

EHTEL

EUROPEAN HEALTH TELEMATICS ASSOCIATION

What does the patient want from telemedicine?

David Garwood, Secretary
Patient and Citizen Task Force

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Seven Categories

1. Convenience
2. Partnership
3. Value
4. Information
5. Safety
6. Respect
7. Dignity

Convenience

- ▶ Less Travel
- ▶ Speedy response to enquiries/results
- ▶ Easier consultation
- ▶ Fast access to prescriptions
- ▶ Online support for carers

Partnership

- ▶ Improved Patient/Clinician communication

Value

- ▶ Less costly treatment
- ▶ More treatment for my money
- ▶ Other uses bringing added value – eg online shopping

Information

- ▶ Regular updates on new treatments and therapies
- ▶ Links to trusted information sites
- ▶ Ongoing education
- ▶ Online clinical reviews

Safety

- ▶ Testing and accreditation of systems
- ▶ Education for the patient
- ▶ Education for the clinicians
- ▶ Education for the installers and maintainers
- ▶ Safe installation in the home

Respect

- ▶ Patient to be the master of the EHR
 - Access
 - What is on the file?
 - A right to add notes
 - Interpretation
 - Logbook
 - Who has written to the file?
 - Who has looked at it?
- ▶ Valued as a stakeholder within telemedicine
- ▶ Maintained human contact

Dignity

- ▶ The right to privacy
- ▶ The right to have my confidentiality preserved through:
 - Recognised and approved security techniques
 - Professional duties of confidentiality