally recognised protocol and guidelines. http://www.teleconsultatie.nl	Teledermatological Consultation Centre of the Netherlands (TCCN) +31 512582215 R.J. Damstra r.j.damstra@nijsmellinghe.nl
		University of Groningen J. de Haan +31 503638000 j.de.haan.hag@med.rug.nl
Thrombosis Digital Logbook	<i>Thrombosis Digital Logbook</i> provides patients with a potential risk of thromboembolic disorders with a system that has been created with home-monitoring equipment and a medical record for patients and medical professionals on the web. http://www.portavita.nl http://www.zelfmeten.nl	Thrombosis Service Eemvallei J.K.M. Koot-Vrolijk +31 334651850 jkmkoot@xs4all.nl
		Portavita H.W. de Bruijn +31 205315605 hein.willem.de.bruijn@portavita.nl
UNITED KINGDOM		
Enter-net and Salm-gene – Public Health Networks	<i>Enter-net and Salm-gene – Public Health Networks</i> provides for the construction and development of databases of bacterial pathogens associated with cases of food-poisoning in the European Union based on phenotypic and molecular characteristics, and their use in outbreak control and intervention strategies. http://www.hpa.org.uk	HPA Communicable Disease Surveillance Centre Ian Fisher +44 2082006868 ian.fisher@hpa.org.uk
		HPA Specialist and Reference Microbiology Division John Threlfall +44 2082004400 john.threlfall@hpa.org.uk
North of Scotland Emergency Telemedicine Service	<i>North of Scotland Emergency Telemedicine Service</i> has developed a telemedicine service to manage minor injuries. This service has redesigned how healthcare is delivered to patients living in remote and rural parts of the North of Scotland. http://j.ferguson@arh.grampian.scot.nhs.uk	NHS Grampian James Ferguson +44 1224550506 j.ferguson@arh.grampian.scot.nhs.uk
		NHS Grampian Susan Fraser +44 1224 559905 susan.fraser@arh.grampian.scot.nhs.uk

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Patient Care Messaging	<i>Patient Care Messaging</i> is a mobile messaging solution that sends automated text messages to patients' mobile phones, reminding them of their healthcare appointments with the aim of reducing patient absenteeism and improving the quality of care. http://pcm.iplato.net/nhs1	North East London Mental Health Trust Peter Manser +44 7714216104 peter.manser@nelmht.nhs.uk Centre for Health Informatics & Multiprofessional Education, University College of London Jeanette Murphy +44 2072883044 j.murphy@chime.ucl.ac.uk iPLATO Limited Arjen Soetekouw +44 7815874764 arjen.soetekouw@iplato.net
Citizen Participation in Chronic Disease Management	<i>Citizen Participation in Chronic Disease Management</i> provides an interactive telephone monitoring system for rheumatology patients at home, the eHealth tools enable citizens requiring long-term care to be supported in their home by a specialist and multidisciplinary team. http://www.axsys.co.uk/#north_glasgow	North Glasgow NHS Trust, Centre for Rheumatic Diseases R Madhok +44 1412114966 gcl103@clinmed.gla.ac.uk NHS Education for Scotland Nessa Barry +44 1312208699 nessa.barry@nes.scot.nhs.uk
Medic-to-Medic	<i>Medic-to-Medic</i> is an internet based clinical information framework and workflow knowledge base that improves the performance and process of healthcare systems by reducing the need for out-patients, avoiding unnecessary investigations and improving the quality of care. http://www.medic-to-medic.com	Royal Free Hospital Owen Epstein +44 2077940500 o.epstein@rfc.ucl.ac.uk University College London Mike Spyer +44 2076795454 k.spyer@ucl.ac.uk
SYCOP	<i>SYCOP – South Yorkshire Communities On-line Project</i> provides the means to access specific public health information and services for those in greatest need. This project initially spanned the Coalfield Area, Barnsley, Doncaster & Rotherham, but now includes whole South Yorks area and beyond. http://www.sycop.gov.uk	SYCOP Gary Simpson +44 1709591267 g.simpson@doncaster.gov.uk Barnsley Health Authority Paul Foster +44 1226777037 paul.foster@barnsleypct.nhs.uk
www.webhealth centre.com	<i>www.webhealthcentre.com</i> empowers citizens to get better healthcare by providing free clinical and administrative tools: appointment scheduler, lab results viewer, health parameter recorder, EHR, medical advisory service and a telemedicine platform. A virtual clinic for doctors http://www.webhealthcentre.com	Tata Consultancy Services Sumanth C Raman M.D.DCH +44 2072354613 as.lakshmi@uk-tcs.com Tata Consultancy Services J.Rajagopal +91 2256689999 j_rajagopal@mumbai.tcs.co.in

