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Telemedicine and the consequences for urban planning and development

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Content

- Characteristics of telemedicine
- Health education
- Personal Health Record
- Making appointments
- E-consult
- Emergency services
- Telemonitoring
- The web patient
- The webdoctor

Characteristics of telemedicine

- Webbased
- (long) distance between patient and doctor
- Asynchronity
- Often interactive
- Built in standards and protocols
- Re-use of information
- Aggregation of data to information
- Feed back possible
- Task transfers
- Opportunity for better operational health planning

Health education and information

- Book printing in 1500: medicine leaves university and is distributed in medical profession
- Internet 1975: medicine leaves profession and is distributed in patients
- What is validated and reliable information?
- Personalised information?
- Not always interactive
- Educational mix is more effective because of learning styles

Personal Health Record

- Like telebanking is ideal
- No technical problems anymore
- New patient right: on line insight right
- Emphasis on prevention
- Changing interaction doctor and patient
- Makes face to face contact shorter
- Many political obstacles

Making appointments

- Is it up to the patient?
- Triage system?
- What is the service level agreement?
- Centralisation of appointment services
- Much less appointments made by phone
- Doctors don't want it
- Patients like it

E-consult

- A substitute for a phone consult
- Who is answering?
- By internet or by TV?
- Centralisation of answering?
- Where is the personal relation?
- Anonymity could be an advantage

Emergency services

- Streamlining information flow between ambulances, GP cooperatives and Accidents and Emergency Departments
- Preventing chronic patients to become acute patients
- E.g.Eczema Portal
- One dispatch center for all emergency services

telemonitoring

- Health Buddies
- Intelligent answering machine
- Prevention of exacerbations
- Chronic patients like it very much
- What is primary health care and what is hospital care?
- What is the payment system?

The web patient

- Well informed
- Uses a mix of face to face, e- and phone consults
- own learning style
- Many personal contacts by TV screen
- Viewing rights in PHR
- What about the old olds?

The webdoctors

- Provide many services by internet
- Keep the relation warm and personal
- Have information about the past of het patient
- Offers a mix of face to face contacts, home visits, consults by phone and e consults
- Are working in a multidisciplinary team
- Are reliable and trustable

- I thank you for your attention
- More information?
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