

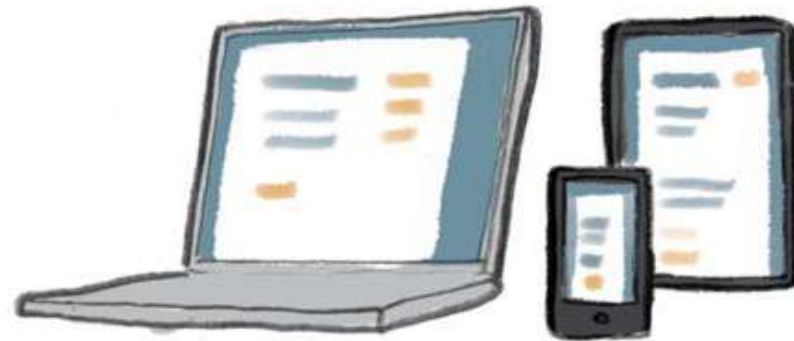
Digital solutions that support patient participation

Sofie Zetterström, deputy CEO



What is Inera?

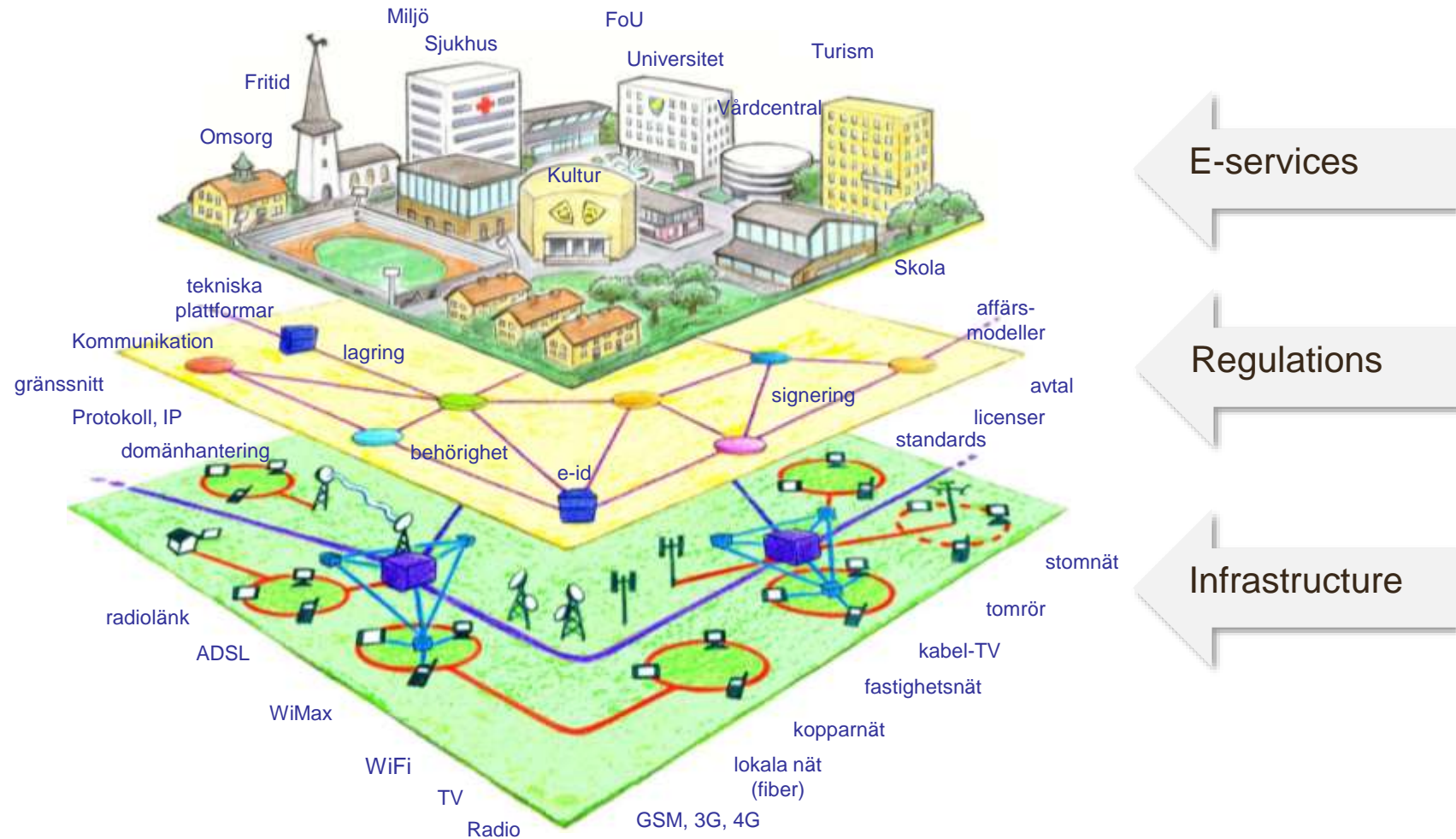
- Inera is a company owned by SALAR along with the 21 county councils and the 290 local authorities
- We provide the shareholders with national digital services:
 - › for patients and citizens
 - › for healthcare staff and staff in the municipalities
 - › related infrastructure, standards and architectural frameworks



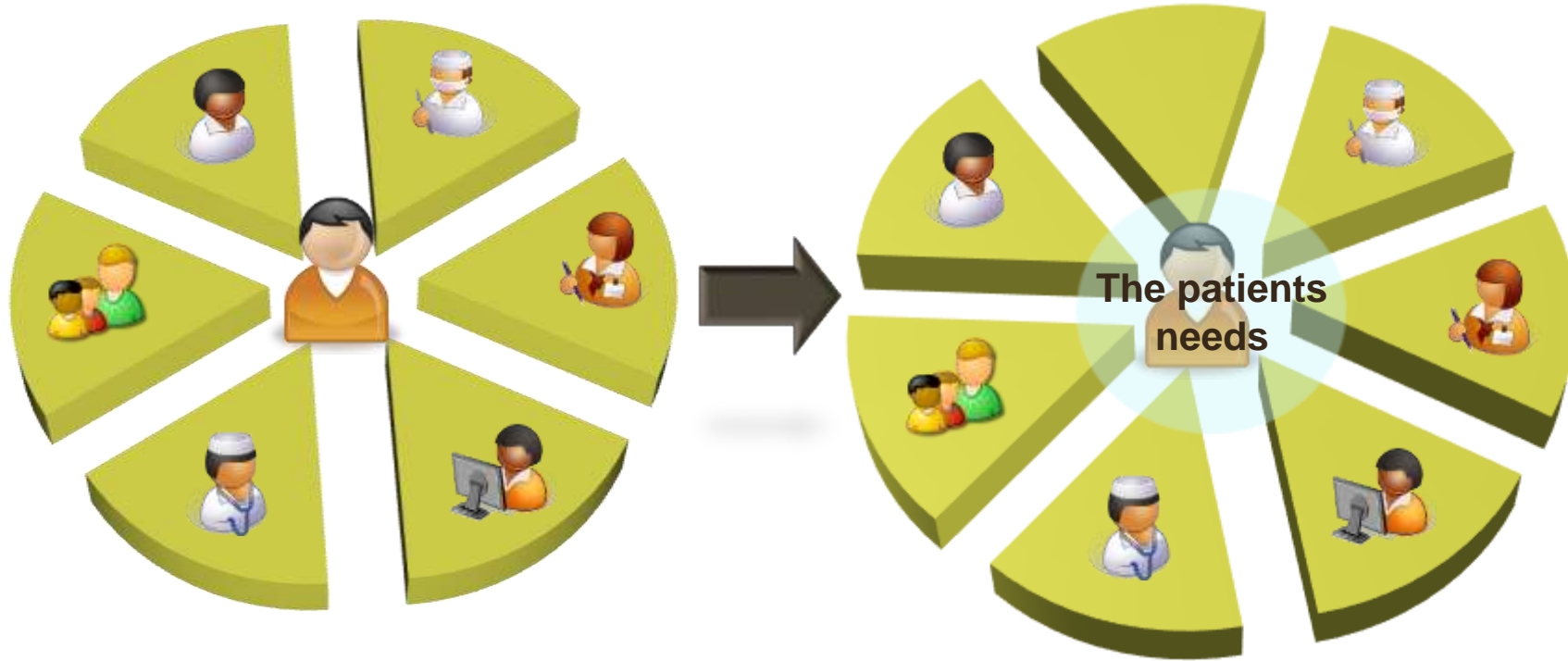
Until today more than 40 digital services



Digitization on three levels



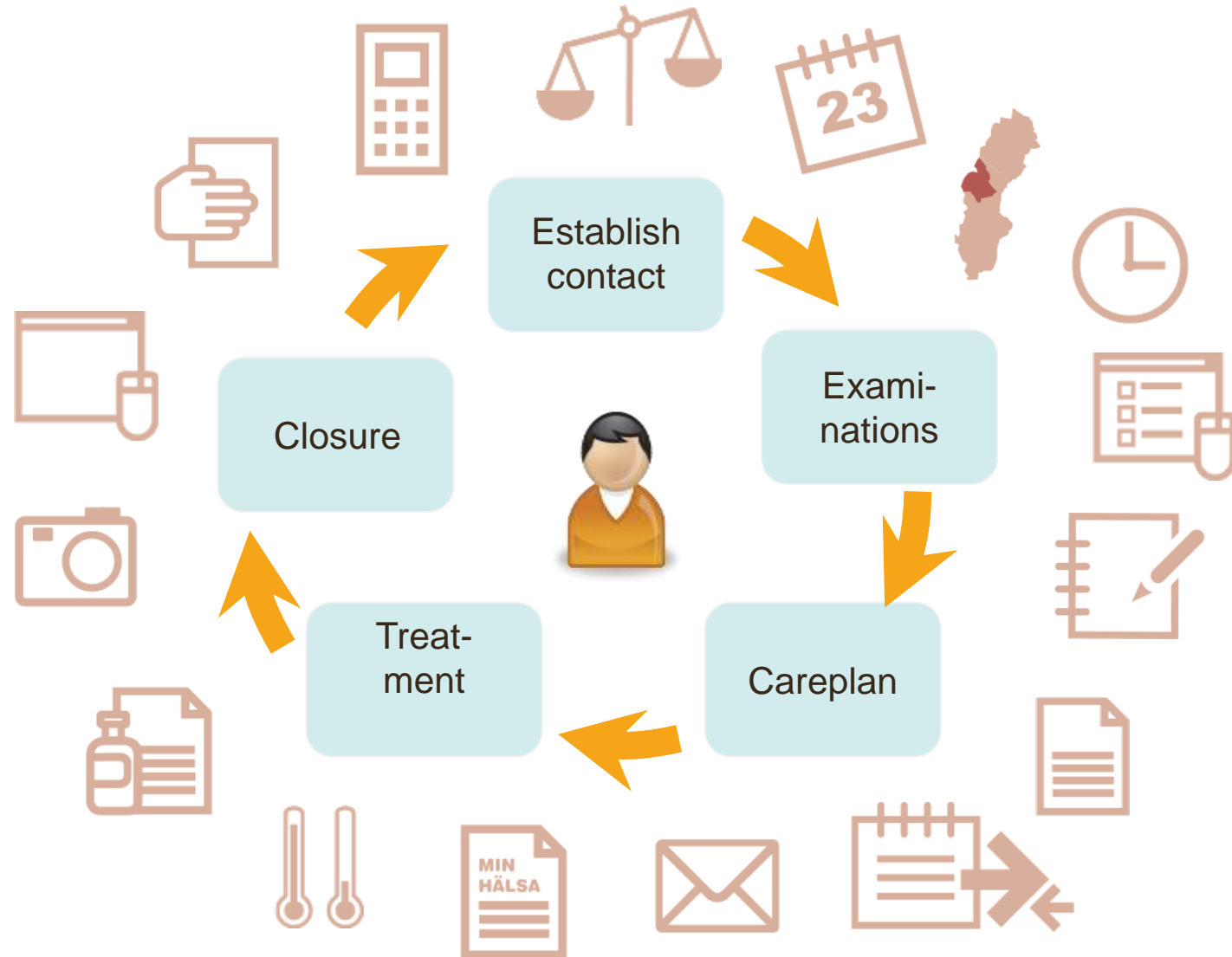
Our goal: a shift in perspective



The patient at the center

The patient in the team

A "tool-box" to support the patient's process



Health Care Portals



Personal e-Services



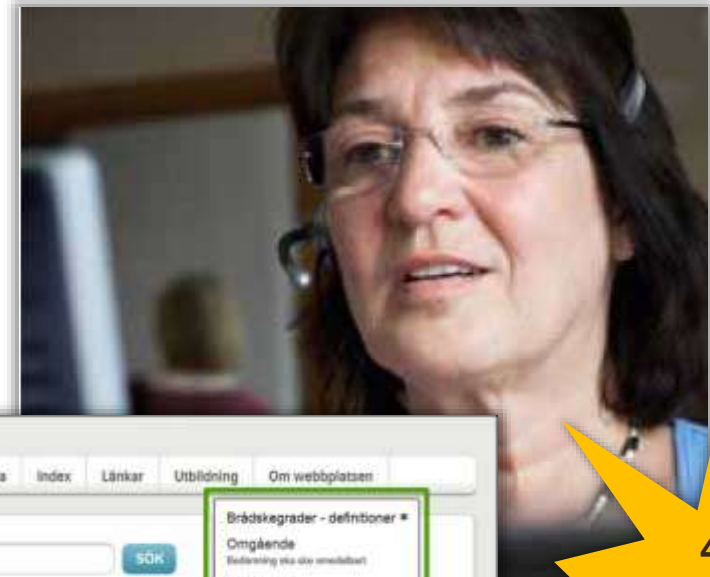
Health Advice by Phone



Three categories of services

1177 – health advice by phone

- National telephone system
- National decision support system
- Guides the patients to the right level of care
- 30-40% gets self care advice
- More than 90% follow the advice they get



Öppna



Lyssna



Analysera



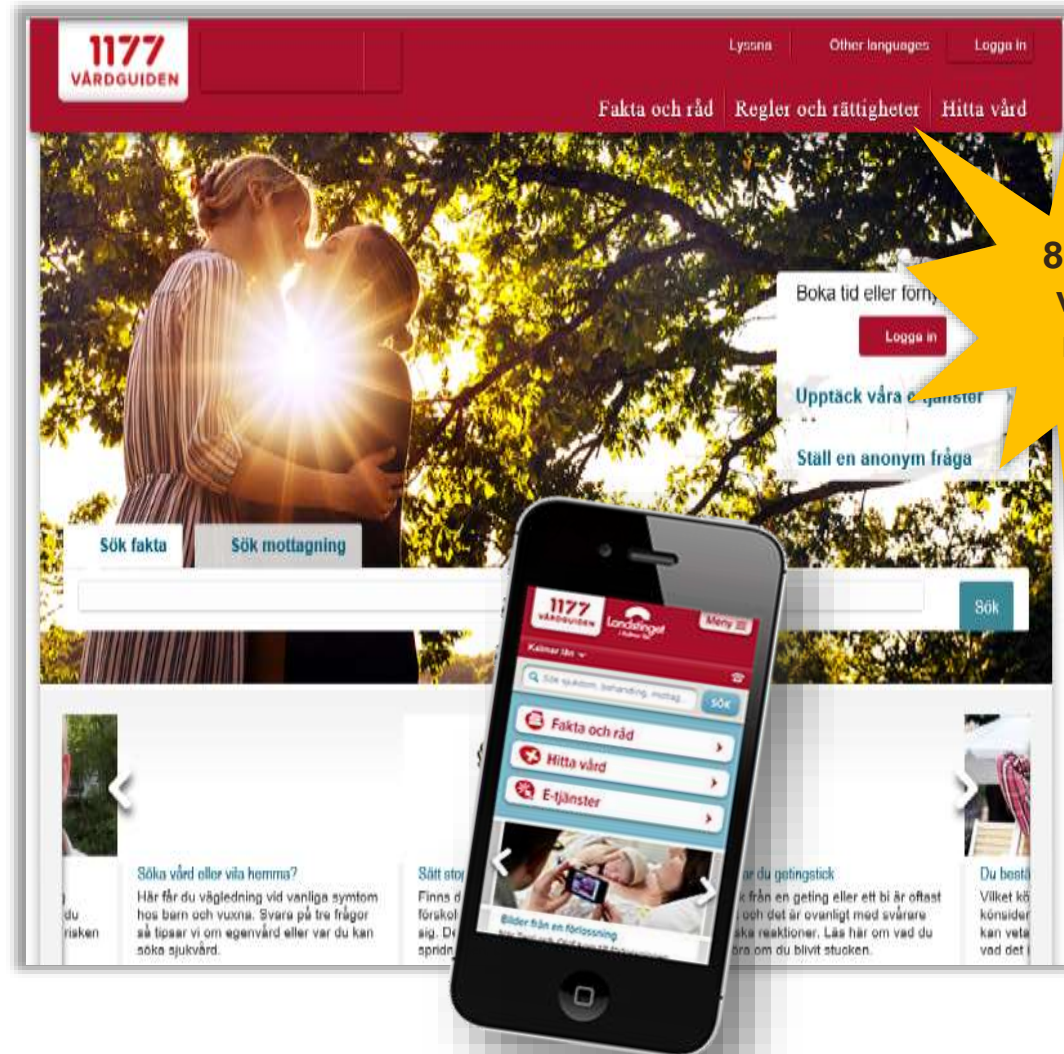
Motivera



Avsluta

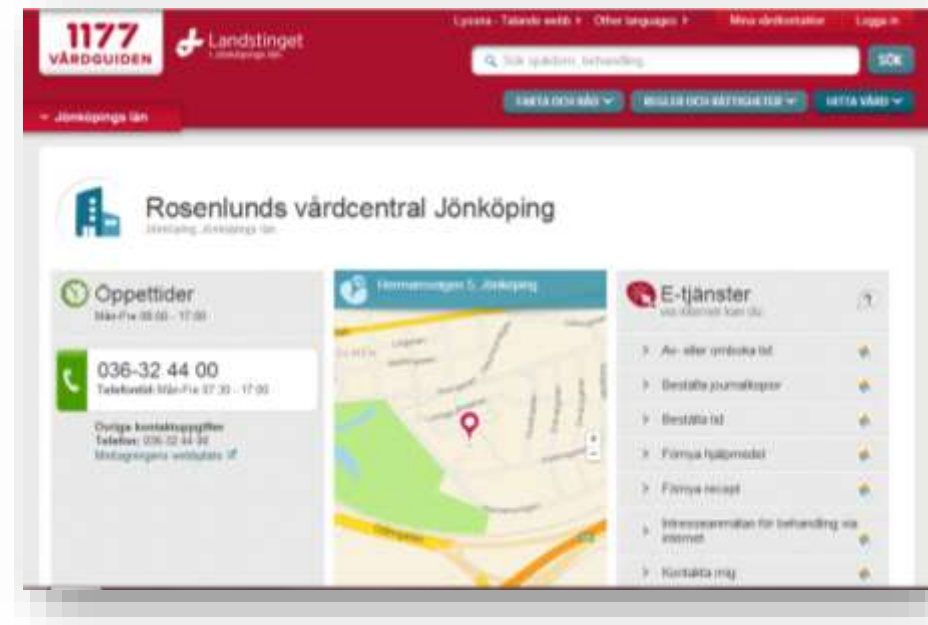
1177.se – national healthcare portal

- Thousands of articles about health care, diseases, symptoms, medicines and treatments
- Pictures, videos, graphics
- 10 000 anonymous questions answered by doctors each year
- Price winning several times



1177.se – contact and compare clinics

- Contact information to all clinics in Sweden
- Compare health clinics – competence, waiting times and patient satisfaction
- Log on to personal services



UMO – youth clinic online

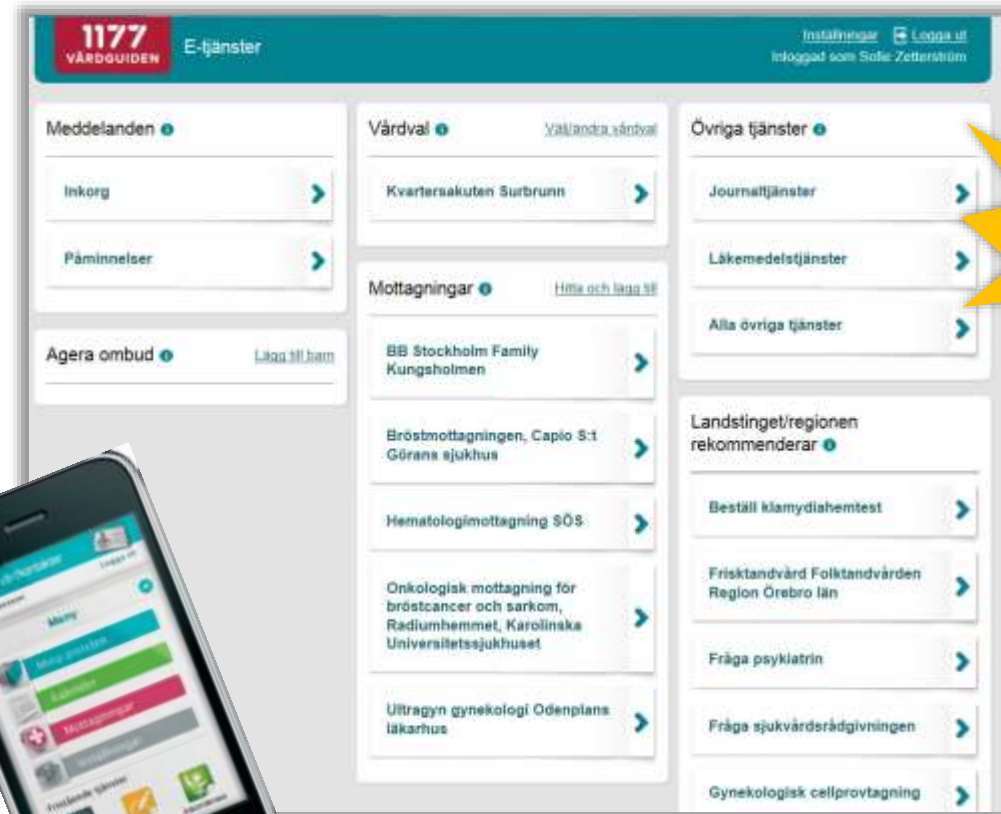
- For young people 13-25
- Information about health, relationships and sex
- Contact information to all youth clinics in Sweden
- 10 000 anonymous questions answered by youth clinic professionals each year
- Translated to four languages
- Price winning several times



Secure personal e-services

A national platform for all personal e-services

- Personal health advice
- Book an appointment
- Renewing prescriptions
- Ordering home-tests
- List of your medicines
- Test results
- Manage services for your children
- *and much more...*



Health support and treatments online

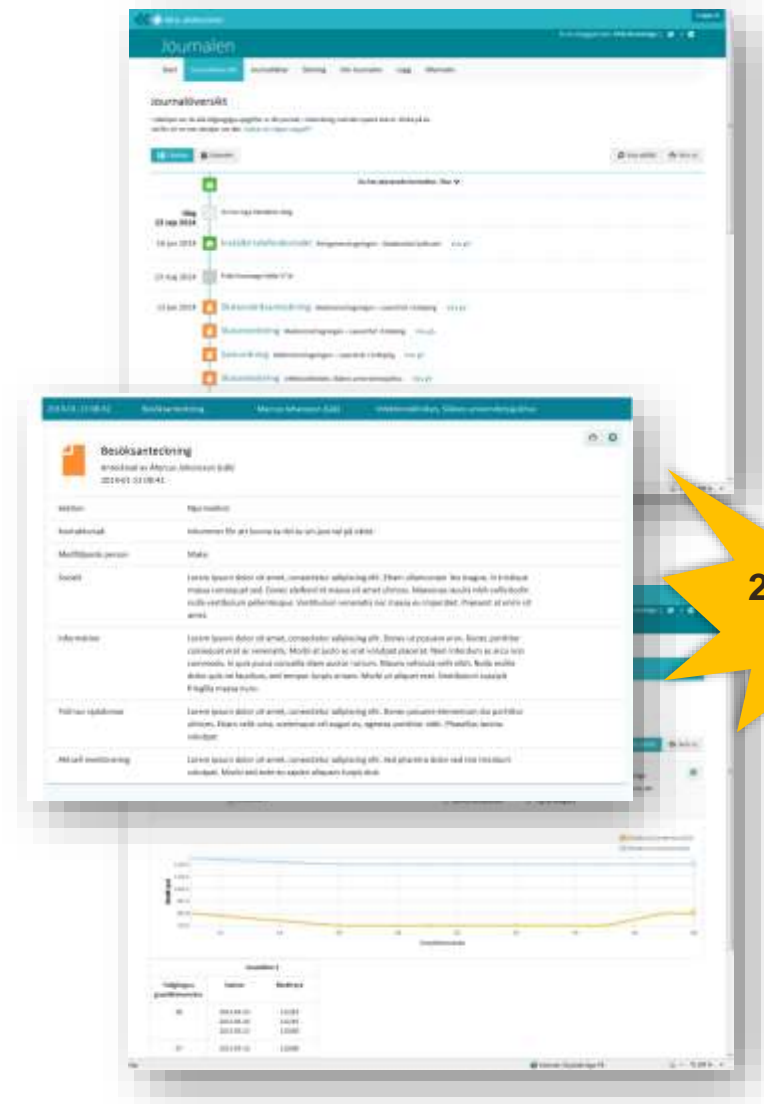
Treatments for:

- Depression
- Anxiety
- Phobias
- Insomnia
- Neuropsychiatric disabilities
- Rehabilitation
- Addictions
- Support for parents and families
- Changing lifestyle
- ...



Medical records online

- All counties have made medical records accessible online for citizens
- Providing records from clinics with personal information on diagnosis, treatments, immunizations, medicins, test results, health care contacts, referrals ...
- A common goal on making all records in Sweden available in 2020



2 million users

Research on patients having accessed their medical records show

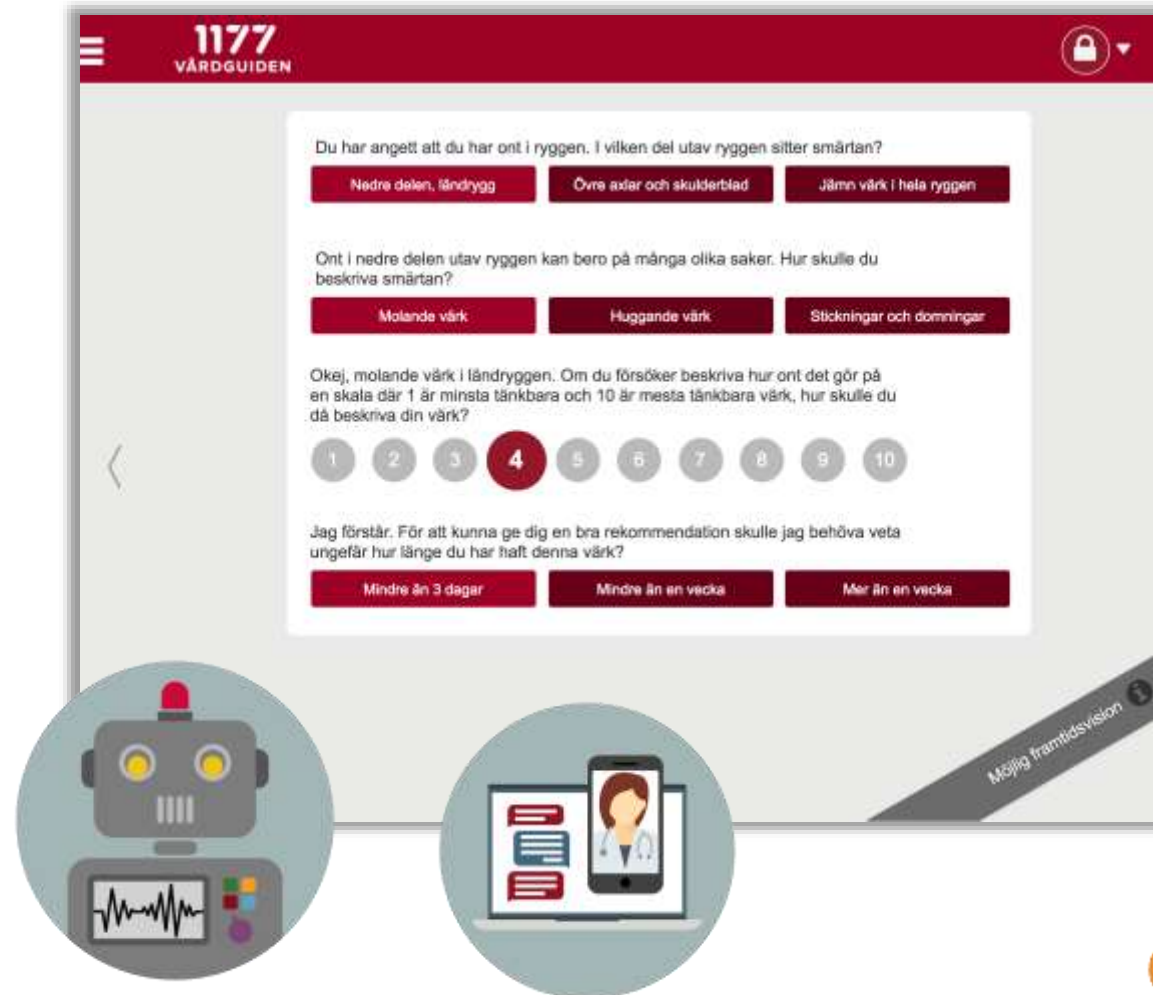


- Positive response to having access to the medical records
- The service is considered useful
- Patients follow up what was said at the last appointment
- Consider themselves better prepared for medical appointments and more well informed about their own health
- They are comfortable with the service and have no worries about security issues
- Most patients want more information than is accessible
- Frustration when information is not readily available, e.g. unverified test results



The next step is testing AI-solutions

- Guiding the citizens to the right level of health care or to self care advice by automatic services on 1177.se
- AI-based support system to the nurses in 1177 by phone
- Implementation starts in 2019



Thank you!