GOOD EXAMPLE ON PATIENT-CENTRED CANCER CARE

INTENT CE1047 project

Name of your Institute:	National Institute of Oncology
Address:	Ráth György utca 7-9, 1122 Budapest, Hungary
Title of the good example:	National eHealth Infrastructure (EESZT)
Start date of the implementation:	December, 2015
End date of the implementation:	November, 2017, ongoing improvements
Dimension according to the INTENT Patient-Centred Cancer Care Model	3. Accessibility and continuity of care 6. Research
Keywords:	eHealth Infrastructure ePrescription Electronic patient records Electronic health records
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Objective of the good example

The objective of creating the EESZT system (National eHealth Infrastructure) starting December, 2015 was to create a platform for electronic patient records for the Hungarian health care system to maximise the speed, efficiency and service-oriented approach of public health care. The EESZT was established with the support of the Ministry of Human Capacities. The aim is to have continuous contact between health care institutions, treating physicians and pharmacies and the general population of Hungary, ensuring that information is consistent and accessible to all eligible participants.

The National eHealth Infrastructure stores all patient records electronically in a cloud based system. This cloud based system is compatible with programmes used by health care facilities and therefore does not require a whole system overhaul.

The EESZT allows patients to receive care faster and with better continuity. It is also a cost saving measure, as it helps to avoid repeating unnecessary examinations, which greatly contribute to patient comfort and it may aid to shorten the patient pathway.

Treating physicians and pharmacists continue to use their own computer systems in their work; hence the health care process does not take longer than before. Through the EESZT, however, they gain access to information that had to be stored on paper.

The patient data can only be seen by the general practitioner and therapist, while particularly sensitive data, such as data on sexually transmitted diseases (STD), psychiatric or drug dependence treatments can only be accessed by the therapist working in the given field. Within the framework of digital patient consent, everyone has the option to track who and when requested access to his/her data recorded in the EESZT through the www.eeszt.gov.hu portal and can set restrictions and permissions for the querying person or with regard to certain data.

In the short term, health care processes will accelerate, as the providers are able to access patient data, recent medical records, eReferrals and ePrescriptions with the push of a button.

Scope of the good example

This initiative aims to connect healthcare facilities and patient records online for easier access for both patients and health care practitioners. The National Institute of Oncology based in Budapest, Hungary, is the largest cancer hospital in the country and is the only Comprehensive Cancer Center in the Central and Eastern European region accredited by the OECI (Organization of European Cancer Institutes). It serves patients coming from all parts of the country, and as public health care provider it was integrated into the EESZT in 2017.

The system is available to patients through the eGovernment Citizen Portal (Ügyfélkapu) with the help of Client Gate identification and entry of their Social Security Number (TAJ) through which safe contact with individual identification can be made with public administration bodies and institutes providing electronic public administration and services. The EESZT works with the same login details as the Citizens Portal and therefore does not require an additional profile making it easier to access records.

Once logged into the EESZT, patients have access to all of their health care records. They can track the course of their own health care, view all of their prescriptions, referrals, and eProfile data to ensure that their healthcare professional has these available as soon as possible in case of emergency care. On this platform, within the framework of digital patient consent patients can choose who can access their data. However, in case of emergency there is a possibility to temporary override restrictions of access to data e.g. when the patient is unconscious and cannot provide information.

Facilities included in the eHealth Infrastructure:

- o Healthcare providers
- o Pharmacies
- o Ambulance services
- o Public administration bodies and other institutes:
  - National Institute of Pharmacy and Nutrition (OGYÉI)
  - National Health Insurance Fund of Hungary (NEAK)
  - National Center of Public Health (NNK)
  - National Healthcare Service Center (OKFŐ)
- o Other data management organizations, such as the National Infocommunications Service Company Ltd. (NISZ)

Description of the implementation

Implementation of the eHealth Infrastructure (EESZT)

- o The law establishing the operation of the EESZT was passed by the Hungarian Parliament in December, 2015. The platform was developed using EU funding.
- o The EESZT system was tested in 2017.
- o On November 1st, 2017, GPs, the computer network of outpatient and inpatient care institutions, and computers in all pharmacies also joined the EESZT database.
- o By 2020, it became mandatory for all private healthcare practices to report data into the EESZT system.
- o The next step is to include retrospective patient data on the platform.

Key success factors and barriers

Success factors

- o Medical facilities are connected in the country using the EESZT system
- o Information accessibility
- o Quick development of the platform
- o Easy access to patient's medical history
- o Introducing the EESZT system to as many patients as possible

Barriers

- o Much of the older population has difficulties using online platforms
- o Catering to a multitude of stakeholders and different types of users can be difficult

Lessons learned

- o Cooperation on a wide scale is needed
- o The eHealth Infrastructure needs continuing progress and development to work as intended