

# Sanità digitale in Portogallo

COUNTRY PERSPECTIVE ON DIGITAL HEALTH

Bergamo, 15<sup>th</sup> June 2023

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Past - President of the Board of Shared Services of the Ministry of Health  
(SPMS) (Portuguese Digital Health Agency) – Ministry of Health Portugal

#sanita2030

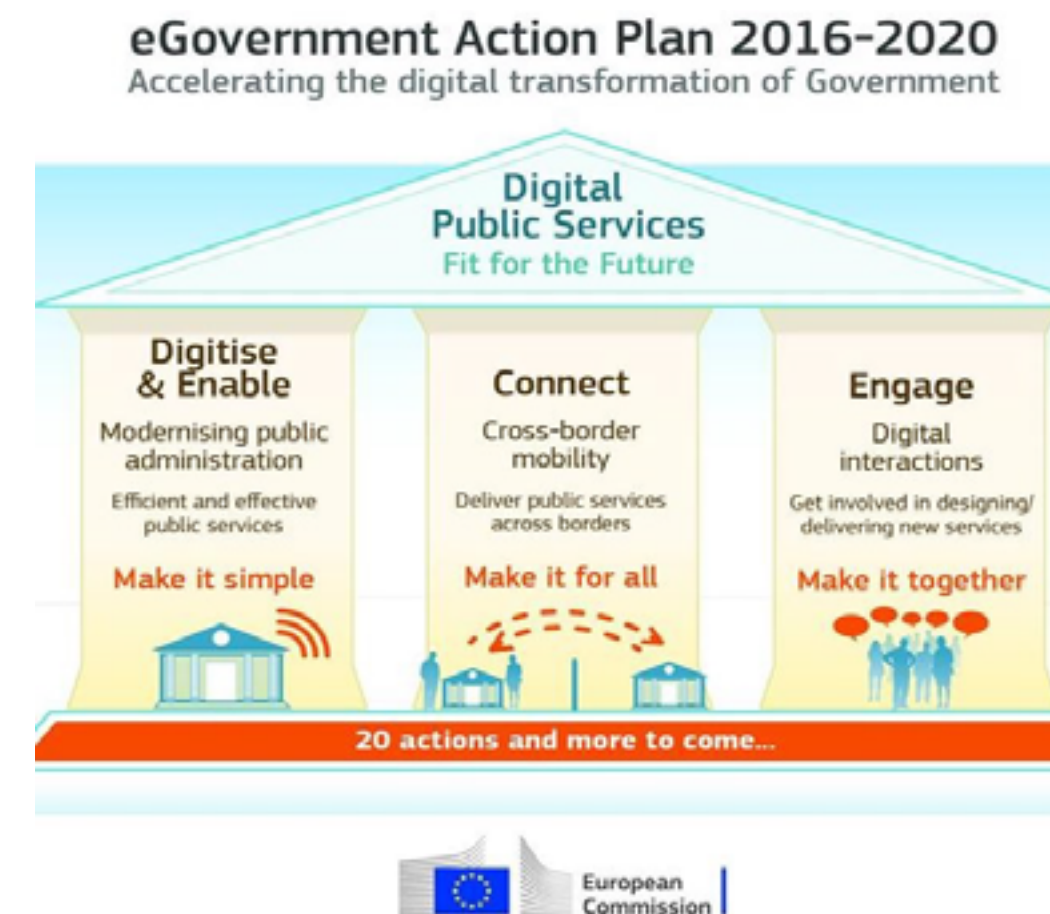


[www.sanita2030.it](http://www.sanita2030.it)



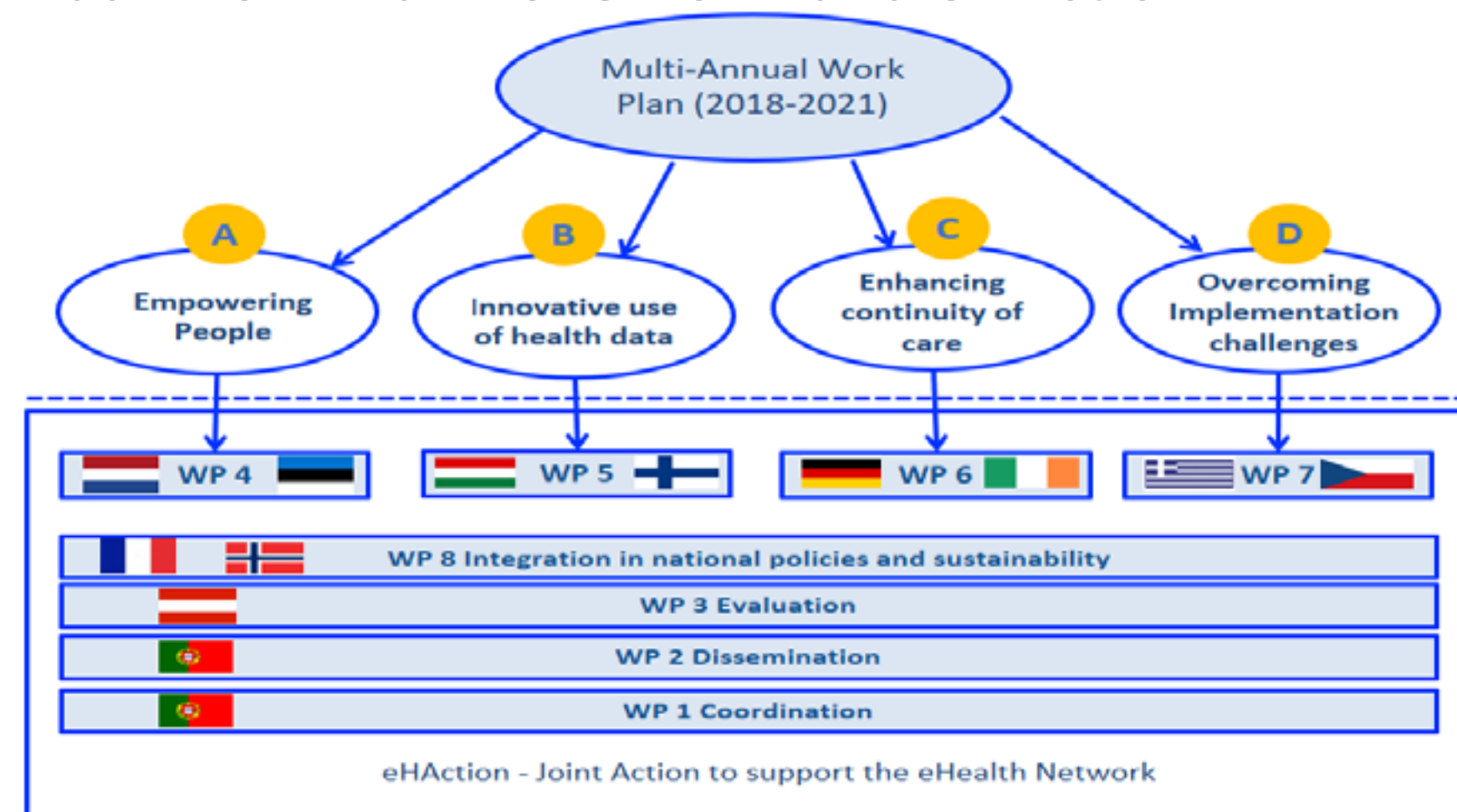
## European Context

Digital Single Market Strategy & eGov Action Plan 2016-2020





## Multi Annual Work Plan 2018-2021 and eHAction



**Portugal is coordinating eHAction started on 21st June 2018**

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[www.spms.pt](http://www.spms.pt)

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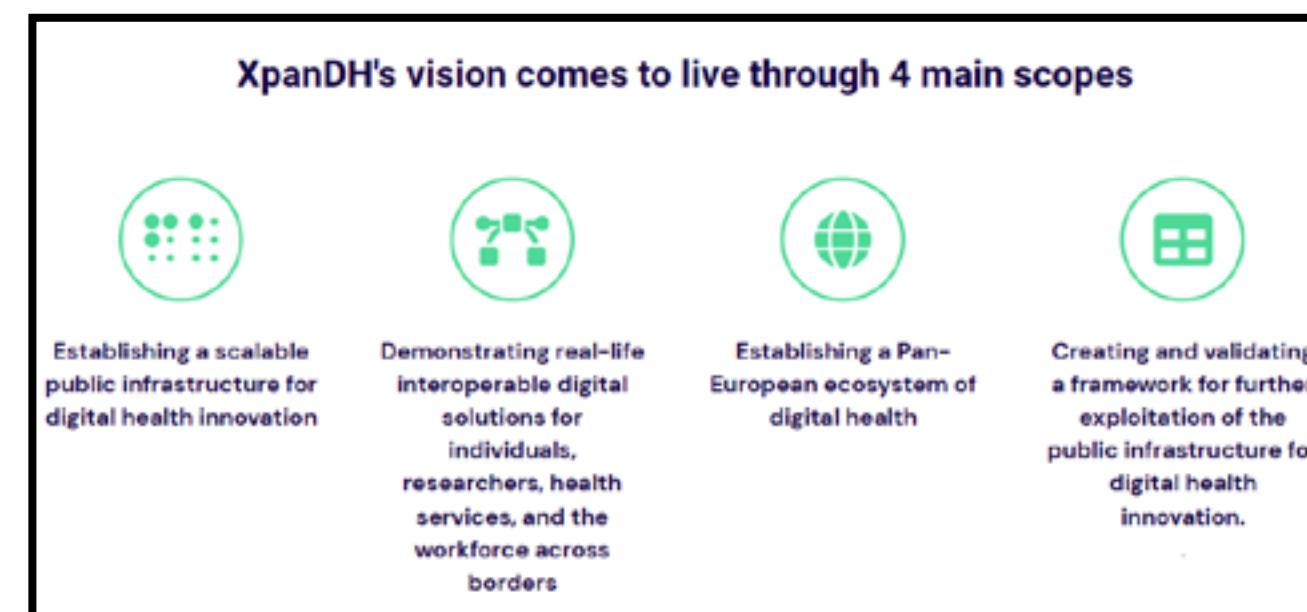
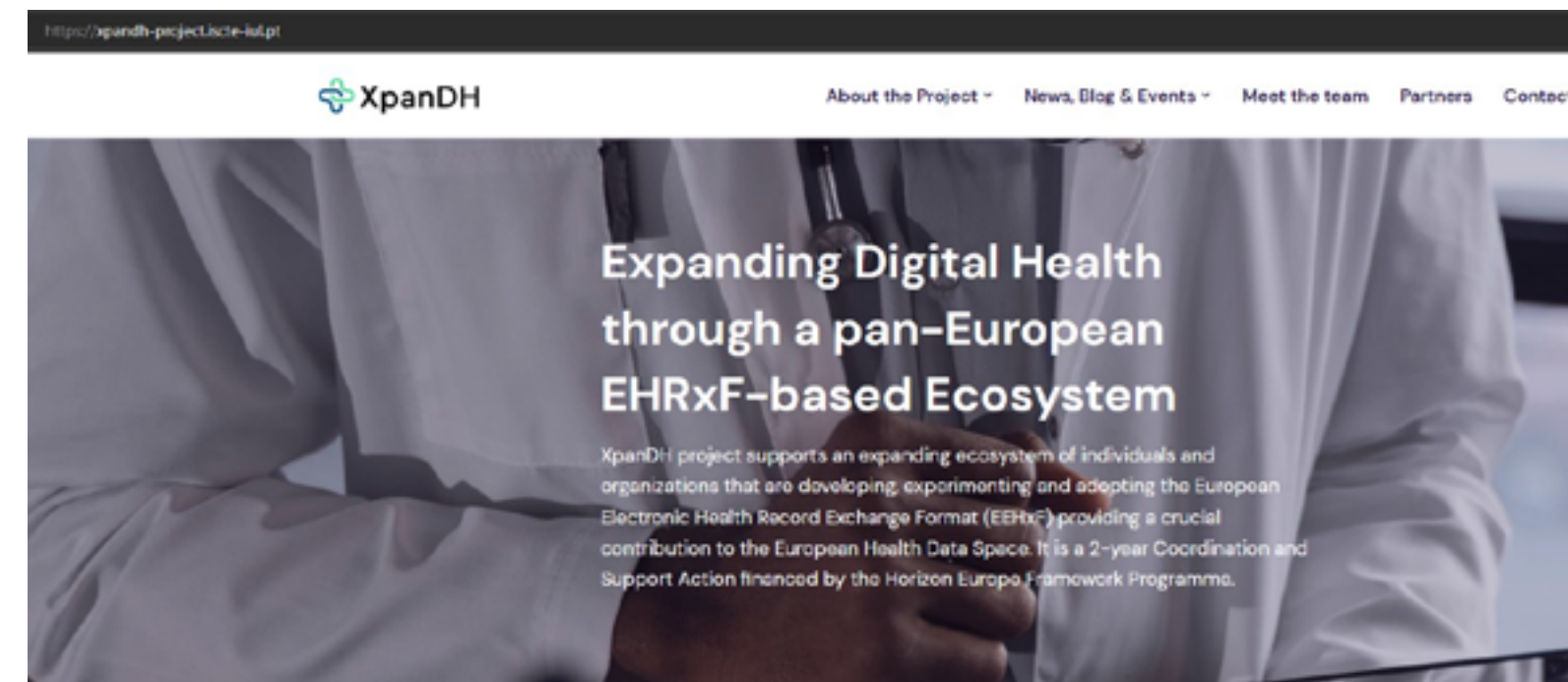
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## XpanDH Project

Coordinated by me at ISCTE,  
 public university in Lisbon  
 with over 25+ partners:

OPEN to  
 - advisory board members  
 - affiliated partners  
 until end June



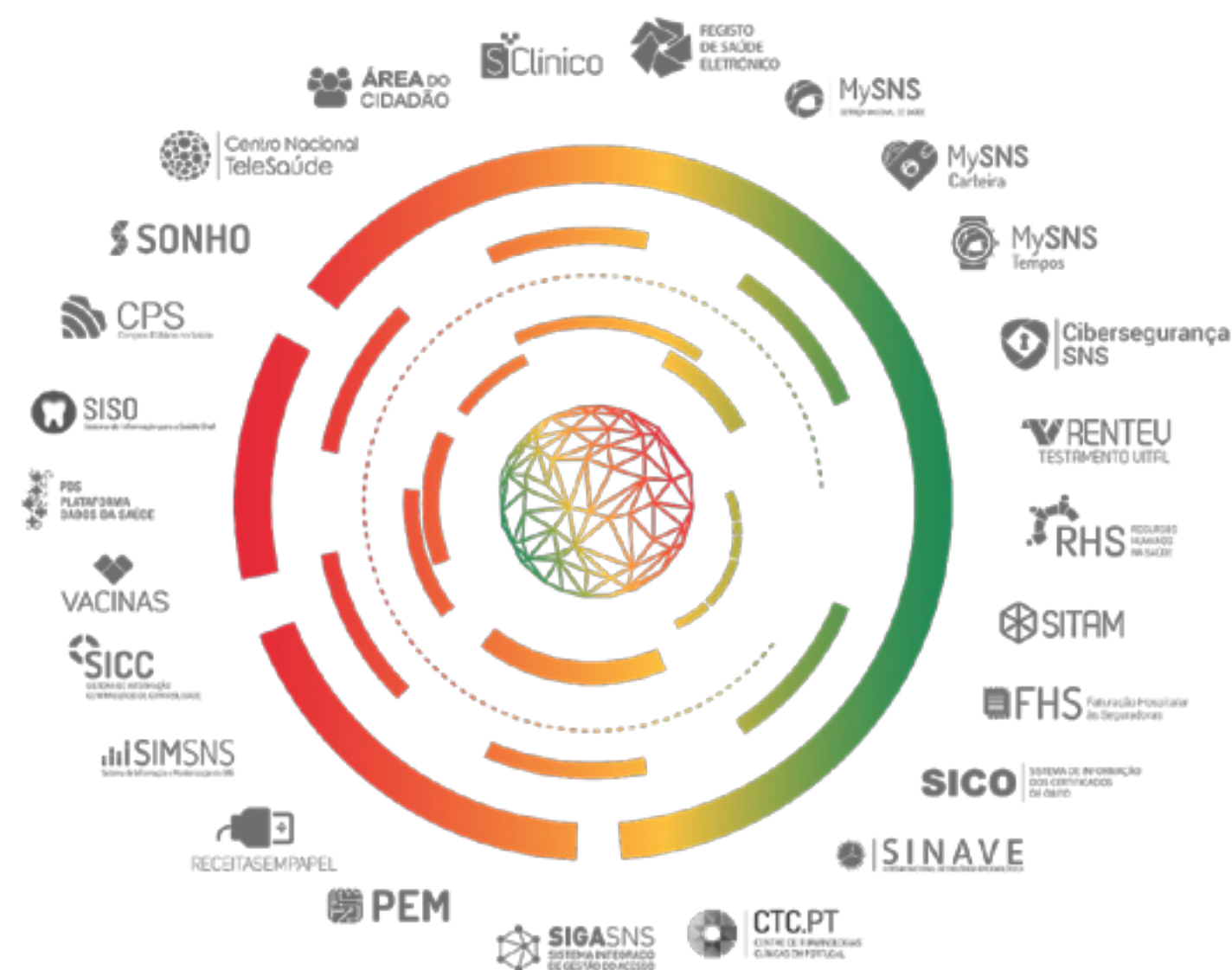
<https://xpanDH-project.iscte-iul.pt/>







## ICT Solutions – SPMS Portfolio (some exemplars)

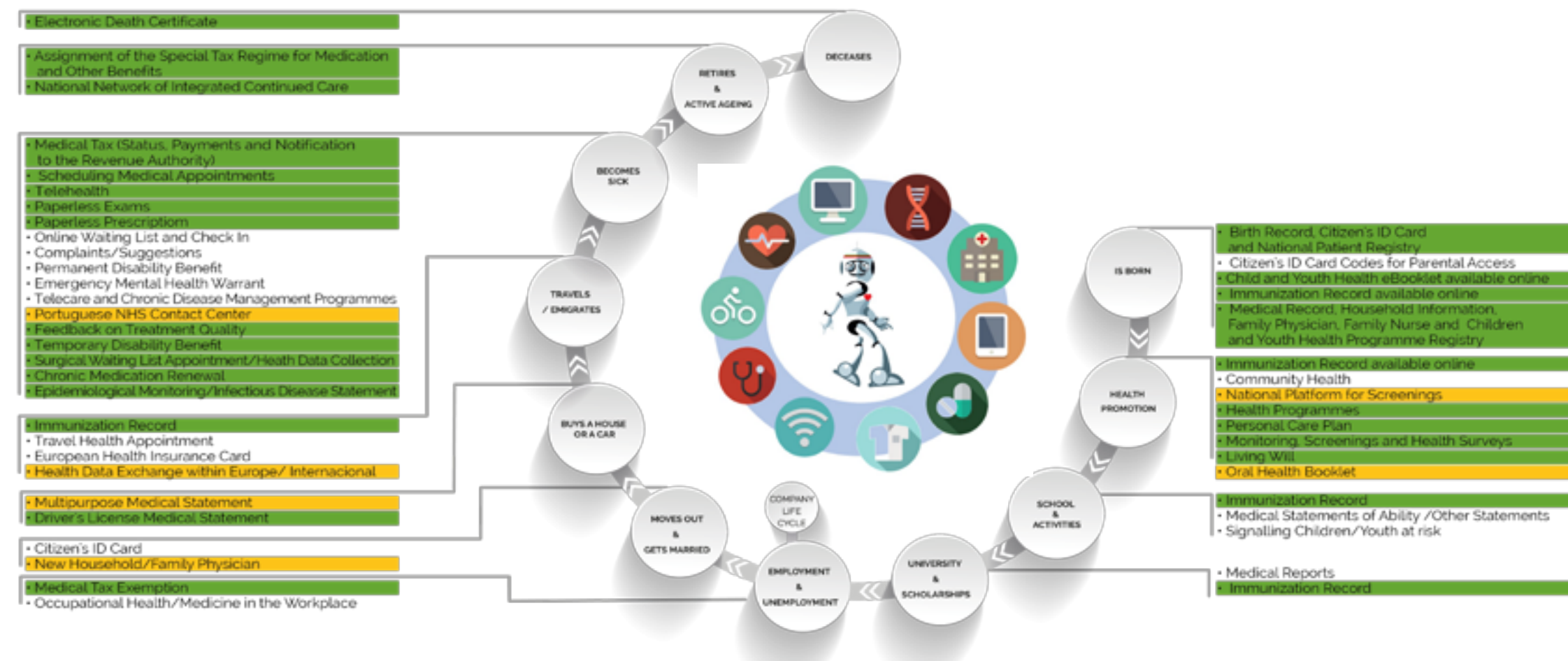




**CITIZEN'S LIFE CYCLE**  
 IT Health Events

- Accomplished
- Under Development

## Citizen Life Cycle





Alignment vector 1: Healthcare  
 Defining Portuguese eHealth Strategy 2020





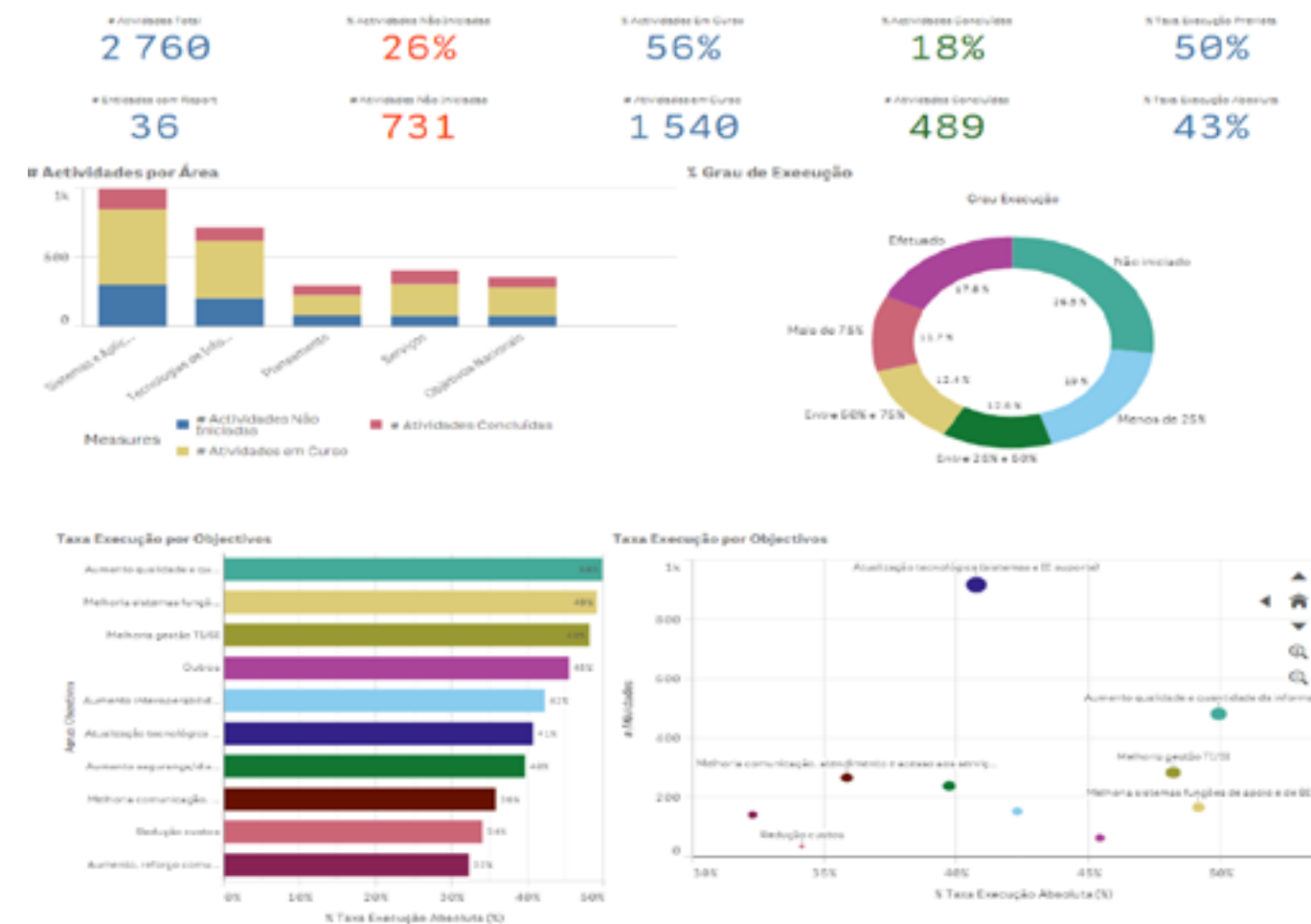


## Alignment vector: NHS network Exemple: Manage Strategy

Define a set of objectives and metrics to guide the SIS strategy and to be considered by the NHS entities in defining their own strategies.



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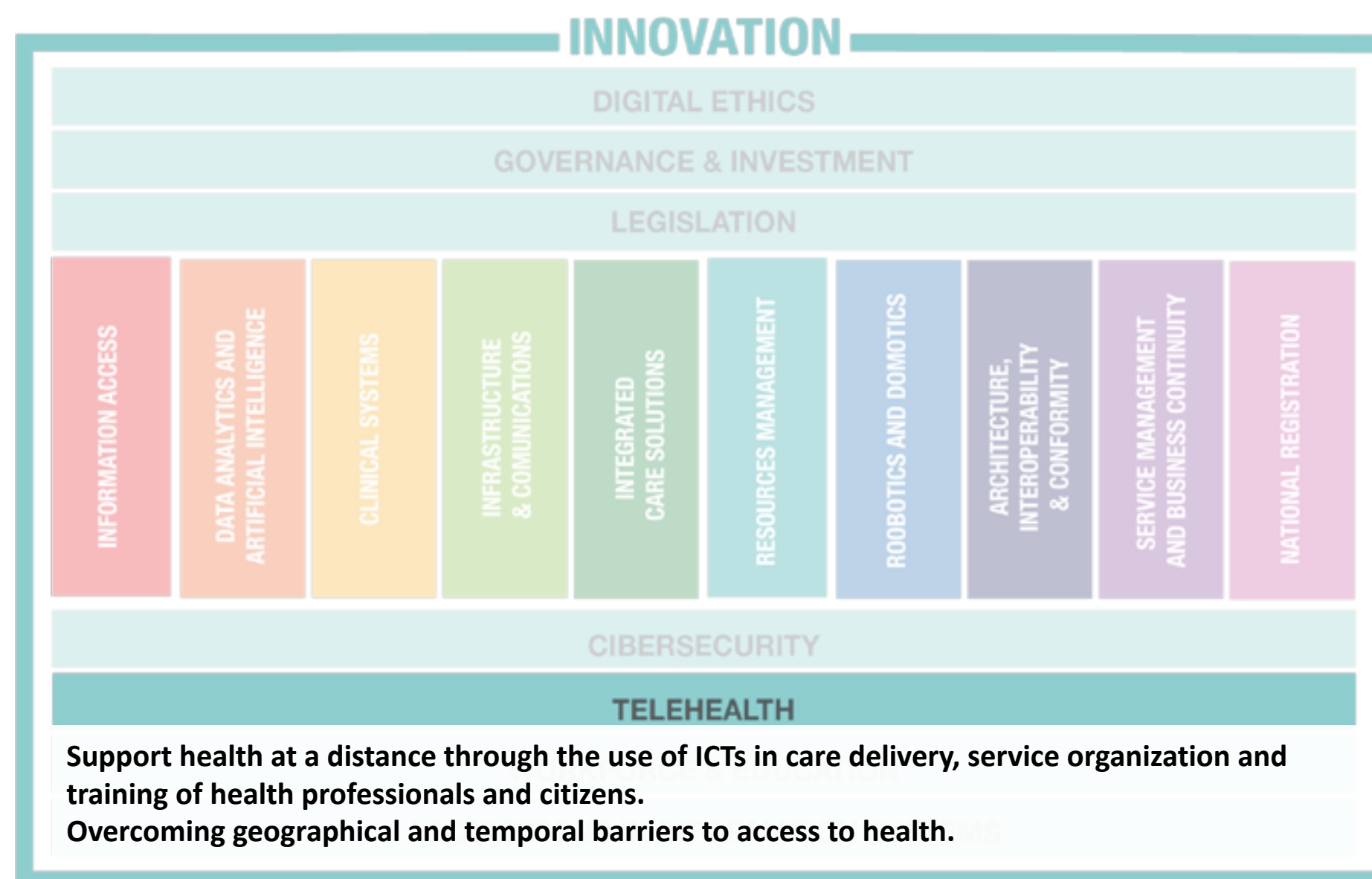


## SCOPE

The ENESIS <sub>2022</sub> is a proposal from SPMS, E.P.E to the Ministry of Health, regarding the Information Systems of the Health System, with a particular emphasis on the NHS areas.



**Ecosistema de Informação de Saúde (eSIS)**  
Conjunto de tecnologias, pessoas e processos que intervêm no ciclo de vida da informação relacionada com todas as dimensões da saúde do cidadão e outra relacionada, independentemente do local de prestação de cuidados e/ou das barreiras organizacionais.







### Executive Summary

PENTS is a proposal from the Shared Services of the Ministry of Health, E.P.E. (SPMS) under the coordinating scope of the Portuguese National Centre of Telehealth (CNTS) as defined in the Resolution of the Council of Ministers No. 67/2016 of October 26. Being the first strategic plan for telehealth carried out in Portugal and one of the first in the world, its vision is to create a broad strategy that reflects the role of telehealth in the National Health Service (SNS) in harmony not only with the National Health Plan Revision and Extension to 2020, but also with the *Programme of the 21st Constitutional Government* and the *Health 2020: the European policy framework and strategy for the 21st century* (WHO).

EHealth, telehealth and telemedicine are currently areas of growing importance in the context of a health sector highly pressured by external factors such as economic, financial, political-legal, demographic, technological, educational, socio-cultural and organisational.

The objective of PENTS is to define a strategy to leverage the telehealth, taking advantage of Information and Communication Technologies (ICT), as valid means in the management of health and its services. Consequently, the use of telehealth will have to boost the development of the health sector in Portugal in terms of health gains and quality of life, as well as operational efficiency. Telehealth offers new answers to major challenges, namely those of accessibility and proximity to health care, integration of care, training of citizens, patients and caregivers in the SNS, among others, remaining an important catalyst of digital transformation in healthcare.

PENTS should be seen as an instrument that integrates the strategy for the development of telehealth and whose main objectives are:

- Elaboration of a current vision of telehealth in Portugal, by listening to experts and key institutional stakeholders on the subject, as well as by analysing relevant documentation.

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- Characterization of valuable proposals with distinctive and innovative characteristics for the sustainable growth of Telehealth in Portugal, by analysing and structuring the key components of the experience of stakeholders in the provision of Telehealth services.
- Definition of the Telehealth strategic axes for the period 2019/2022, and elaboration and characterization of a set of practical and concrete actions that leverage its development.
- Draw up a roadmap to operationalize the proposed plan, as well as recommendations for future implementation.

As a result, this document is organized in 4 chapters. The first chapter is a contextualisation of the health sector, in particular of the SNS, describing some of the challenges it faces. Telehealth presents in this context a summary of the state of the art at a national level and it explains the premises that justify the elaboration of PENTS.

The second chapter identifies and describes the major challenges of telehealth, which were later grouped into 7 blocks of challenge. Throughout the analysis, some of the main advantages and opportunities of telehealth are also identified.

In the third chapter, integrating innovation and new health technologies as a fundamental part, identifies the most promising trends in the area of telehealth, as well as the main steps for a successful implementation of the digital transformation.

Chapter four defines the 6 major Strategic Lines for the Development of Telehealth (LEDTS):

- I. Good governance and development of human capital;
- II. Ensuring interoperability and Security;
- III. Building infrastructure capacity and information systems improvement in a collaborative and citizen-centre SNS;
- IV. Integration, continuity and proximity of the health care;

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**V.** Evaluation and sharing of the good practices that promote the innovation and ensure access, quality and efficiency of health care;

**VI.** Continuous commitment to innovation, research and development in order to generate, test and implement new ideas and solutions.

Consequently, 12 specific measures are materialised and are complemented by a set of activities.

The 12 measures identified are:

1. Ensure a sustainable model for telehealth;
2. Make telehealth a means to create synergies;
3. Create a "Living Lab";

4. Simplify the Governance Model for the telehealth activity;

5. Ensure information security and the interoperability of the information systems;

6. Guarantee the operational conditions needed for the exercise of telehealth;

7. Evaluate and control the quality of the telehealth services in the SNS;

8. Map and plan the telehealth initiatives;

9. Develop new telehealth offers;

10. Promote and disseminate the concept of eHealth to citizens and professionals and raise their awareness of its added value;

11. Ensure that PENTS has synergies with other strategic initiatives;

12. Train, develop and qualify the Human Capital

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## Some Flagship National Projects



Paperless Prescription



Software



eDeath Certification



National Epidemiological Surveillance System





## A single patient record supporting clinical decision making



2016-10-06

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## Professional Portal (since 2012)



491 Primary Care  
Centers



Professional Access

46% 54%

Medics

Nurses



76 Hospitals



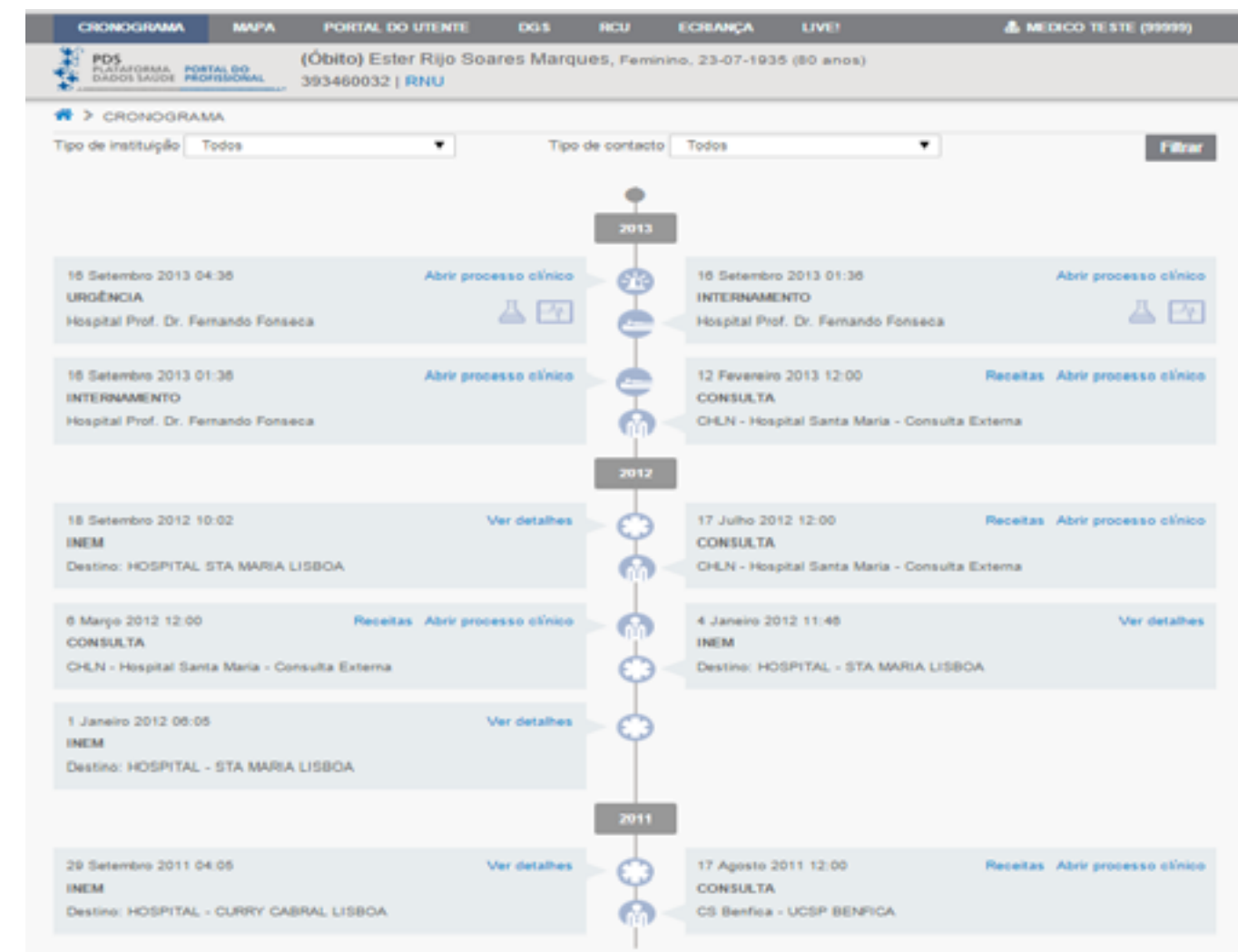
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## Professional Portal - Clinical Episodes Timeline



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The Professional area has been visualized by more than **50.000 professionals**, integrates around **600 databases** and accounts for an average of **110.000 daily views**.

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## Professional Portal - Labs Results & Images

The screenshot displays two overlapping web browser windows. The background window is the 'Centro Hospitalar de Entre o Douro e Vouga, E.P.E. Unidade de Stª Maria da Feira' professional portal. It shows a sidebar with navigation options like 'Consultar resultados' and 'Doentes de Urgência'. The main content area displays a 'Relatório histórico de resultados' for a patient, with a table of lab results.

Análise	Resultado	Comentários
Hemograma	Repeticao de Colheita Amostra coagulada	Hem
Sódio	143.0	Bio
Potássio	5.0	
Cloro	108.0	
Glicose	88	
Ureia	36	
Creatinina	0.8	
Ácido Úrico	7.3	
AST/GO	102	
ALT/GO	74	
Gama GT	284	
Fosfatase alcalina	89	
Desidrogenase do lactato	199	
Proteínas totais	7.3	Bioquím
Electroforese das Proteínas (soro)	Em curso	
Albumina	4.4	Bioquímica
Homemona estimulante da tiroide (TSH)	1.28	

The foreground window is a PACS viewer showing a chest X-ray. It includes a warning: 'This browser is not supported for clinical use!'. The X-ray image shows the thoracic cavity with labels 'C: -100.0, W: 1500.0' and 'C=-100.0, W=1500.0'. The image number is 'Image no: 2' and the date is '04/08/2016, 09:53:20'.

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Citizen Portal

The image illustrates the 'Citizen Portal' (Área do Cidadão) of the SNS (Serviço Nacional de Saúde). The laptop screen shows the portal's login page with the text: 'Aceda com' followed by a phone number field, a password field, and an 'Entrar' button. It also features the 'Também pode aceder com o Cartão de Cidadão/Chave Móvel' option and the 'AUTENTICAÇÃO' logo. A hand in the foreground holds a smartphone displaying a text message from 'CMD' with a security code. To the left, a mobile phone and a SIM card are shown. The date '05/07/23' is printed at the bottom left of the image area.

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Diabetes

SNS SERVIÇO NACIONAL DE SAÚDE | ÁREA do CIDADÃO

Bem-vindo(a) Sair

Dados Pessoais | Resumo Saúde | Planos de Cuidados | SIGA e RSP | Serviços | Benefícios SNS

**Planos de Cuidados**

- Plano Individual de Cuidados
- Questionário de Saúde
- Calculadora de Risco
- Medições
- Boletim Infantil e Juvenil
- Boletim de Vacinas

**47 228 total of diabetes questionnaire**  
**11 018 referred to Primary Care**  
 Data 01.01.2018 until 27.09.2018

05/07/23



## SClínico

### SClínico – Primary Care Centres



- Developed and maintained by SPMS

### SClínico - Hospitals



- 1 common **EHR solution** with local implementation
- Developed and maintained by SPMS
- Portuguese hospital doctors and nurses spend around **30 million hours/year using SClínico Hospitalar**

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## Primary Care Systems – Identity Card



- Main goals:
- Centralize primary healthcare data
  - Promote effective management using data
  - Manage primary healthcare data access by professionals
  - Support primary healthcare system contractualization

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## Paperless Prescription (PEM)

To promote the complete dematerialization of the prescription of medicines throughout the national territory through authenticated electronic accesses to:



Healthcare Professionals



Citizen as a Patient

Policy #205  
**SIMPLEX+**  
 Ainda mais simples

**PEM**  
 Prescrição Eletrônica Médica

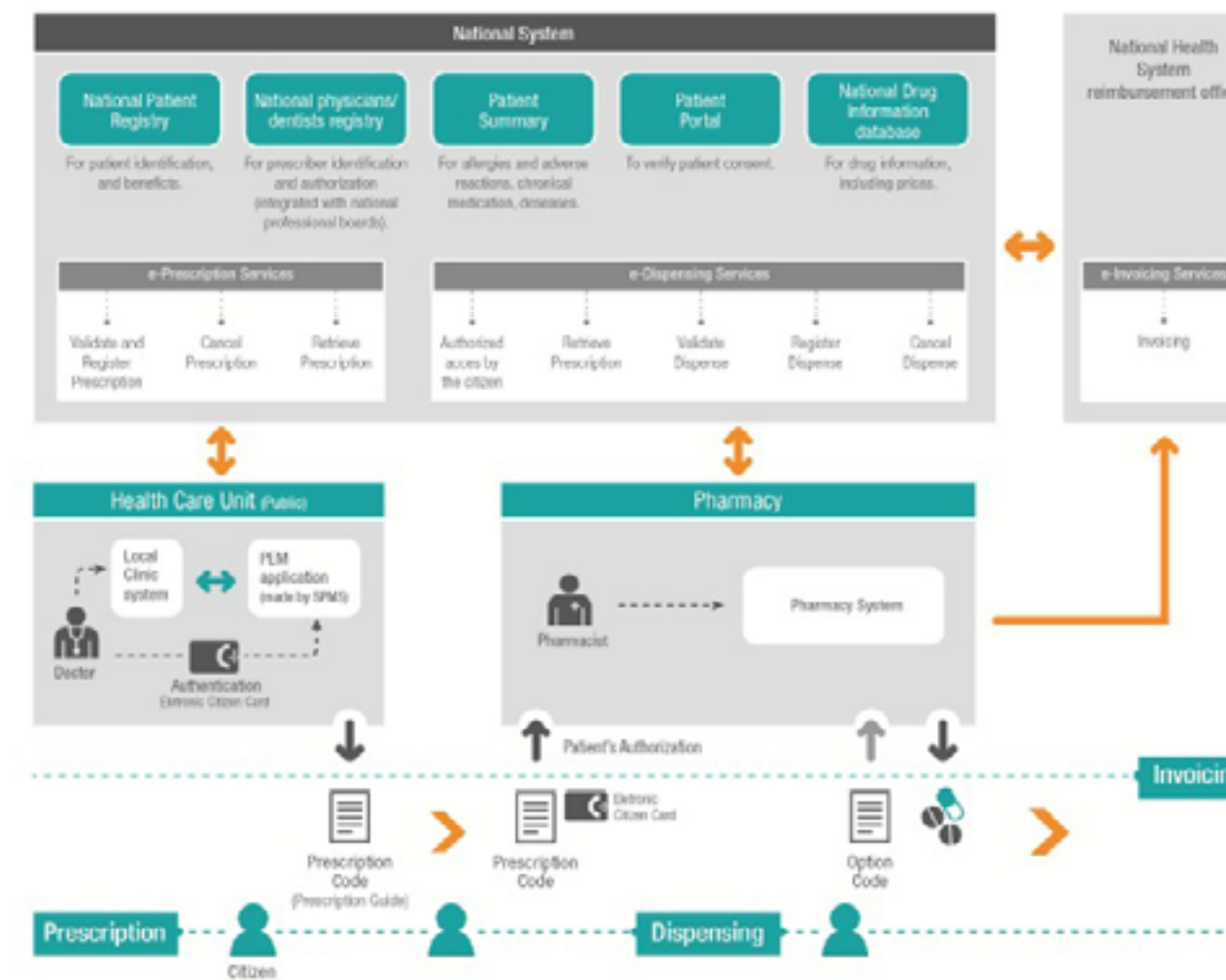




## Paperless Prescription (PEM)

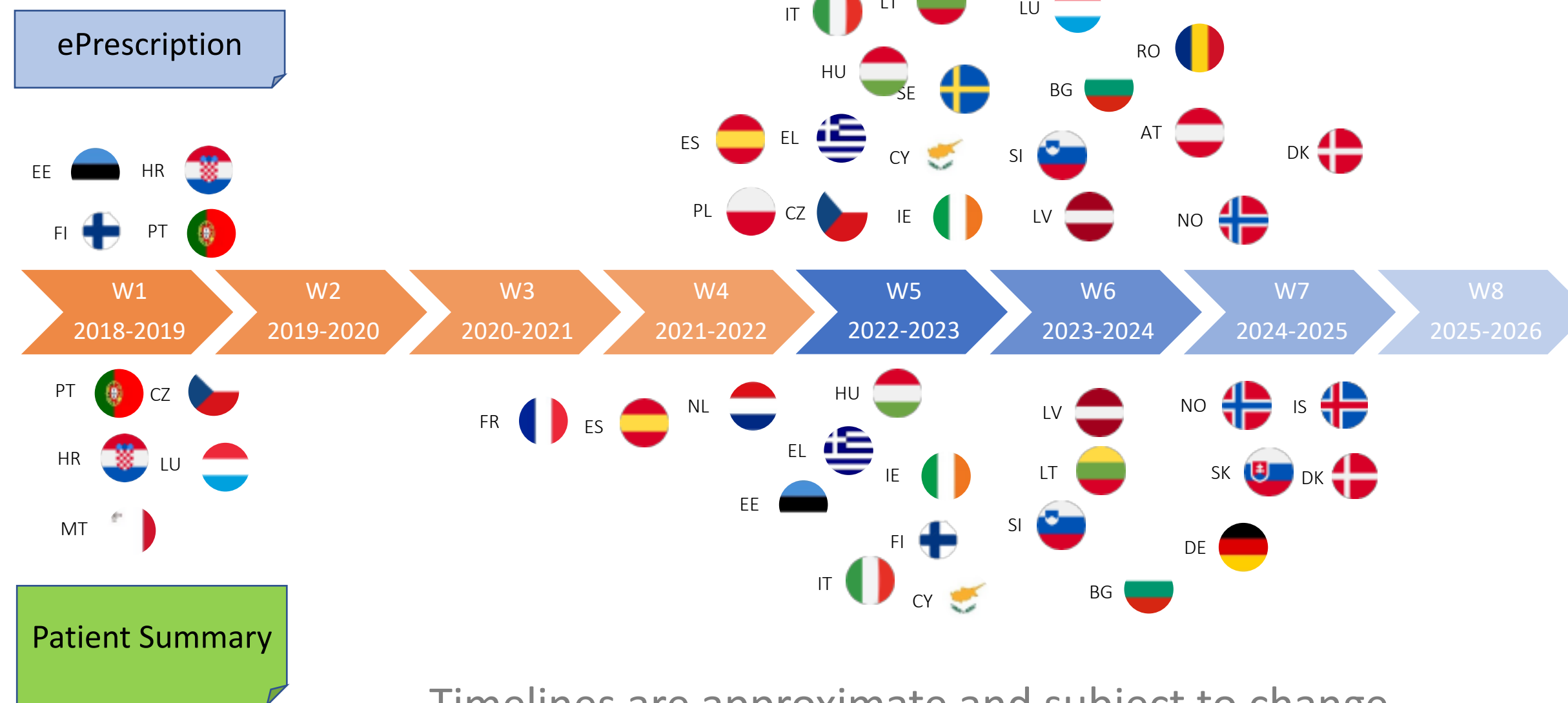
### Digital Mobile Key solution!

- Oral Health Foreign Professionals that forgot the Citizen Card;
- Forgetfulness of the Citizen Card;
- Emergency Contexts;
- Home medical treatment and mobility;



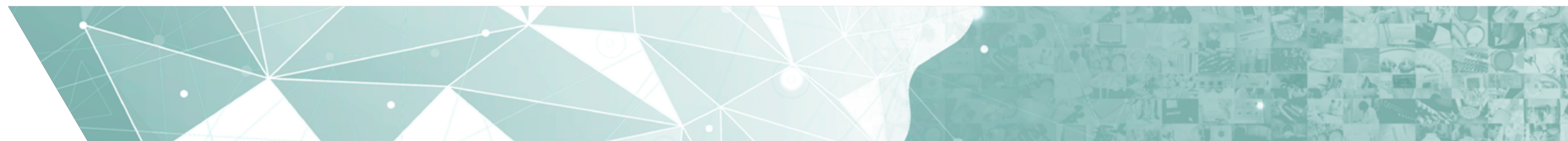


## MyHealth@EU timeline



Timelines are approximate and subject to change







## Portuguese Telehealth "history"...

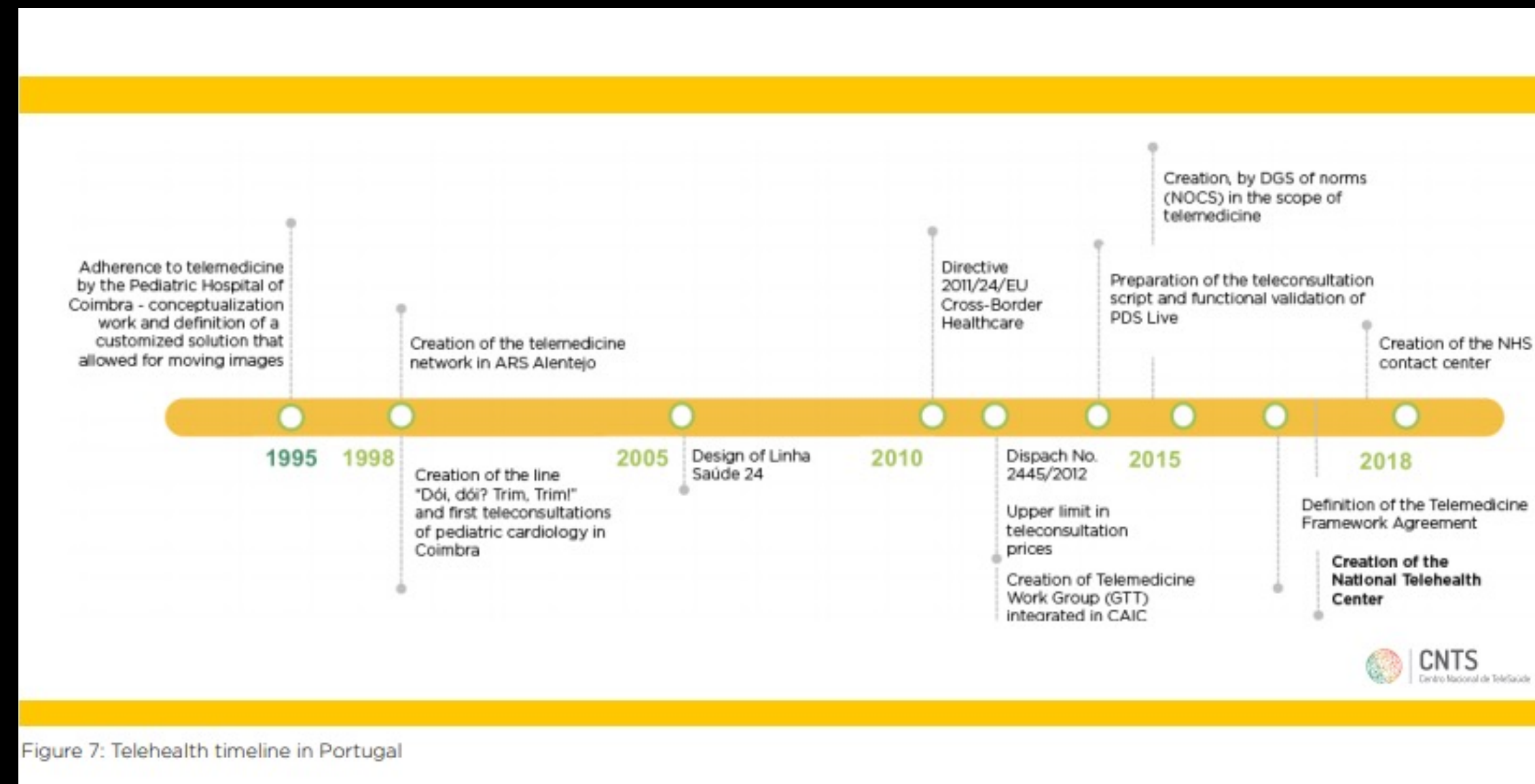
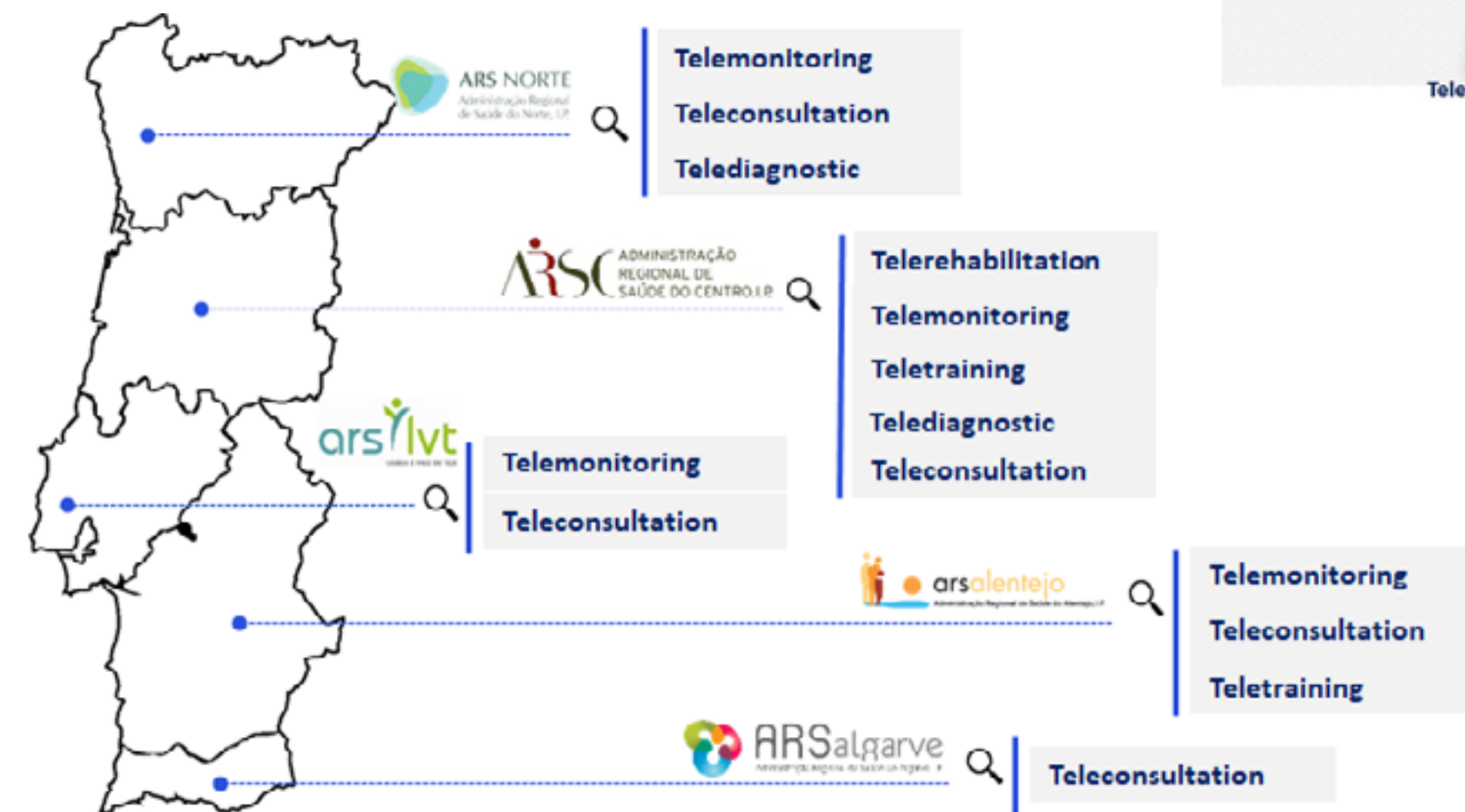


Figure 7: Telehealth timeline in Portugal



## Telehealth ad-hoc initiatives Promote Services in NHS



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## Telehealth “institutionalization” – MoH orders, guidelines, procurement rules, reimbursement rules

### The “basis for a quality perspective on telehealth”

- A [Diretiva 2011/24/UE](#) do Parlamento Europeu e do Conselho de 9 de Março de 2011 é relativa ao exercício dos direitos dos doentes em matéria de cuidados de saúde transfronteiriços. Esta diretiva estabelece regras para facilitar o acesso a cuidados de saúde transfronteiriços seguros e de elevada qualidade e promover a cooperação em matéria de cuidados de saúde entre os Estados-Membros, no pleno respeito das competências nacionais em matéria de organização e prestação de cuidados de saúde.
- [Despacho 352/2013](#) refere utilidade desta forma de tecnologias de Saúde em linha (e -Saúde), como uma ferramenta inovadora que permite a política de proximidade entre profissionais de saúde que prestam cuidados de saúde e utentes que os recebem.
- [Despacho n.º 3645/2016](#) reforça a implementação da estratégia para uma Rede de Telemedicina no Serviço Nacional de Saúde.
- [Resolução do Conselho de Ministros n.º 67/2016 de 26 de Outubro de 2016](#) -Criação do Centro Nacional de TeleSaúde através do qual pretende reforçar a estratégia nacional para a promoção da Telemedicina e promover a utilização das Tecnologias de Informação e Comunicação, como parte integrante de processos de reformulação dos cuidados de saúde, com vista a alcançar um nível mais elevado de articulação, integração e melhoria da qualidade dos cuidados, em articulação com o Centro de Contacto do SNS.
- [Resolução Conselho Ministros 62/2016](#), de 17 de outubro, aprova a Estratégia Nacional para o Ecossistema de Informação de Saúde 2020 – ENESIS 2020.

- Normas de orientação Clínica**
- [Telerrastreio Dermatológico \(NOC 5/2014\)](#)
  - [Telerradiologia \(NOC n.º 5/2015\)](#)
  - [Telepatologia/patologia digital \(NOC 4/2015\)](#)
  - [Modelo de Funcionamento da Teleconsulta \(NOC 10/2015\)](#)
- Código Deontológico da Ordem dos Médicos (2009)**
- Capítulo XII
  - Artigo 94º (relação médico-doente)
  - Artigo 95º (responsabilidade do médico) – segredo médico, consentimento informado
  - Artigo 96º (segurança)
  - Artigo 97º (história clínica) – registos

Clinical/Technical guidelines for telehealth services

[Despacho n.º 3156/2017](#) modelo de funcionamento e coordenação operacional com vista à realização dos objetivos da ENESIS 2020.

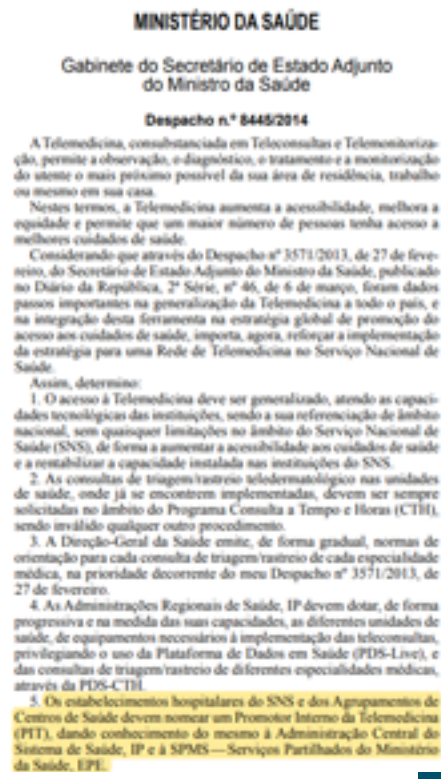
[Despacho 6280/2018](#)  
 Determina que a referência para a primeira consulta de especialidade hospitalar de dermato-venereologia, realizada pelos cuidados de saúde primários do SNS, é efetuada obrigatoriamente através da utilização de telerrastreio dermatológico

[Despacho 5314/2020](#)  
 Determina que os órgãos dirigentes das entidades prestadoras de cuidados de saúde primários e hospitalares do Serviço Nacional de Saúde devem assegurar a identificação e reagendamento de toda a atividade assistencial programada não realizada por força da pandemia COVID-19.  
 “3 – Enquanto a situação epidemiológica do país o justificar, e em especial durante o estado de calamidade, os estabelecimentos e serviços do SNS garantem que a realização da atividade assistencial ocorre: a) Com recurso a meios não presenciais, utilizando mecanismos de tele-saúde, designadamente programas de telerrastreio, teleconsulta, telemonitorização e teleconsultoria, exceto quando tal não for clinicamente adequado ou tecnicamente possível;”

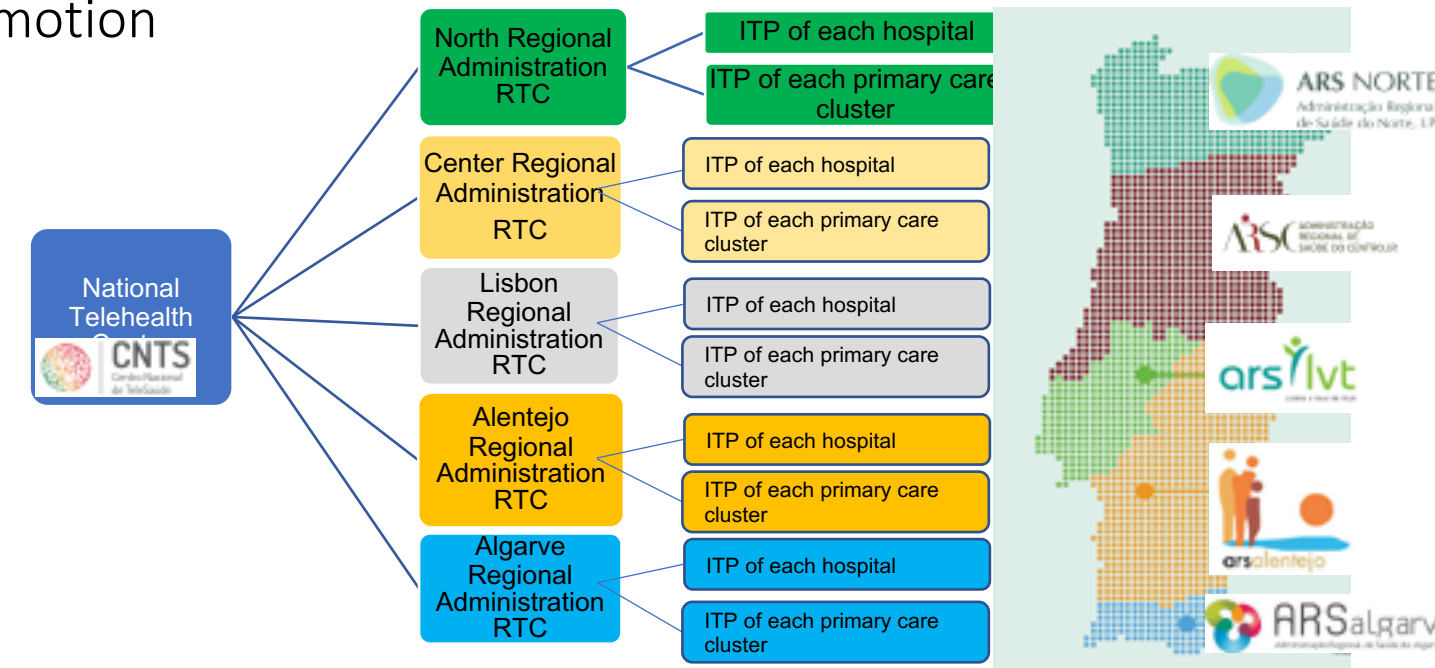
2020 Paradigm shift :  
 The NHS institutions garante health care (using telehealth ) EXCEPT quen that is not clinical adequate or technically possible



## The “Internal Telehealth Promotor” (ITP) and a Nationwide network for telehealth promotion



Dispach 8445/2014, 30th June defined that all hospitals from NHS and all Primary Care clusters should appoint an ITP



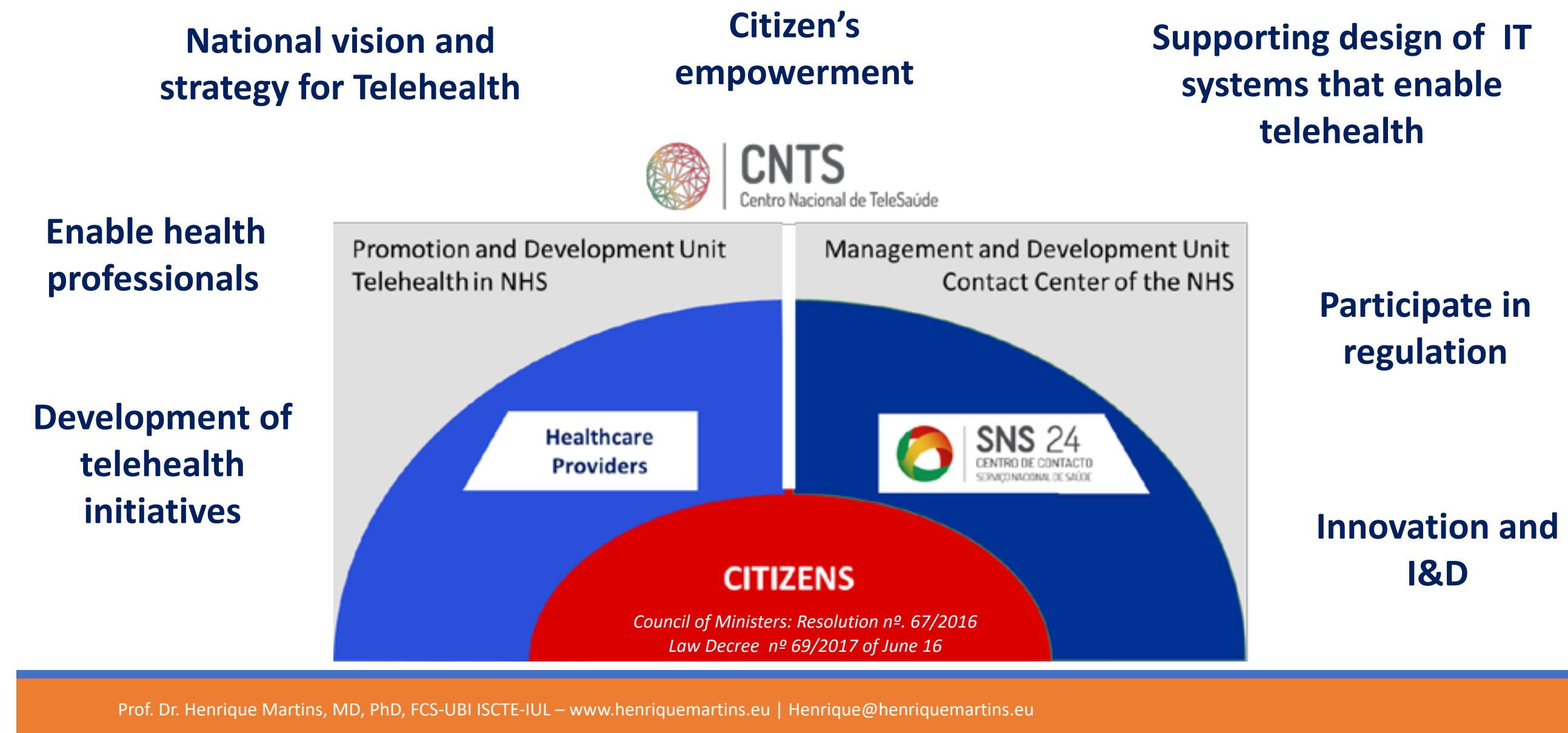
TeleHealth Promotion Network brings together Regional TeleHealth Coordinators (RTC) and Internal Telehealth Promotors (ITP)

- Knowledge/practice of Telehealth activities;
- Knowledge/skills in the management and organization of Health services;
- Knowledge and good relationship with professionals from all clinical areas of the organization;
- Interest and motivation to implement innovation and change processes.

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## National Telehealth Center





## Mobile Solutions\_ integrated in the context of teleservices (myNHS Wallet --> SNS24 app)

**mHealth** can make eHealth applications and medical information available anywhere at anytime, but it must also be portable, secure and easy to use

Mobile E-Death Certification

SICO

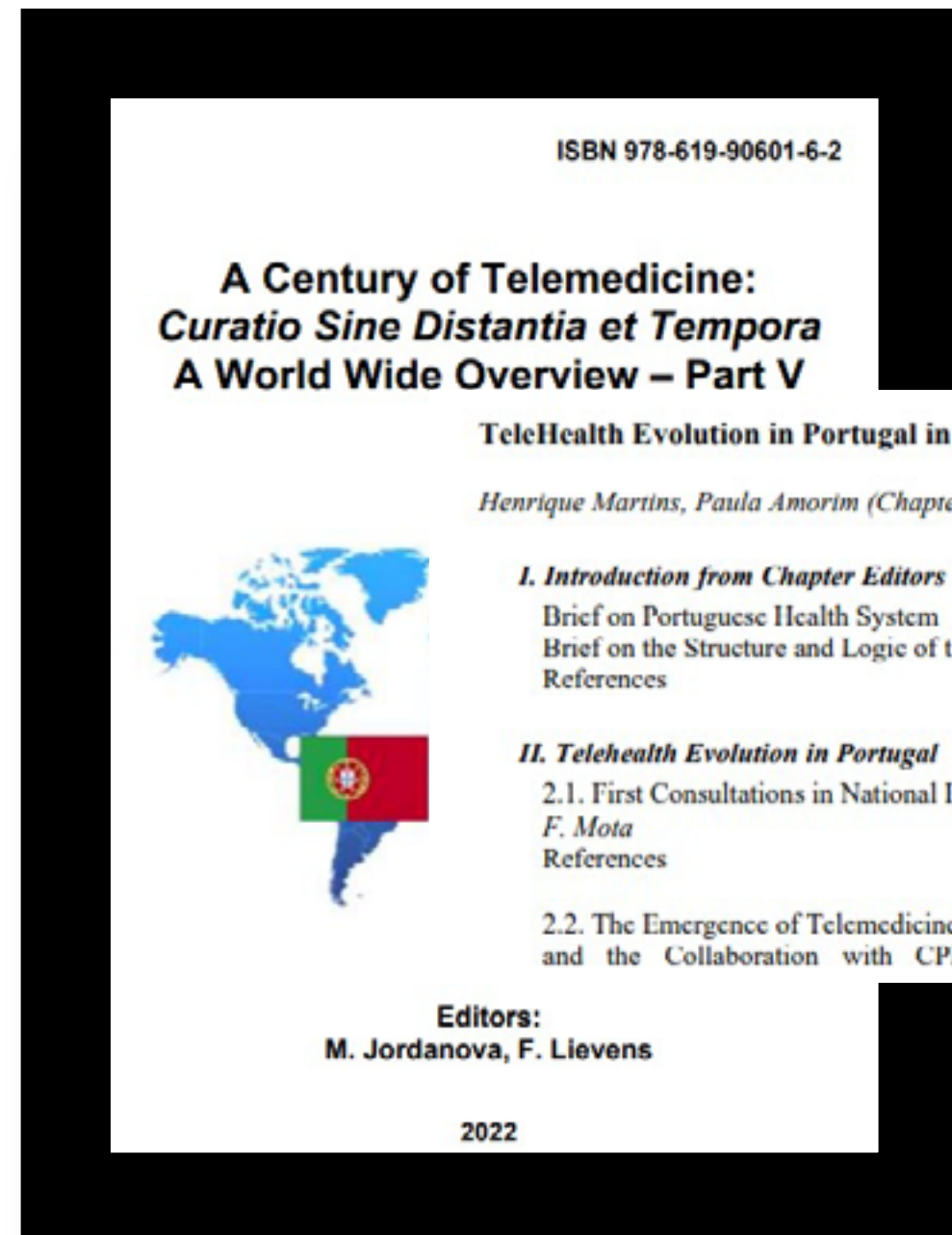
Mobile E-Prescription

MyNHS Wallet ---> SNS24 App :

MyNHS

MyNHS Times

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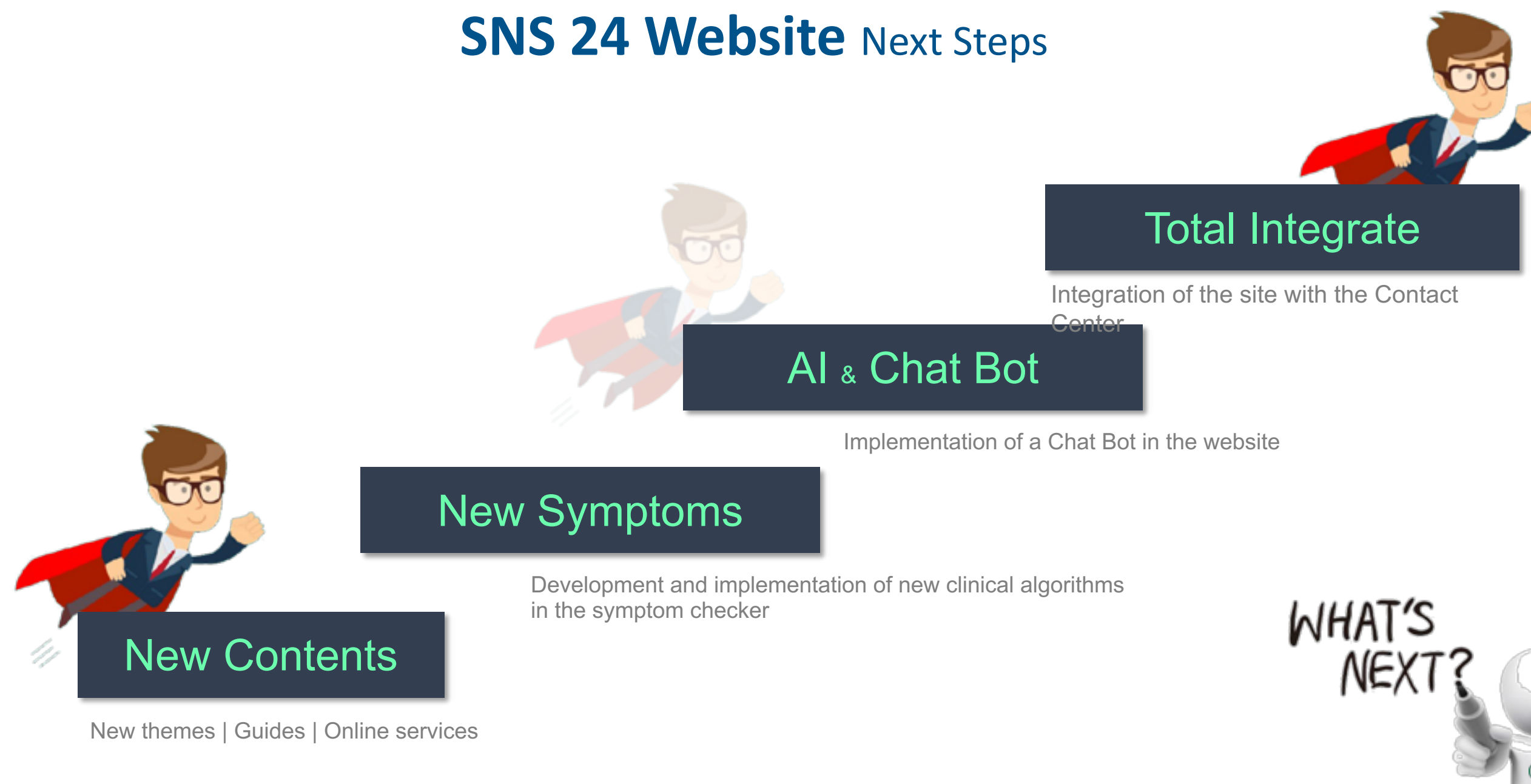
Portuguese Language Countries) M. Maia, J. Gregório, L. Lapdo			
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Dermatological Telescreening			
Conclusions			
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2.4.3. Primary Care Delivery through Digital Health in Primary Care			
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Context			
Digital Health in Primary Care			
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C. Correira			
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2.4.5. Teledermatology			
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Officialization Phase			
Generalization Phase			
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References			
2.4.6. Telemonitoring in Chronic Obstructive Pulmonary Disease			
H. Martins			
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1 - Break Well Live Better Program			
2 - Telemonitorization program			
3 - Primary Care Integration			
References			
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References			
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Draft Resolution of the Bloco de Espectro Party (submitted on 16 <sup>th</sup> June 2021)			
PCP Draft Resolution (Submitted on 16 <sup>th</sup> June 2021)			
2.4.9. Hospital Portals			
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H. Martins			
References			
IV. Telehealth in Private Institutions			
M. Mousinho			
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Adoption of Telehealth among Traditional Private Healthcare Providers			
Private Health Insurers - From Financier to Provider			
Leveraged by Telehealth			
Tech Innovators as New Healthcare Providers			
Telehealth Leveraging Private Philanthropy			
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Introduction			
Home Hospitalization Unit at the Hospital Garcia da Orta			
Primary Healthcare METHIS Project			
The Value of a Remote Patient Monitoring System in the Cardiothoracic S			
Teleassistance at			
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VI. Ibero-Telehealth - SITT			
F. G. Costa			
Objectives of SITT			
Main Activities			
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F. Louro			
7.1. Telemedicine in Occupational Health			
7.2. What Do Physicians Have To Learn About Telemedicine			
7.3. Future Perspectives			
H. Martins			

[https://www.isfteh.org/files/media/A\\_Century\\_of\\_Telemedicine\\_Part\\_V\\_2022.pdf](https://www.isfteh.org/files/media/A_Century_of_Telemedicine_Part_V_2022.pdf)

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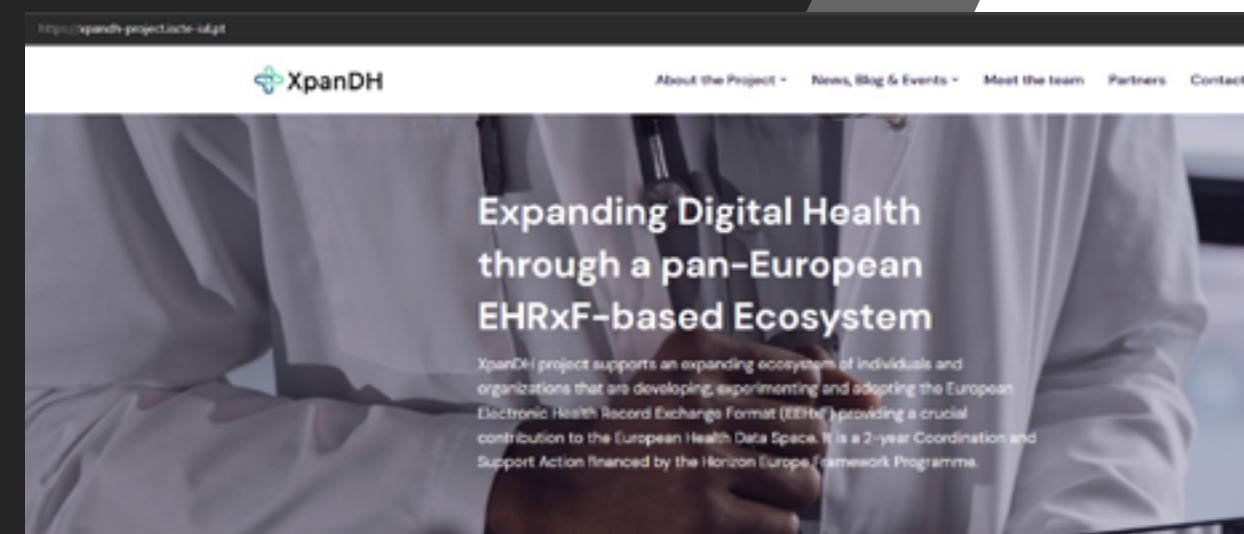
## SNS 24 Website Next Steps





THANK YOU!

Questions?  
*(now or via email/website)*



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### **Delitti in materia di violazione del diritto d'autore (Art. 25-novies, D.Lgs. n. 231/2001) [articolo aggiunto dalla L. n. 99/2009]**

- Messa a disposizione del pubblico, in un sistema di reti telematiche, mediante connessioni di qualsiasi genere, di un'opera dell'ingegno protetta, o di parte di essa (art. 171, legge n.633/1941 comma 1 lett. a) bis)
- Reati di cui al punto precedente commessi su opere altrui non destinate alla pubblicazione qualora ne risulti offeso l'onore o la reputazione (art. 171, legge n.633/1941 comma 3)
- Abusiva duplicazione, per trarne profitto, di programmi per elaboratore; importazione, distribuzione, vendita o detenzione a scopo commerciale o imprenditoriale o concessione in locazione di programmi contenuti in supporti non contrassegnati dalla SIAE; predisposizione di mezzi per rimuovere o eludere i dispositivi di protezione di programmi per elaboratori (art. 171-bis legge n.633/1941 comma 1)
- Riproduzione, trasferimento su altro supporto, distribuzione, comunicazione, presentazione o dimostrazione in pubblico, del contenuto di una banca dati; estrazione o reimpiego della banca dati; distribuzione, vendita o concessione in locazione di banche di dati (art. 171-bis legge n.633/1941 comma 2)
- Abusiva duplicazione, riproduzione, trasmissione o diffusione in pubblico con qualsiasi procedimento, in tutto o in parte, di opere dell'ingegno destinate al circuito televisivo, cinematografico, della vendita o del noleggio di dischi, nastri o supporti analoghi o ogni altro supporto contenente fonogrammi o videogrammi di opere musicali, cinematografiche o audiovisive assimilate o sequenze di immagini in movimento; opere letterarie, drammatiche, scientifiche o didattiche, musicali o drammatico musicali, multimediali, anche se inserite in opere collettive o composite o banche dati; riproduzione, duplicazione, trasmissione o diffusione abusiva, vendita o commercio, cessione a qualsiasi titolo o importazione abusiva di oltre cinquanta copie o esemplari di opere tutelate dal diritto d'autore e da diritti connessi; immissione in un sistema di reti telematiche, mediante connessioni di qualsiasi genere, di un'opera dell'ingegno protetta dal diritto d'autore, o parte di essa (art. 171-ter legge n.633/1941)
- Mancata comunicazione alla SIAE dei dati di identificazione dei supporti non soggetti al contrassegno o falsa dichiarazione (art. 171-septies legge n.633/1941)
- Fraudolenta produzione, vendita, importazione, promozione, installazione, modifica, utilizzo per uso pubblico e privato di apparati o parti di apparati atti alla decodificazione di trasmissioni audiovisive ad accesso condizionato effettuate via etere, via satellite, via cavo, in forma sia analogica sia digitale (art. 171-octies legge n.633/1941).

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