

# Digitalisation of healthcare: the new normal

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@eupatientsforum  
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“ A STRONG PATIENTS' VOICE TO  
DRIVE BETTER HEALTH IN EUROPE ”



# About EPF – European Patients’ Forum



## Who we are

- Set up in 2003, based in Brussels
- Independent NGO
- Pan-European, cross-disease umbrella patient organisation

## Our Vision

“All patients with chronic conditions in Europe have **equal** access to **high quality, patient-centred** health and related care.”

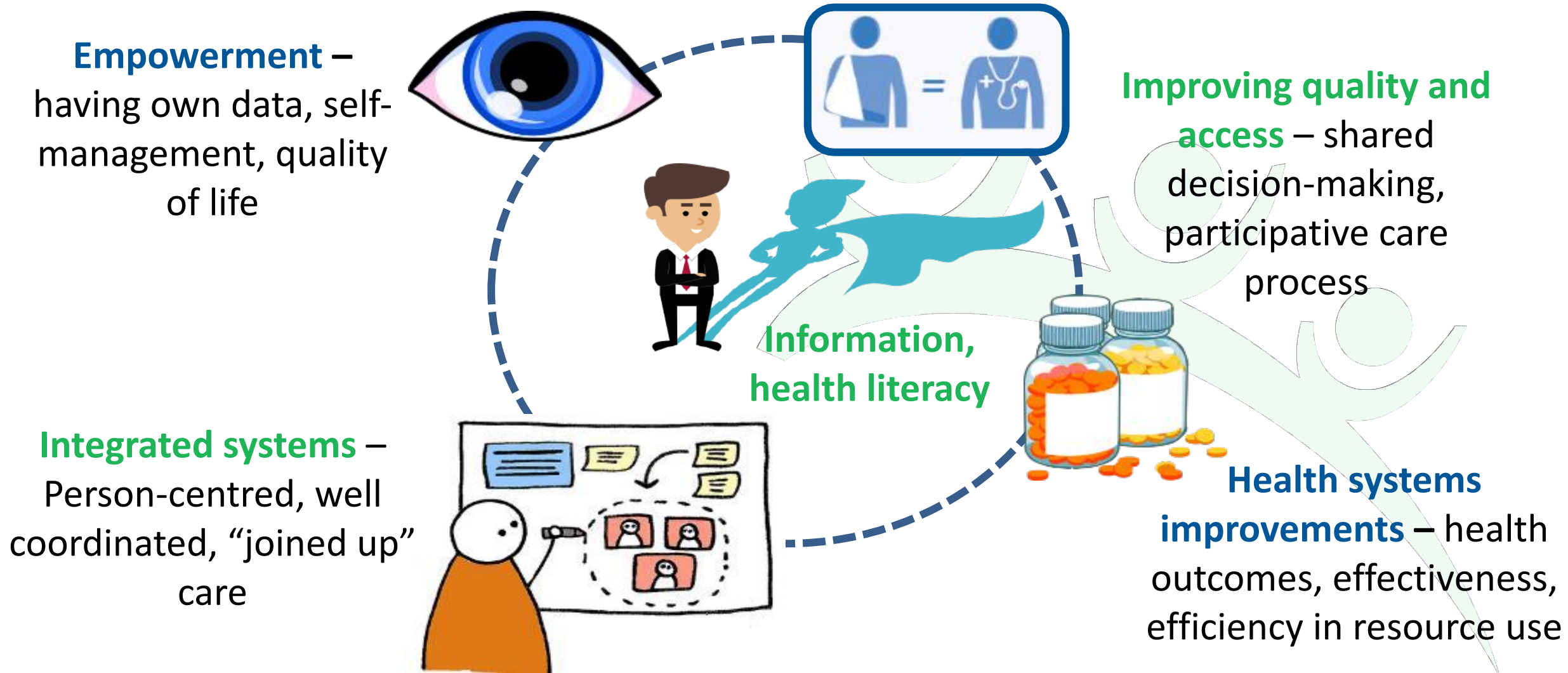


## Our Mission

“to be the **collective, influential patient voice** in European health and related policies and a driving force to advance patient empowerment and patient access in Europe.”



# What is the value of digitalisation for patients?







- COVID-19 exacerbated the already existent lack of capacity and preparedness of health systems to provide **timely access to diagnosis and care (disruption of care, unmet needs)**
- **Digitalisation can help to bridge this gap** (from telemedicine to AI)
- The **pandemic accelerated the deployment of digital health solutions but also highlighted:**
  - Digital health access inequalities
  - The centrality of digital skills for both patients and healthcare professionals
  - The importance of trust and digital health accessibility, but also patients involvement



- **Expectations vs. reality** – there is still a clear gap
- Patients experience with telemedicine during the COVID-19 crisis mainly based on **video/telephone consultation or email exchanges**
- More limited adoption of solutions such as apps or remote monitoring, electronic health records
- **Inequal access to telemedicine solutions and mixed experiences**
- Investments in **accessible, affordable and equitable telemedicine** solutions seen as a crucial part of the response to the crisis

# Next steps – what way forward?

- The COVID-19 crisis **accelerated the digitalisation of care**
- To ensure **long-term benefits** we should make sure to learn, analyse and evaluate the current experience, in particular:
  - **Best practices vs. unsuccessful or limited implementation**
  - Address **gaps and obstacles** (accessibility, skills, trust, etc.)
  - Analyse **preferred solutions and key learnings**
  - Include **patients in the evaluation process** to capture their experience
  - **Make the most of current and future opportunities** and frameworks (e.g. EU4Health Programme)

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