D8 Workshop on Central Hospital Appointment System and e-Health, 28-29 November 2013

Report of the Workshop on E-8 and E-Health Central Hospital Appointment System

November 28-29, 2013, Antwerp

The D8 Workshop on Central Hospital Appointment System and e-Health was held from 28-29 November 2013 in Antwerp, Belgium. The participation of delegations from Bangladesh, Indonesia, Malaysia, Iran and Turkey. The list of participants is contained in Annex II.

1st DAY (28TH NOVEMBER 2013)

Opening of Meeting

The opening speech was made by Deputy Minister of Health Dr. Agah Khashayar.

Dr. Khashayar said that the transformation project in health is known as a model in the world.

He also highlighted that Central Hospital Appointment System provides convenience to the citizens to get medical service, and said that its efficiency to eliminate all of the mistakes from a single center.

Mr. Khashayar also stressed that there are no magical words which are "technology" and "democracy" eliminates a lot of problems.

By thanking everyone who were involved in the organization, he said that he wishes them a peaceful time in the country.

Coordinator of CDAS Dr. Gali Kermani made a presentation on CDAS.
Questions and Answers:

1. How is the staff recruited? How many nurses does the hospital have?
2. How many patients are seen in one day?
3. Is it free of charge to call the call center? If it is free, what kind of agreement was signed between the call center and the Ministry of Health?
4. What is the role of the family physicians in this system? Can the citizens themselves give appointments to their family physicians through the system?
5. Do the physicians have to follow a certain amount of time?

6. Is there a typical appointment for the system to work effectively?
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<th>Title</th>
<th>Ministry of Health</th>
<th>Issue</th>
<th>County</th>
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<td>Ozan Behman</td>
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**Presentation of County Reports**

Please find attached a copy of the table below, which is needed by the Ministry of Health and some other bodies. The following information has been collected:

- Name of the person responsible for the data entry.
- Title of the person responsible for the data entry.
- Ministry of Health responsible for the data entry.
- Issue responsible for the data entry.
- County responsible for the data entry.

Information collected in the table is intended for the following purposes:

- To provide the necessary information to the other bodies.
- To ensure that the information is accurate and complete.

Additional information provided:

- The information is updated regularly to ensure accuracy.
- The data is provided by the Ministry of Health for the purpose mentioned.
- Further information can be obtained from the Ministry of Health.

If you have any questions, please contact the Ministry of Health.

D.8 Workshop on Central Hospital Information System and E-Health, 28-29 November 2019
Exchange of views on future cooperation

Indonesia

Indonesian representatives stated that CDAS is very impressive and it is a huge service and they will evaluate this service when they go back home.

Bangladesh

Bangladesh representatives stated that CDAS is needed in their country and they said that they would like to use this system in their own country.

Turkey

Turkish representatives said that they could implement the CDAS project as a pilot through Turkey in case the guest countries demand by means of an agreement to be concluded on the technical infrastructure and the supply of staff.

Technical visit

CDAS help desk, call center, help desk, 184 hotline Ministry of Health Communication Center(SABIM) and hotline 171 for Smoking Cessation were visited.

The screens used in the call centers were shown. The way the system functions and how the staff works were depicted in place.

2nd DAY (29TH NOVEMBER 2013)

Presentation of Country Reports

Department head of e-health Dr. Ünal Hähür explained the activities of the e-health unit.

Dr. Hähür stated that through the core resource management system staff, materials and finance could be followed up through automation.

And the hospitals, family physicians, citizens can follow their data on the joint database and the data is shared.

He also explained how the health coding reference server system worked. And he said that the resource codes are accessible.

Moreover, he elaborated on the functioning of Health-Net, National Health Data Terminology, e-radiology and Electronic Health Record practices.

He concluded by thanking the participants.
Can Bekar, the consultant from the International Projects unit of the CDE of Health Information Systems, made a presentation about European Patients' Smart Open Services (EPICOS) project. Patient Engagement and Managing Their Healthcare through E-Health (PALANTE) project and Educate, Empower and Engage for Healthy Lives and Empower Project.

Evaluation of Seminar.

All the representatives of guest countries mentioned IT-based practices and programs used in their own countries. Representatives of guest countries talked about the feasibility of the systems in their own countries and then they would communicate with the Turkish party.

Closure of the Workshop.

Dr. Özlem Kerman, the representative to the Ministry of Health representatives of Malaysia, Indonesia, and Bangladesh and to the participants coming from Ministry of Health in Turkey.

Certificate Ceremony.

The participants were presented with attendance certificates.

Technical Visit.

A visit was paid to Andra Health Training and Research Hospital. Representatives from guest countries were informed about the automation systems that are implemented in the hospital.