

D-8 Workshop on Central Hospital Appointment System and E-Health, 28-29 November 2013

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Report

of the

Workshop on E-8 and E-Health Central Hospital Appointment System

November 28-29, 2013, Ankara

The D-8 Workshop on Central Hospital Appointment System and e-Health was held from 28-29 November 2013 in Ankara, Turkey, with the participation of delegates 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 KAFKAS.

Dr. Agah Kafkas said that the transformation project in health is shown as a model in the world.

He also clarified that Central Hospital Appointment System provides convenience to the citizens to get medical service, and said that it is so efficient to coordinate all of the process from a single center.

Mr. Kafkas also stressed that there are the two magical words in today's world.

He said he believes that these two 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 our country.

After that;

Coordinator of CDAS Dr. Gül KERMAN made a presentation on CDAS.

6 - Is there a typical agreement for the system to work 7/24?
 * Each physician has to make available for appointments half of the time he allocated to the polyclinic. Moreover they have to keep their monthly work schedule active continuously.

5 - Do the physicians have to fill up a certain amount of time?
 * The patients can directly go to specialist physicians, they don't have to go to the family physicians first. The citizens can take an appointment to go to a family physician through CDAS system. And the family physicians themselves can give appointments to their patients through CDAS and the family physicians can prescribe for their patients.
 4 - What is the role of the family physicians in this system? Can the citizens first consult the family physicians and get medication before consulting the specialist physicians? Can the family physicians prescribe?

* Calling the call center is not for free. Information Technologies institution which inspects the GSM and fixed telephone companies in Turkey has the responsibility for the identification of the fees and its follow up. But the fee is not too much.
 3 - Is it free of charge to call the Call Center? If it is free, what kind of agreement was signed between the Turk Telekom and the Ministry of Health?

If they call ALO 182 they are paying service charge for it. All citizens benefiting from the Universal Health Insurance can be examined.
 2 - How is the financial process in Turkey? Do the citizens who are getting appointment make payment?

* Staff is recruited by outsourcing through a tender. The staff works for 9 hours in a day.
 1 - How is the staff recruited? How many hours does this staff work?

Questions and Answers;

The method of registering the doctor working schedule to the system, appointment-taking by the citizens on the web and through the hotline 182 from the live operator were shown
 It was explained that currently an average of 285,000 (two hundred and eighty five thousand) patients were given appointments on a daily basis and approximately 3000 (three thousand) staff have been providing services in the Call Centers.
 It was stressed that this service which started in 2009 grew steadily and rolled out in Turkey in 2012.

Numerical and historical information about the establishment, development and the current state of play about the Hospital Appointment System was provided to the audience.

In the presentation;

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Name	Country	Institute	Title
GUL KIRMAN	Turkey	Ministry of Health	Doctor
PRICHA KMSTAYTI	Indonesia	Ministry of Health	Doctor
JASMIN NAHAR	Bangladesh	Ministry of Health	Doctor
MAHMUD ABDUS SALAM	Bangladesh	Ministry of Health	Doctor
UNAL HULUR	Turkey	Ministry of Health	Doctor
OZAN BEYHAN	Turkey	Ministry of Health	Doctor

Presentation of Country Reports

As the call center staff were not familiar with the medical terminology and some other issues the training for them took a lot of time.

* We started to use it in 2009. The biggest challenge we had was the fact that the physicians did not update their work schedules. Or they didn't enter this to the system fully. The increase in the number of calls lately led to insufficiency of staff in the call centers. The patients with appointment and those without appointment were coming at the same time. This caused problems as well.

10 - When did you start using the CDAS system? What were the challenges that you were faced with?

* If you ask this question on the 29th of November you can get a more detailed answer.

9 - How do you ensure the continuity of care when you refer a patient to a different institution? Is the patient information created in the first institution sent to the other institution?

* The citizens usually mention the polyclinic that they want to go if the patient has to be examined in another polyclinic, the physician who sees the patient can refer the patient to the relevant polyclinic.

8 - Do the patients choose the polyclinic they want to go to?

* All the functioning in the hospitals have to be followed up through the automation system. We integrated the automation systems in the hospitals with CDAS.

7 - Are all the hospitals in Turkey integrated with this system?

* We included this service within the call center contract, without holding a separate tender in order to ensure an uninterrupted service. Thus we transferred this work to a contractor.

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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(SABİM) 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 Hüür explained the activities of the e-health unit.

Dr. Hüür 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 data-base 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.

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Pursuantly;

Ozan Beyhan, the consultant from the international projects unit of the GD of Health Information Systems made a presentation about European Patients Smart Open Services (EPSOS) project, Patient Leading and Managing Their Healthcare through E-Health (PALANTH) 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 said that they would evaluate the presentations about the feasibility of the systems in their own countries and then they would communicate with the Turkish party.

Closure of the Workshop

DR Ozlem Kuciman extended her gratitude 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 Ankara Atatürk Training and Research Hospital. Representatives from guest countries were informed about the automation systems that are implemented in the hospital.