



Health App

Patient as an Empowered Partner

27th November 2023



Francisco Ferreira
Cardoso

This is an example headline
character limit is 38 characters

Week 30

[Find out more](#)

Upcoming appointment

Next appointment:
Fetal anomaly scan
12/12/2023

[Find out more](#)

Your Care plan

Your HSE appointments, services and
healthcare advice.



What you can add to your health wallet

You can add digital credentials
to your health wallet. Digital credentials
are digital versions of physical
cards and certificates.

Examples of digital credentials
include:

- health service cards
- issued cards
- certificates or
- debit or credit cards
- identity cards
- tickets
- boarding passes

COVID-19 vaccination certificate



Details

First name(s)
Sarah

Last name
Harte

Date of birth
12/2000



Product Vision

Patient as an Empowered Partner:

Empowering Ireland's Patients for a Healthier Tomorrow *Our vision is to revolutionize healthcare in Ireland by making the patient an empowered partner in their own care journey. Through seamless access to real-time information, innovative models of care, and collaborative platforms, we aim to enhance patient experience and enable proactive health management. Have the right information at the right time in the right place—and the power to share it.*

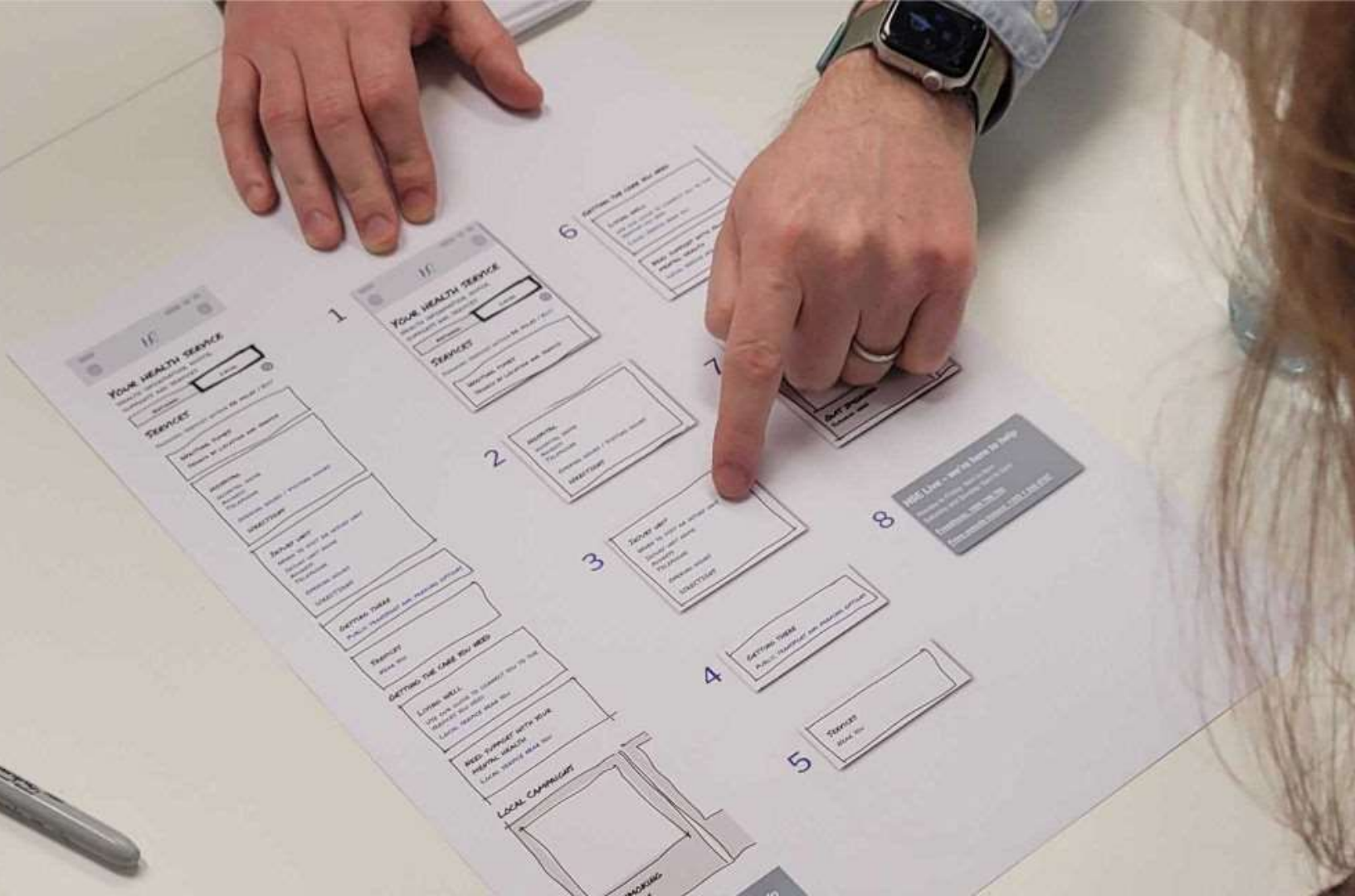
Together, we're not just improving healthcare; we're reimagining it.



Health App



- **COVID Lessons Learned:** Built on learnings from *COVID Tracker App*
- **Cross Government and International Collaboration:** in collaboration with HSE, Dept of Health and OGCIO + EU MS & EU Digital Initiatives (EUDI, EIDAS)
- **Everything By Design:**
 - *Security by Design*
 - *Privacy by Design*
 - *Accessibility by Design*
- **Collaborative Design:** Designed with Patients and Clinicians
- **Data Protection:** DPIA in development based on COVID Tracker learnings



1
Your HEALTH SERVICE
SEARCHES

2
Your HEALTH SERVICE
SEARCHES

3
SEARCHES

4
SEARCHES

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SEARCHES

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SEARCHES

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SEARCHES

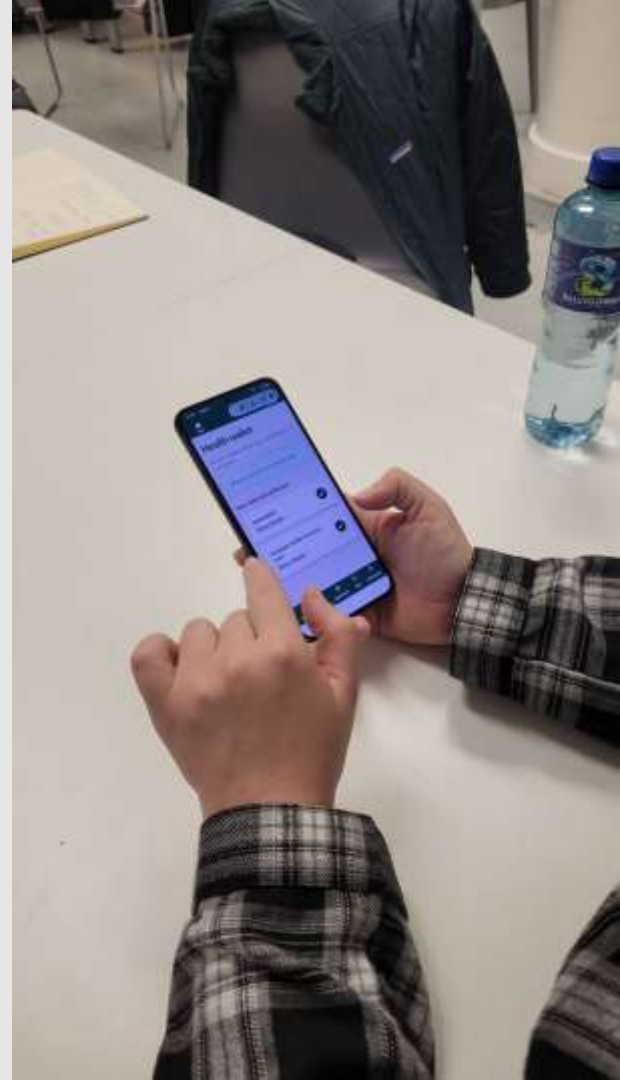
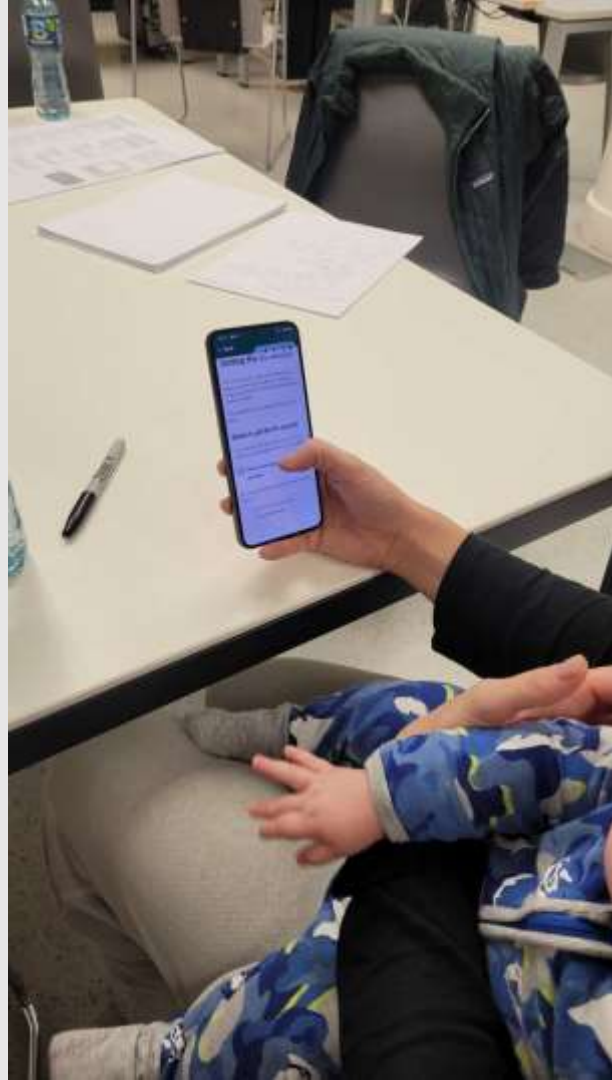
8
SEARCHES

GETTING THE CARE YOU NEED

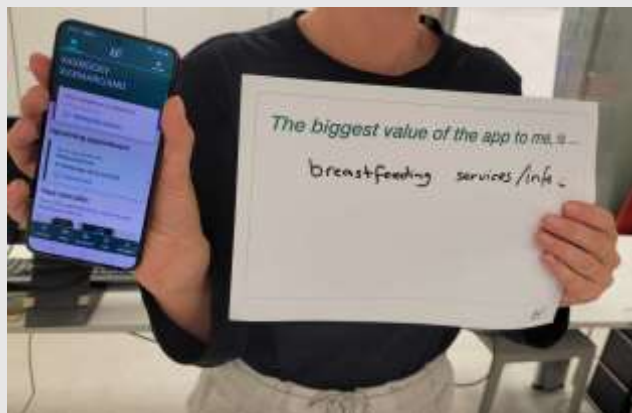
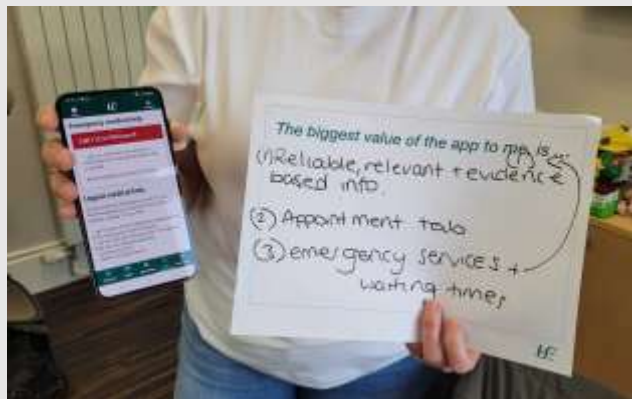
LOCAL CAMPAIGNS

SEARCHES





Values - mothers



The biggest value of the app to me, is ...

MANAGING APPOINTMENTS - THAT WOULD BE THE THING THAT YOU HAVE TO KEEP ON TOP OF - WHERE YOU'RE GOING AND WHEN IS JUST THE MOST IMPORTANT THING IN YOUR PREGNANCY.

The biggest value of the app to me, is ...

PERSONALIZED JOURNEY WITH THE RIGHT INFO AVAILABLE TO ME AS I NEEDED IT

Values - medical professionals

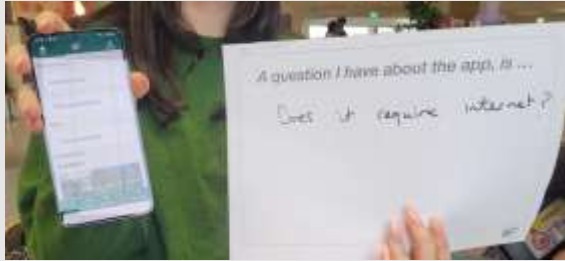
The biggest value of the app to me, is ...

***SAVES ME TRANSMITTING STANDARD
INFORMATION. COULD SIGNPOST TO THE APP
INSTEAD. GIVES MORE TIME TO CHAT TO THE
PATIENT UNDERSTANDING HOW THE PATIENT IS
FEELING.***

The biggest value of the app to me, is ...

***INSTANT ACCESS TO PATIENT DEMOGRAPHIC AND PRESCRIPTION
PATIENT CENTERED CARE!***

Questions - mothers

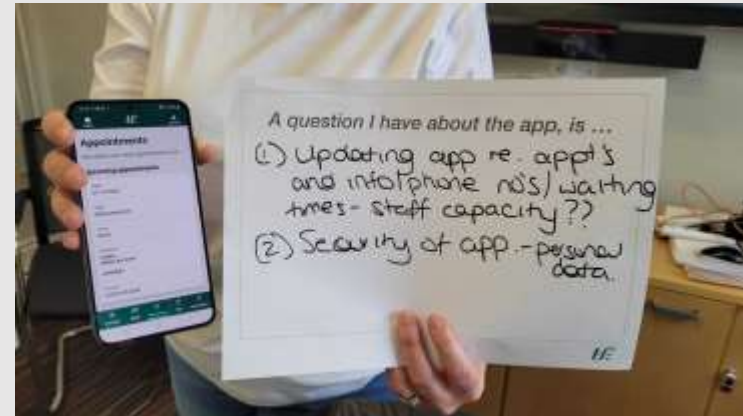


A question I have about the app, is ...

**IS IT GOING TO HAVE ALL MY HEALTH DATA
(COMPLETE HEALTH RECORD)?
I'VE HAD EXPERIENCES WITH MOVING ETC...
IT'S ON YOU TO REMEMBER WHATS
HAPPENED BEFORE - WHAT'S GONE ON?
THAT'S A LOT FOR A PERSON.**

A question I have about the app, is ...

**HOW? CAN'T SEE HOW IT WILL
HAPPEN BUT WOULD LOVE IT TO**



Questions - medical professionals

A question I have about the app, is ...

**HOW DO WE MAKE SURE THE INFORMATION
IS RELEVANT AND UPDATED FOR PATIENTS**

A question I have about the app, is ...

**WHAT IS THE SOURCE OF THE DATA?
ARE YOU EXPECTING THE GP TO TYPE
IT IN?**



Identity

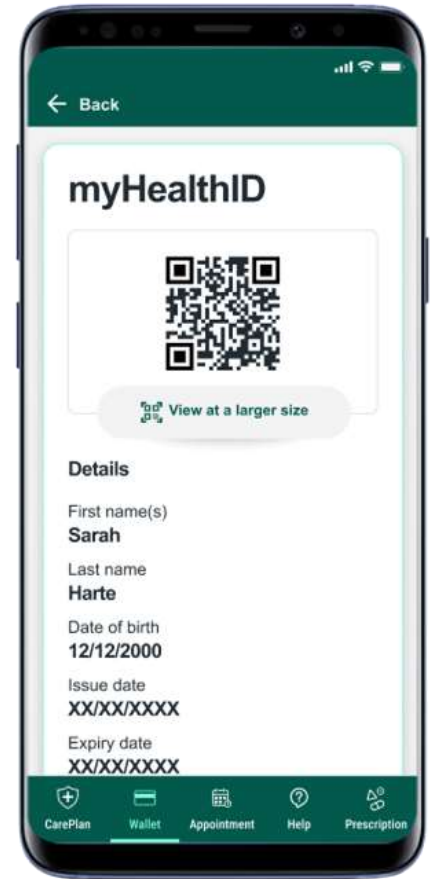
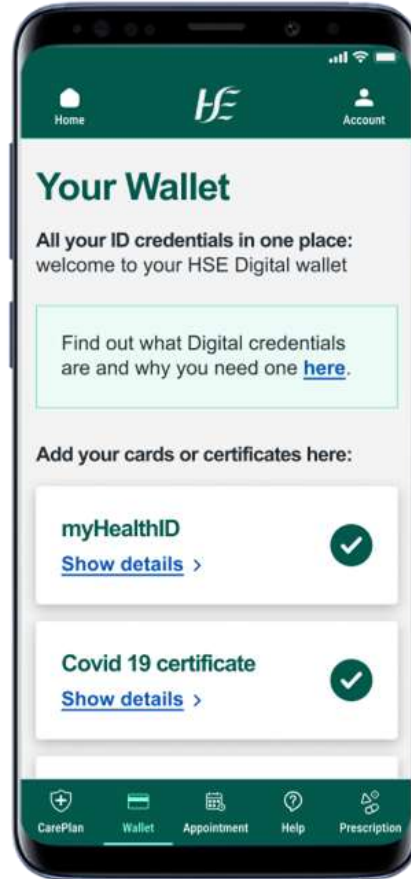
Own your digital Health ID.

Carry health cards and certs on your phone EHIC, DPS, Medical Cards etc.

Integration with MyGovID, PPSN and IHI

Secure check-in at healthcare facility and online.

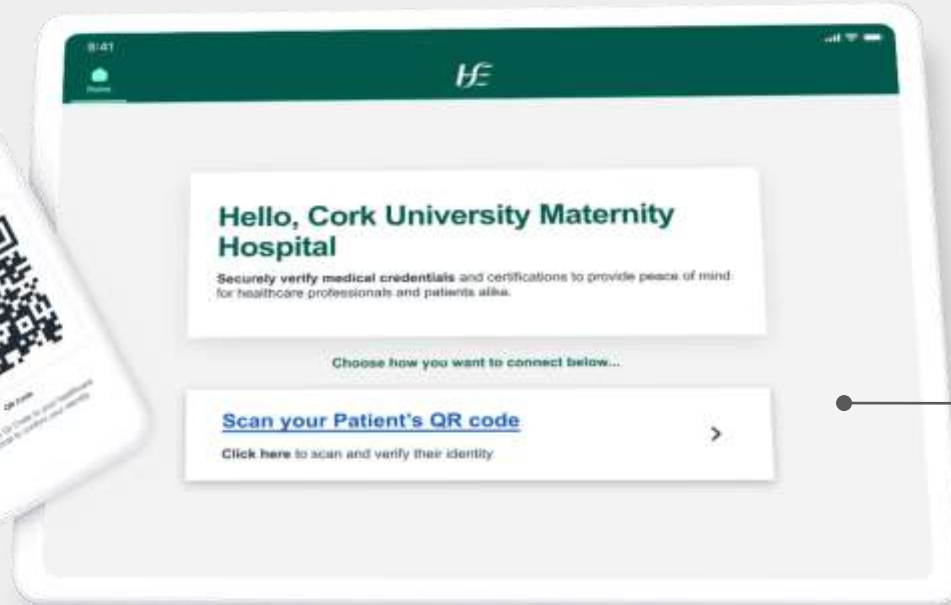
Control what information you are sharing and with who.





Verifying Identity

Patient presents QR code from their app



Verifier app is used to scan and transfer the data between the patient and the Healthcare worker



Appointments

All your appointments in one place.

Reduced DNAs with in-app appointment reminders.

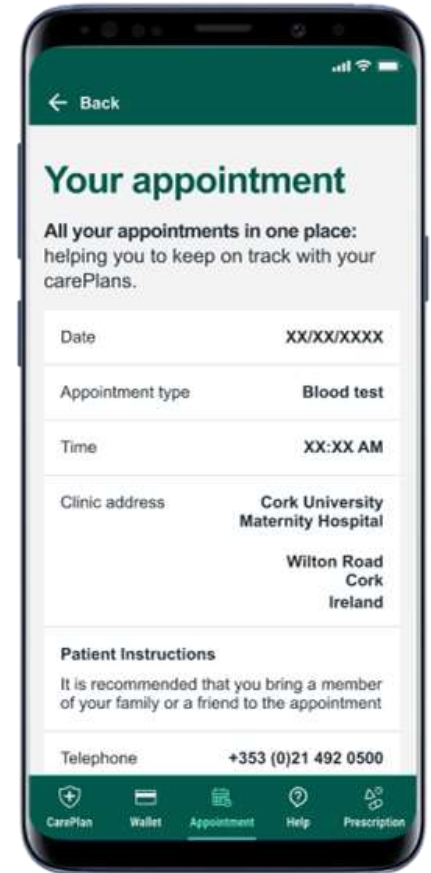
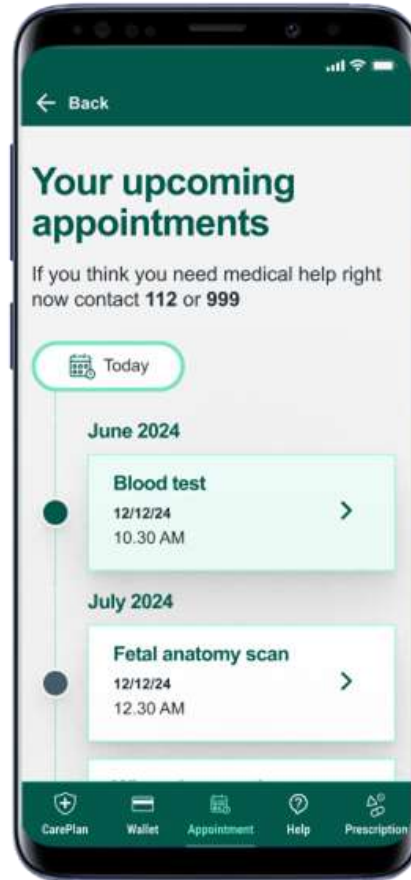
Easy cancellation and reschedule

Waiting list information, my waiting lists, how long will I be waiting

Calendar integration

Pre-appointment checklists

Post appointment self-care information



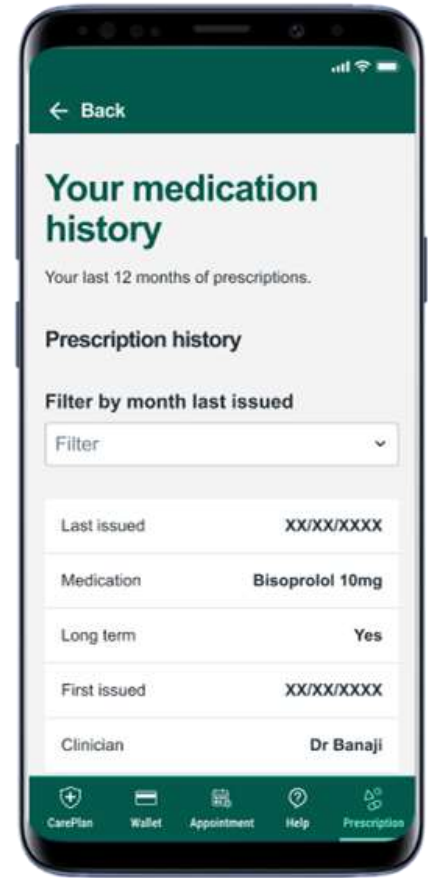
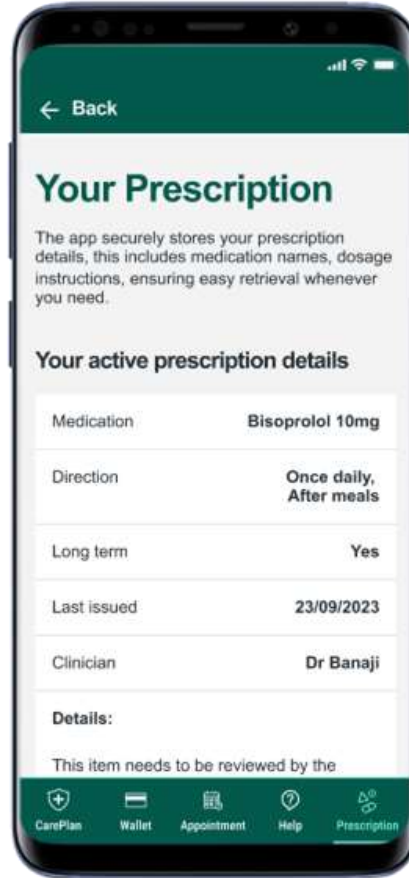


Prescriptions

See what medication you have been prescribed

Easily manage repeat prescriptions

Keep a record of current and past medication.



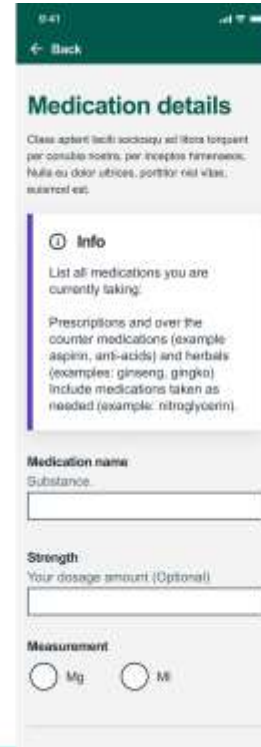
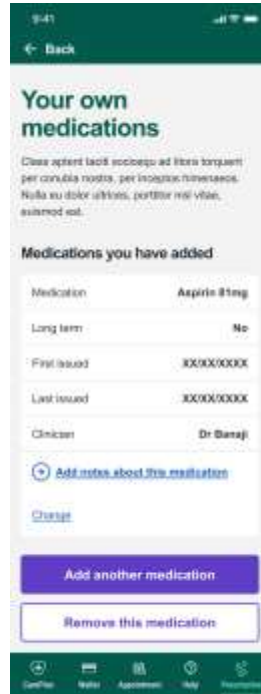


Medication

Prescribed Medications



My Medications





Personalised Healthcare Information

Your care plan (designed with clinicians and patients)

Self-care advice and information

What's happening now and next

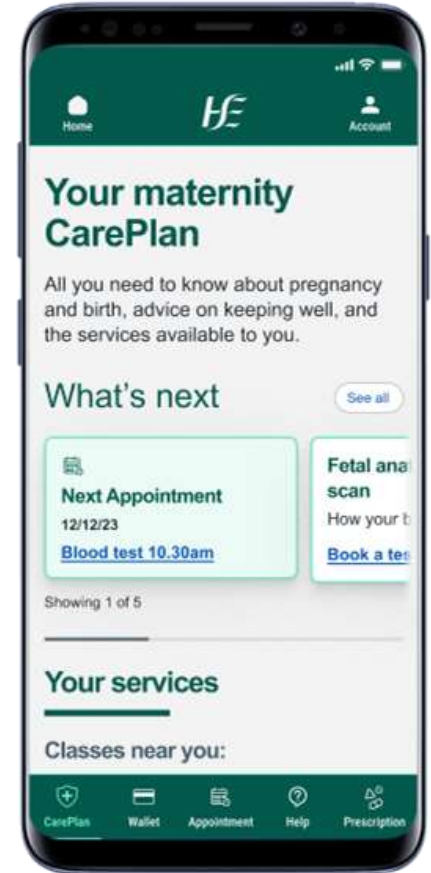
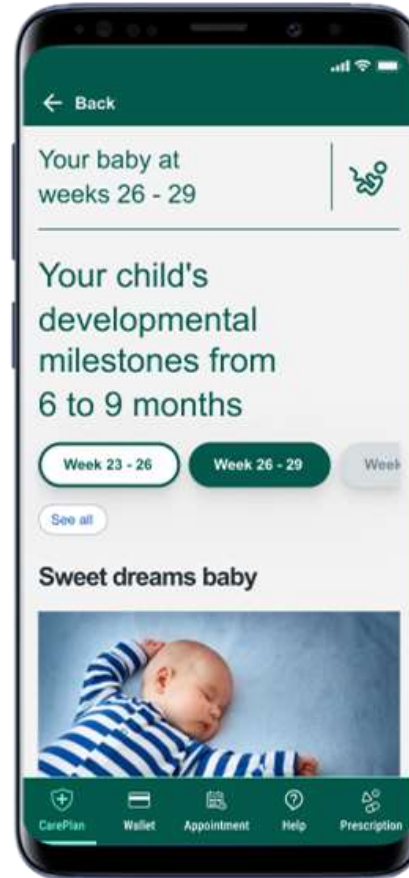
Personalised just in time health and wellbeing information to support you at all stages on your care pathway.

Other services you can access

Content to explain tests and results

Alerts when you are due a vaccine or test

A cert or test result delivered to your phone.





Signposting Help & Support

Health services near me

My Health services, contact details, care teams, directions, public transport

Live ED and Injury unit waiting times

Responsive real-time help and support from real person in HSELive.

Web chat and in-app messaging

