

STUDY VISIT

23-24 NOVEMBER

Lisbon

eHealth in Portugal

From strategy to digital healthcare services

VENUE: SHARED SERVICES FOR MINISTRY OF HEALTH, EPE

AGENDA | DAY 1

9H45 Welcome by the Board of Directions

10H00 **SESSION 1**

PATIENT ACCESS TO DATA

PATIENT ACCESS TO HEALTH PORTAL
Joana Barracosa | Project Manager

OMNICHANNEL EHEALTH SOLUTIONS: ENABLING PATIENT CENTRICITY
Mariana Meira | Project Manager

MEDICAL RECORDS - EMR AND EHR
Bruno Trigo | IT Director

PAPERLESS PRESCRIPTION AND PAPERLESS MEDICAL EXAMS
Celina Costa Leite | Project Manager

11H00 **COFFEE BREAK**

11H30 **SESSION 2**

TELEHEALTH AND SNS 24

LEGISLATION, ORGANISATIONAL ASPECTS AND STRATEGIC PLAN
Products and services
Beyond technology: Reimbursement model and Clinical Framework
Rafael Franco | Coordinator

NHS CONTACT CENTER: THE PANDEMIC RESPONSE
Maria Cortes | SNS 24 Director

OMNICHANNEL STRATEGY IN CITIZIENS SERVICES: PHONE, DIGITAL AND FACE-TO-FACE
João Oliveira | SNS 24 Coordinator

12H45 **CLOSING**

13H00 **LUNCH BREAK**

15H00 **VISIT TO SNS 24 AND SNS 24 COUNTER**

SNS 24 | NATIONAL HEALTH SERVICE CONTACT CENTER - *Av. de Madrid 8, 1000-196, Lisboa*
Maria Cortes | SNS 24 Director
João Oliveira | SNS 24 Coordinator

SNS 24 COUNTER – GREATER ACCESS & PROXIMITY: DIGITAL INCLUSION - *Junta de Freguesia da Penha de França, Av. Marechal Francisco da Costa Gomes, Loja 13, Quinta do Lavrado, Lisboa*
Rafael Franco | Coordinator
Marta Costa | Project Manager

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9H45 Welcome

10H00 **SESSION 3**

CROSS-BORDER EHEALTH SERVICES

IMPLEMENTATION AND DEPLOYMENT OF CROSS BORDER EHEALTH SERVICES
Filipe Mealha | Coordinator

10H20 **SESSION 4**

LEGISLATIVE AND ORGANIZATIONAL APPROACH

STRATEGIC PLANNING AND DEVELOPMENT OF EHEALTH POLICIES
Common Semantic Strategy
Reference Architecture (e-GOV ERA)
Carla Pereira | IT Director

DATA GOVERNANCE FOR NEXT GENERATION HEALTHCARE
Cátia Sousa Pinto | Coordinator

11H00 **COFFEE BREAK**

11H10 **SESSION 5**

LONG TERM STORAGE OF EMR AND EHR DATA

TECHNICAL AND REGULATORY REQUIREMENTS
João Ferreira | Team Manager

11H40 **SESSION 6**

GOVERNANCE STRUCTURE

CONSOLIDATION OF TOP-DOWN GOVERNANCE OF EHEALTH SYSTEM
KEY STAKEHOLDERS INCLUDED IN TOP-DOWN GOVERNANCE
Clinical Terminologies Center
Carla Pereira | IT Director

12H10 **SESSION 7**

EHEALTH POLICY AND TECHNICAL COOPERATION

INTERNATIONAL PROJECTS AND AFFAIRS
Cátia Sousa Pinto | Coordinator

12H30 **STUDY VISIT CLOSURE**