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# MIG-HEALTH APPS
## Mobile Health Apps for Migrants

https://apps4health.eu/

## Module 11 - Experiential Training session (11.2)
## Apps for Healthcare Services

# Partners

**POLIBIENESTAR**
**VNIVERSITAT DE VALÈNCIA**

UNIVERSITAT DE VALENCIA
VALENCIA, SPAIN
www.uv.es

**OXFAM Italia intercultura**

OXFAM ITALIA INTERCULTURA
AREZZO, ITALY
www.oxfamitalia.org/

**PROLEPSIS INSTITUTE**

PROLEPSIS
ATHENS, GREECE
www.prolepsis.gr

**IAT** Institute for Work and Technology

WESTFALISCHE HOCHSCHULE GELSENKIRCHEN,
BOCHOLT, RECKLINGHAUSEN
GELSENKIRCHEN, GERMANY
www.w-hs.de

**connexions** ICT for Education and Social Impact

CONNEXIONS
ATHENS, GREECE
www.connexions.gr

**RESET**

RESET
CYPRUS
www.resetcy.com

**media k**

media k GmbH
Bad Mergentheim, GERMANY
www.media-k.eu

**coordina** Strategy and Sustainable Results

COORDINA ORGANIZACIÓN DE EMPRESAS Y
RECURSOS HUMANOS, S.L.
VALENCIA, SPAIN
coordina-oerh.com

**AMSED**

AMSED
STRASBOURG, FRANCE
www.amsed.fr

# Experiential Training Session: Content

1. Interactive identification of healthcare services apps and different types

# Competences

- ✓ To equip participants with the skills required to assess public and provide healthcare services.

- ✓ To encourage participants by practical activities to apply their newly-gained knowledge

- ✓ To enhance the skills needed to make informed decisions about app selection, utilization, and integration into participants' everyday life
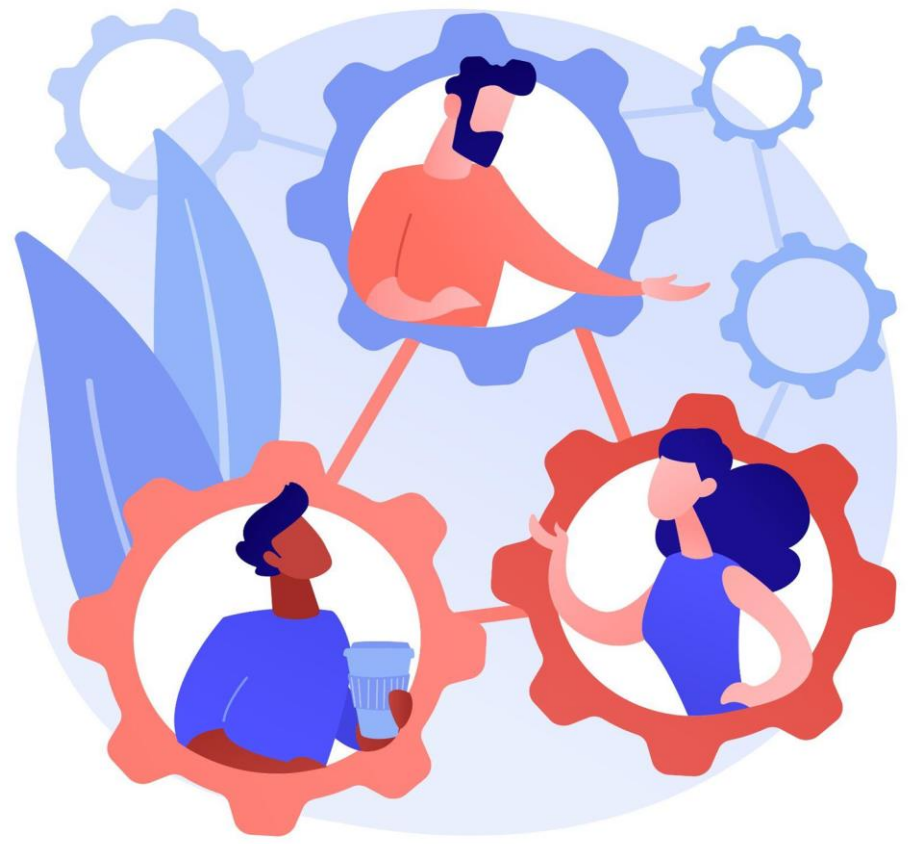


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Image by vectorjuice on Freepik

# Interactive identification of healthcare services apps and different types

## Objectives

- To become familiar with the most popular healthcare services apps

- To differentiate between public and private providers of healthcare services apps and their specific interests

- To collect and assess several examples

- To create an own plan for the beneficial use of healthcare services apps



Image by vectorjuice on Freepik

## Healthcare services apps

Service-oriented apps, for example, remind users to take their medication, monitor their vaccination status and remind them of check-ups. In some cases, they can even be used to make appointments with doctors. They can also be used to monitor symptoms or the progression of an illness.

# Healthcare services apps in Germany

# Healthcare services apps of <u>public</u> providers in Germany

**Public providers** of apps with health services are, for example, federal and state ministries, health authorities, subordinate healthcare authorities and institutions that are largely financed with public funds.

# Healthcare services apps of <u>public</u> providers in Germany

**"Corona-Warn-App"** from the Federal Ministry of Health: This app was developed to slow down the spread of COVID-19. During the period of high COVID-19 infections, it warned users if they had come into contact with an infected person and gave instructions on what to do next.

https://www.bundesregierung.de/breg-de/themen/corona-warn-app/corona-warn-app-faq-1758392

# Healthcare services apps of <u>public</u> providers in Germany

**Electronic patient file (ePA)**

This is made available to health insured persons voluntarily as an app on their mobile devices. It is intended to replace analog record keeping and ensure simpler networking between service providers such as doctors' surgeries, pharmacies, hospitals, etc.

**Objective**: To simplify data exchange for service providers and thus increase safety and treatment quality for patients

**Range of functions**: The ePA can be filled with documents, findings, doctors' letters, medication plans, etc., which can then be retrieved according to the situation and purpose

**Control of data access**: users determine which data is stored in the ePA; access by service providers is only possible with the user's authorisation

# Healthcare services apps of <u>private</u> providers in Germany

**Private providers** of apps with healthcare services are often IT companies, pharmaceutical groups or health insurance companies.

Health insurance companies are primarily involved in the area of prevention and service offerings that facilitate online communication with the health insurance company, help in the search for a doctor or manage health data.

# Healthcare services apps of private providers in Germany

**"Meine TK" from Techniker Krankenkasse:**
This app enables people insured with the health insurance company "Techniker Krankenkasse" to access their insurance data, apply for benefits, and use health services such as video consultations or online courses.

https://www.tk.de/techniker/leistungen-und-mitgliedschaft/online-services-versicherte/tk-app-2027886

Source

# Healthcare services apps of <u>private</u> providers in Germany

**"AOK Bonus App" from AOK:** This app is provided by the German health insurance company AOK and rewards health-conscious behaviour with bonus points that can be redeemed for rewards.

It also offers functions for making appointments and personalised health promotion.

https://www.aok.de/pk/medien/apps/



Source
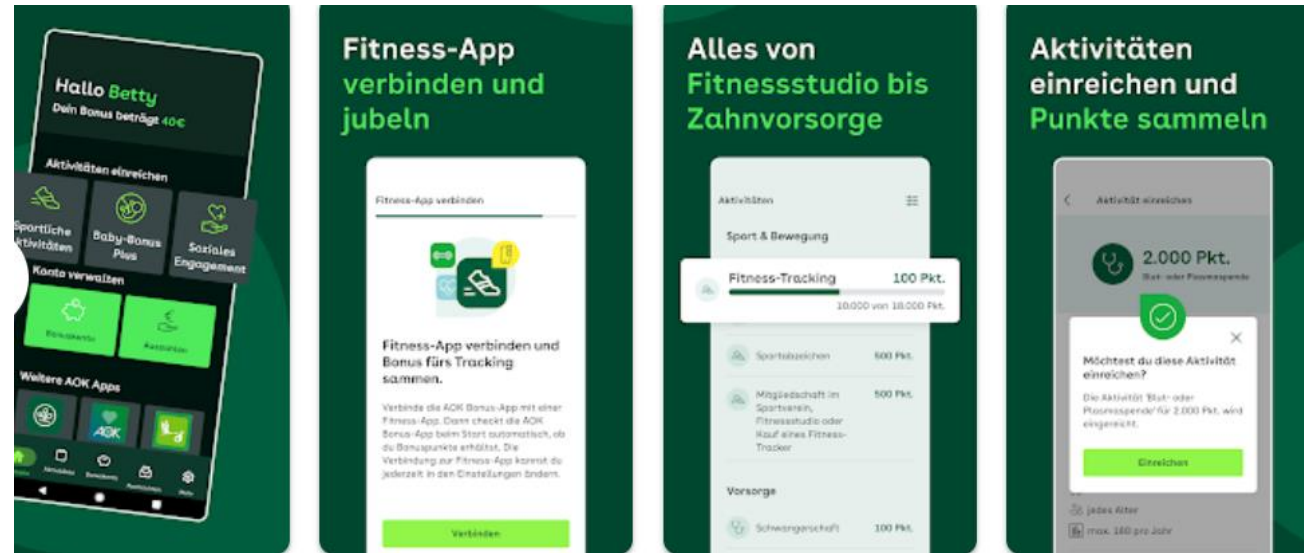
# Healthcare services apps of <u>private</u> providers in Germany

**"Vivy" from Vivy GmbH** (in cooperation with various health insurance companies): This app serves as a digital health portal and enables users to manage their medical findings, vaccinations and appointments, store health data securely and share it with doctors.

The app is available in English, German, Spanish and Turkish:
https://www.vivy.com/vivy-app

Source

# Healthcare services apps in Spain

# Healthcare services apps of <u>public</u> providers in Spain

**Electronic Medical History (HCDSNS)**. This system allows all Autonomous Communities to share relevant clinical information so that it is available electronically to all citizens.

In the following link, people can access the Electronic Medical History depending on the region they are being treated:
https://www.sanidad.gob.es/areas/saludDigital/historiaClinicaSNS/Accesos_HCD_SNS.htm

Through these platforms, people can access, save, or print all their clinical reports.

# Healthcare services apps of <u>public</u> providers in Spain

**Regional Health System Apps**. This apps offer several services to the patients, depending on the region they are being treated. The most common services are:

✦ Management of health appointments.

✦ Quick and easy access to relevant information offered by the Regional Health Authority.

✦ Identification methods both in health centres and pharmacies.

Examples of these Apps are the **App GVA + Salut** (for the Valencian Community) and **Tarjeta Sanitaria** (for the Community of Madrid)

# Healthcare services apps of <u>private</u> providers in Spain

**Doctoralia: Docplanner Health.** This app allows to book online/in-person appointments with more than 120,000 specialists from all over the country.

People can filter searches by specialty, city, postcode, health insurance (Adeslas, Allianz, Asisa, DKV, Mapfre, Muface, Sanitas, Zurich, etc.), and treatments.
Available for:

- https://play.google.com/store/apps/details?id=es.doctoralia&hl=es (Android)

- https://apps.apple.com/es/app/doctoralia-cuida-de-tu-salud/id1444682103?l=ca (IOS)

# Healthcare services apps of <u>private</u> providers in Spain

**ASISA.** With this app, people are be able to:

- Search for the doctor they need by specialty and proximity.

- Book an appointment online at the hospitals and centres.

- Request a video consultation with specialists.

- Find out which tests require authorisation and request it.

- Retrieve information about the insurance.

Available for:

- https://play.google.com/store/apps/details?id=com.asisa&hl=ca&gl=US (Android)

- https://apps.apple.com/es/app/asisa/id444680982?l=ca (IOS)

# Healthcare services apps in **Italy**

# Healthcare services apps of <u>public</u> providers in Italy

Because the Italian healthcare system is highly decentralized, every region and autonomous province created its own online tools to access on-line services. Some regions are technologically more advanced and their apps allow users to access a wide set of services (choose and change doctor, book blood tests and doctor appointments, etc...) while others are still in the beta version.

# Healthcare services apps of <u>public</u> providers in Italy (according to regions)

https://sanitaonline.regione.abruzzo.it/portaleservizi/#/portaleservizisanitari/dettaglio/installapp - Abruzzo Sanità (Abruzzo)

https://www.salute.basilicata.it/ - Salute Basilicata (Basilicata)

https://sinfonia.regione.campania.it/preview/app-mobile – Campania in Salute (Campania)

https://support.fascicolo-sanitario.it/guida/accesso-mobile/app-fse – ER Salute (Emilia-Romagna)

https://sesamo.sanita.fvg.it/sesamo/#/sesamo_app - Sesamo Apps (Friuli Venezia Giulia)

https://www.salutelazio.it/scarica-salute-lazio?inheritRedirect=true – Salute Lazio (Lazio)

https://apps.apple.com/it/app/salute-marche/id6443603118 - Salute Marche (Marche)

https://play.google.com/store/apps/details?id=it.ak12.mycuptmolise&hl=it&gl=US -

https://apps.apple.com/it/app/molise-salute/id1631814906 - Molise Salute (Molise)

https://sansol.isan.csi.it/la-mia-salute/home/#/ - TU Salute Piemonte (Piemonte) – web app

https://www.sanita.puglia.it/web/pugliasalute/app - Puglia Salute (Puglia)

https://www.regione.toscana.it/-/toscana-salute – Toscana Salute (Tuscany)

https://trec.trentinosalute.net/ - TreC+ (Trentino)

https://salute.regione.umbria.it/cms/sanitapp – SanitApp (Umbria)

https://play.google.com/store/apps/details?id=it.vda.fse.test_cup -

https://apps.apple.com/it/app/healthvda/id1440125377?l=en – HealthVDA (Valle d'Aosta)

https://salute.regione.veneto.it/web/fser/cittadino/app-sanita-km-zero - Sanitàkmzero (Veneto)

# Healthcare services apps of <u>public</u> providers in Italy

**"La Tua Salute"** from the 'Istituto Nazionale per la promozione della salute delle popolazioni Migranti e per il contrasto delle malattie della Povertà (INMP) is an informative guide for EU and non – EU citizens in Italy on:

- the right to healthcare and how to access the Italian National Health Service (Servizio Sanitario Nazionale - SSN);

- the main SSN services for prevention, health protection and care;

- the importance of prevention and adoption of healthy lifestyles at any age.

**La tua salute App** is available in: Italian, English, French, Romanian, Spanish

https://www.inmp.it/eng/La-Tua-Salute-App

# Healthcare services apps of <u>public</u> providers in Italy

**"I.C.A.R.E. (Integration and Community Care for Asylum and Refugees in Emergency)"** is a web app developed within the FAMI **I.C.A.R.E.** project in order to support migrants and refugees in accessing health services in Emilia-Romagna, Lazio, Tuscany and Sicily.

The web app features useful information in different languages spoken by migrant people in Italy: <u>https://icare.sanita.toscana.it/it/</u>

# Healthcare services apps of <u>public</u> providers in Italy

**Fascicolo Sanitario Elettronico (FSE) - Electronic Health Record (EHR)**

Is a set of health data and digital documents intended to replace analogue record keeping and ensure simpler networking between service providers such as doctors' surgeries, pharmacies, hospitals, etc.

**Objective**: To simplify data exchange for service providers and thus increase safety and treatment quality for patients

**Range of functions**: The EHR can be filled with documents, findings, doctors' letters, medication plans, etc., which can then be retrieved according to the situation and purpose
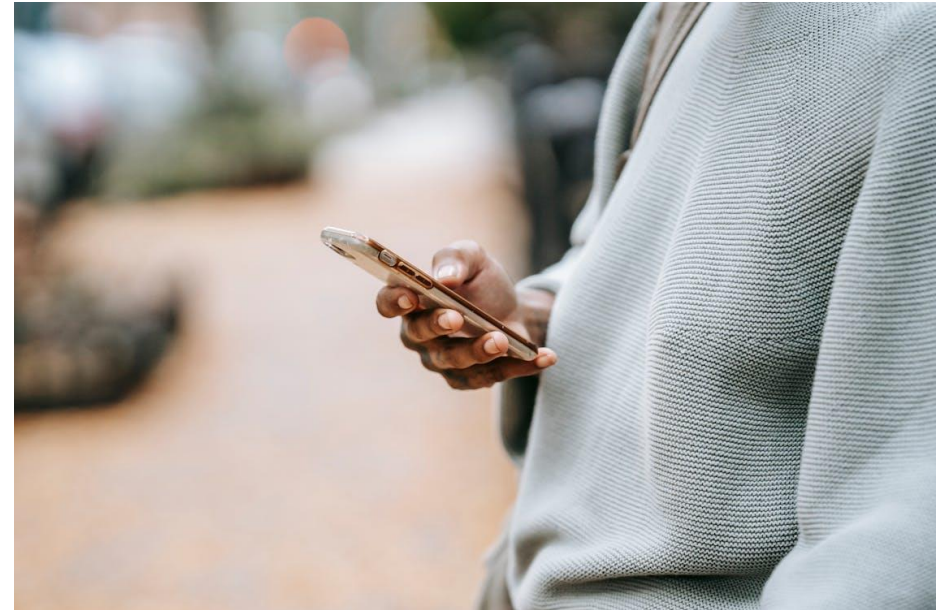


Source   Pexels Licence

# Healthcare services apps of <u>public</u> providers in Italy

Each region and autonomous province is in charge of the Fascicolo Sanitario Elettronico, for further information: [https://www.fascicolosanitario.gov.it/en/regional-ehr](https://www.fascicolosanitario.gov.it/en/regional-ehr) .

Useful links to regions (also providing links to healthcare apps):

[https://www.fascicolosanitario.regione.calabria.it/fascicolo-sanitario/](https://www.fascicolosanitario.regione.calabria.it/fascicolo-sanitario/) - EHR Calabria
[https://www.fascicolosanitario.liguria.it/fselig/;jsessionid=1BCOcPB5NVdGgBgxAXrLxHDYRCyko0KCD9dxldoE.FSEP02?0](https://www.fascicolosanitario.liguria.it/fselig/;jsessionid=1BCOcPB5NVdGgBgxAXrLxHDYRCyko0KCD9dxldoE.FSEP02?0) – EHR Liguria
[https://www.fascicolosanitario.regione.lombardia.it/app](https://www.fascicolosanitario.regione.lombardia.it/app) – EHR Lombardia
[https://fse.sanita.marche.it/web/portal/fascicolo-sanitario-elettronico](https://fse.sanita.marche.it/web/portal/fascicolo-sanitario-elettronico) – EHR Marche
[https://fse.regione.molise.it/fseui/auth/login](https://fse.regione.molise.it/fseui/auth/login) – EHR Molise
[https://fse20.sardegnasalute.it/](https://fse20.sardegnasalute.it/) - EHR Sardinia
[https://www.fse.vda.it/fse-home/home.html](https://www.fse.vda.it/fse-home/home.html) – EHR Valle d'Aosta

# Healthcare services apps of <u>private</u> providers in Italy

**Private providers** of apps with healthcare services are often IT companies, pharmaceutical groups or health insurance companies.

Even Apps created by private providers, following the general organisation of the SSN, might be limited to specific areas and territories.

# Healthcare services apps of <u>private</u> providers in Italy

**"PharmAround" from Develon Srl**: This app helps the user locate open pharmacies in the area, the services they provide, and the available products.

https://www.pharmaround.it/#app-download

# Healthcare services apps of <u>private</u> providers in Italy

**"FreeStyle LibreLink - IT" from Abbott Diabetes Care Inc.**: This app allows people affected by diabetes to monitor their glucose level using a smartphone and a specific sensor to be applied on the arm.

The SSN gives access to this service for free, if patients are entitled to an exemption.

https://www.freestyle.abbott/it-it/gettingstarted/dhts.html?gad_source=1&gclid=EAI aIQobChMIoaDR3vPNhAMVe0-RBR1Zwg-5EAAYASAAEgJjSfD_BwE&gclsrc=aw.ds

# Healthcare services apps in **Greece**

Co-funded by
the European Union

# Healthcare services apps of <u>public</u> providers in Greece

- For the time being, **the public providers** of apps in Greece is the Ministry of Digital Governance.

- The pandemic brought Greece a little bit closer to eHealth with providing several digital platforms to better self-manage health.

- However, public providers focused more on the use of platforms based on Internet browsers than applications.

# Healthcare services apps of <u>public</u> providers in Greece

- In 2021, the Ministry of Digital Governance launched the development of mobile apps regarding:

  - ✓ Preventive medicine: new parents will receive notifications on their mobile phones as a reminder to vaccinate their children. Furthermore, citizens are expected to receive personalised updates on preventive examinations based on their age and gender.

  - ✓ Teleconsultation: This initiative, which will start from mental health and dermatological diseases, is particularly important especially for border and island regions, as it puts remote doctor-patient communication in a clear and unambiguous framework.

# Healthcare services apps of <u>public</u> providers in Greece

**MyHealth** (in Greek only)

- myHealth is an application that is part of the overall framework of services for the electronic service of citizens in matters of their health and the medical procedures they need.

- myHealth is provided to citizens to access their prescriptions and diagnostic test referrals, as well as their Electronic Medical Certificates.

- AMKA (the social security individual unique number) is required to enter the app

- https://play.google.com/store/apps/details?id=gr.gov.myhealth&hl=el

- https://apps.apple.com/gr/app/myhealth/id1571094114

Developed by the
Hellenic Republic

# Healthcare services apps in Greece
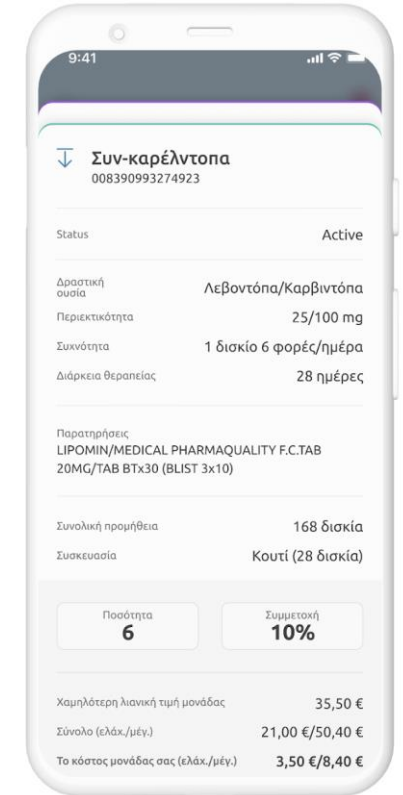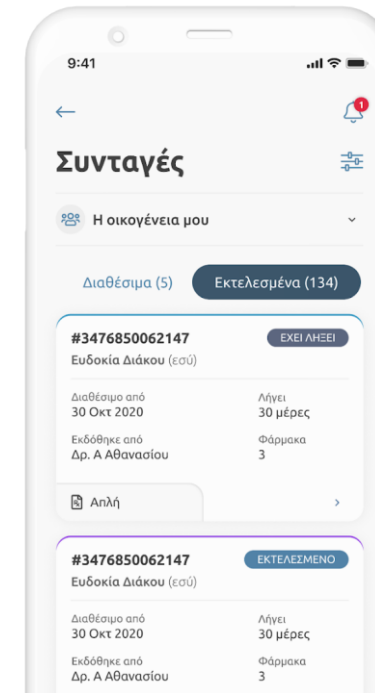
# Healthcare services apps of <u>public</u> providers in Greece

## **EMA** (in Greek only)

- The application was implemented by GRNET SA in the framework of the action "Electronic Services for the National Blood Donation System" of the Operational Program "Public Sector Reform" and is co-funded by the European Social Fund and national resources.

- Through this application, a blood donor who has a user account in the National Blood Donor Registry (https://service.blooddonorregistry.gr) can view his/her profile details, his/her statistics as a blood donor, the identity of a volunteer blood donor if s/he has issued or applied for one, as well as be informed about when s/he can donate blood again.

- https://play.google.com/store/apps/details?id=gr.bdr&hl=en&gl=US (only Google Play)

Developed by GRNET

# Healthcare services apps of <u>public</u> providers in Greece

# Healthcare services apps of <u>private</u> providers in Greece

- The **Let's ΠΑΠ** is the first Greek application for a woman's health.
- The app aims to inform on how women can stay healthy and protected from cervical cancer.
- Through the app women can know exactly their cycle, record the experienced symptoms and receive nutrition and exercise tips that will make them feel better.

Other components:

- convey the message of life, the value of prevention in the fight against cervical cancer for loved ones
- have access to a range of courses for active prevention of cervical cancer and the HPV virus
- record the cycle and inform accurately about the date of the next period and ovulation days
- receive dietary advice related to symptoms and to relieve
- be informed about a number of health issues such as diet and exercise by professionals

- https://play.google.com/store/apps/details?id=gr.aenorasis.letspap&hl=el&gl=US

- https://apps.apple.com/us/app/lets-%CF%80%CE%B1%CF%80/id1294578686?ls=1

Developed by LEAP and supported by the Greek Academic Cervical Pathology Study Group (HeCPA Group)

# Healthcare services apps of <u>private</u> providers in Greece

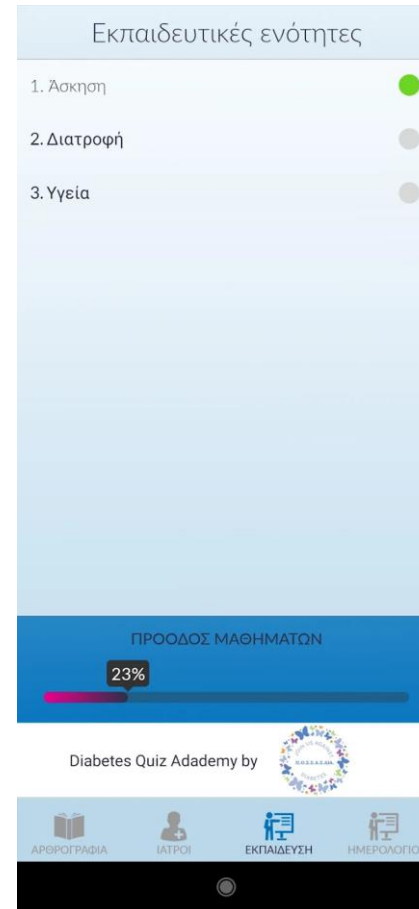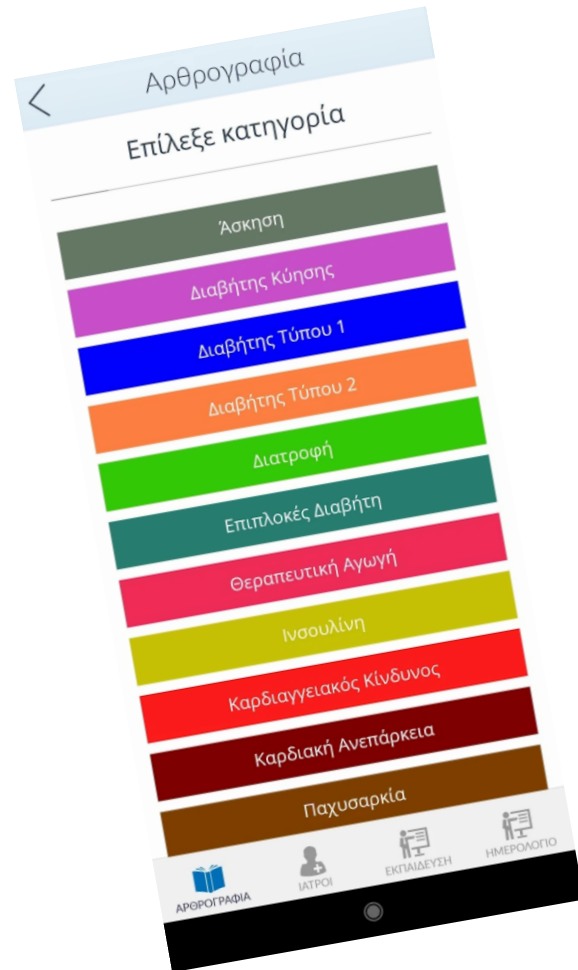# Healthcare services apps of <u>private</u> providers in Greece

- With the use of the **all4Diabetes** application, the public has universal access to the most authoritative, timely and valuable articles based on the guidance of the medical community.
- The application search platform on a daily basis locates, categorises and refers to articles from popular and trusted websites of health content, related to diabetes.
- Users of the application can find the contact details of doctors, based on their location, in order to make an appointment.
- In the diary, users record their mood daily and add as a reminder their appointment with the health professionals of their choice.
- Through quizzes, users can enrich their knowledge about issues of diabetes.
- The app is under the auspices of the Panhellenic Federation of Associations - Associations of People with Diabetes Mellitus

- https://mail.google.com/mail/u/0/?tab=rm&ogbl#inbox/FMfcgzGxSHhsrfnHHqcKXXxXgNvbHDPC

- https://apps.apple.com/id/app/all4diabetes/id1491723023

Developed by LEAP

# Healthcare services apps of <u>private</u> providers in Greece

# Healthcare services apps of <u>private</u> providers in Greece

- Through **Doctoranytime** people can easily find the most suitable professional for health-related needs, among more than 100 specialties, and make an appointment for a visit or video call, for themselves and their loved ones.

- People just choose a region, as well as a day and time that suits them.

- Components of the app

  - To find the best healthcare professionals for people's needs and make an appointment easily and quickly

  - To choose among more than 100 specialties and countless services for a personalised experience

  - To book a visit or video call from the comfort of one's home

  - To become part of a large community of users who offer useful reviews for every professional

- https://play.google.com/store/apps/details?id=com.doctoranytime.app&utm_source=web home

- https://apps.apple.com/gr/app/doctoranytime/id1555253814?utm_source=webhome

Developed by doctoranytime

# Healthcare services apps of <u>private</u> providers in Greece

# Healthcare services apps **in Cyprus**

# Healthcare services apps in Cyprus

**Alphamega Pharmacy**: Alphamega Pharmacy, a prominent pharmacy chain in Cyprus, offers an app that enables users to order prescription medications, locate the nearest pharmacy, and access information about available health products.

Android: https://play.google.com/store/apps/details?id=com.crm.app.v5.megapharmacy&pli=1

Apple: https://apps.apple.com/ie/app/alphega-pharmacy-by-healthera/id1533943977



Source | Pixabay license

# Healthcare services apps in Cyprus

**HealthLink - Cyprus – GESY:** This healthcare app is for patients to find doctors, pharmacies, and drugs, book appointments, have access to their medical records, and receive updates on healthcare services.

Android:

https://play.google.com/store/apps/details?id=com.ek.pharmacygesy&hl=en&gl=US

Apple:
https://apps.apple.com/us/app/healthlink-cyprus-gesy/id6444378453



Source

# Healthcare services apps in Cyprus

**Healthy.Me**: Cyprus healthy me app is an app designed to provide users with information about healthcare services, including hospitals, clinics, pharmacies, and healthcare professionals across Cyprus. It also offers features like appointment scheduling and teleconsultation options.

Android: https://play.google.com/store/apps/details?id=com.utpmarketing.hmd4&hl=en

Apple: https://apps.apple.com/us/app/healthlink-cyprus-gesy/id6444378453



Source | Pixabay license

# Healthcare services apps **in France**

Co-funded by
the European Union

# Healthcare services apps of <u>public</u> providers in France

In France, **public health services** are accessible via a number of platforms and applications developed by the government, hospitals, regional health agencies and other public sector organisations. These applications and online services aim to improve access to healthcare, personal health management and facilitate communication between patients and healthcare professionals.

# Healthcare services apps of <u>public</u> providers in France

**"Ameli"** from the Ministry of Health:  this is the official online portal for the Assurance Maladie. Ameli allows users to consult their healthcare reimbursements, manage their personal information, download a certificate of entitlement or find healthcare professionals.
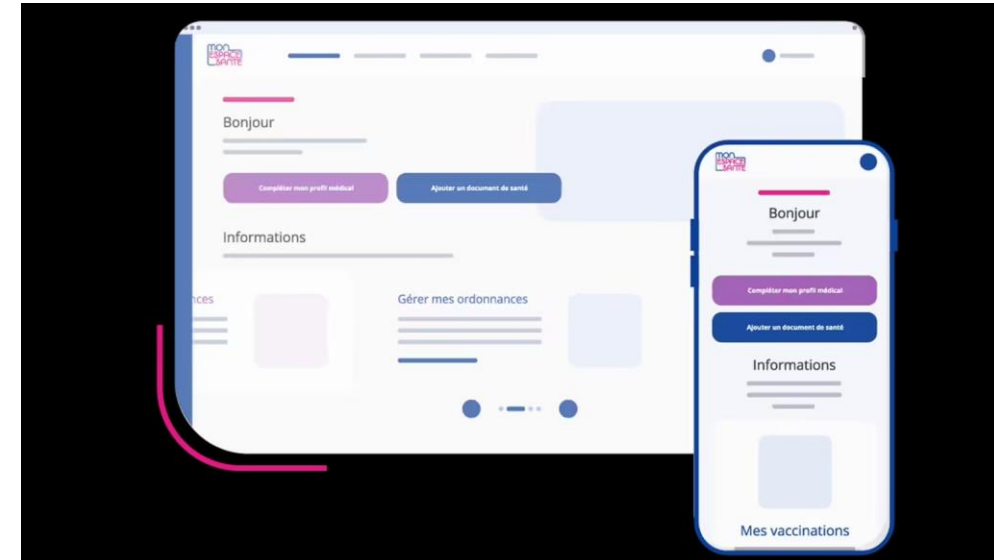
 <u>Android APP</u>  - <u>IOS App</u>

# Healthcare services apps of public providers in France

## Mon Espace Santé (My Health Space)

Launched at the beginning of 2022, it is the evolution of the Dossier Médical Partagé (DMP). Mon Espace Santé is a personal digital health space for storing, managing and sharing health information and documents in complete security.

Android App   -   IOS App



Source: malakoffhumanis.com

# Healthcare services apps of <u>public</u> providers in France

**TousAntiCovid**

Application developed in the context of the COVID-19 pandemic to help track contacts, provide information on the progress of the epidemic, and provide access to vaccination and test certificates. It is an example of how the French public sector can rapidly adapt to a health crisis using digital technologies.
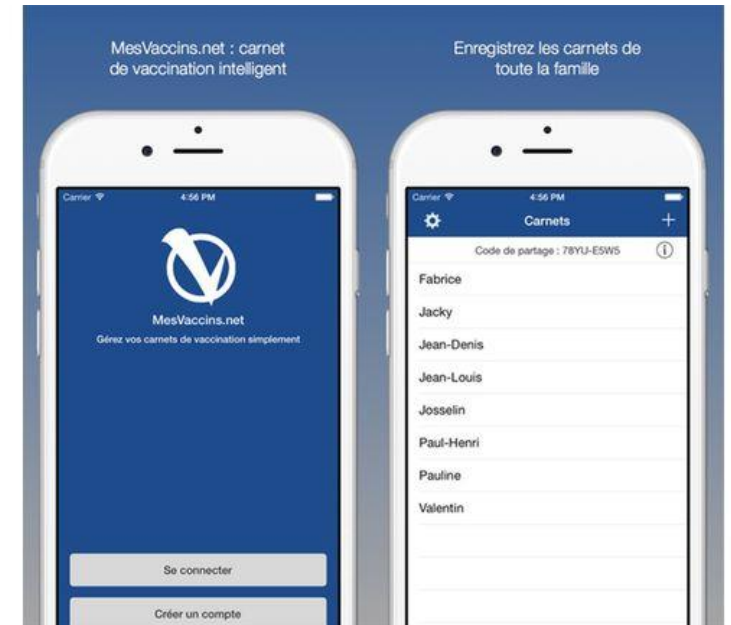
<u>Android App</u>  -  <u>IOS App</u>
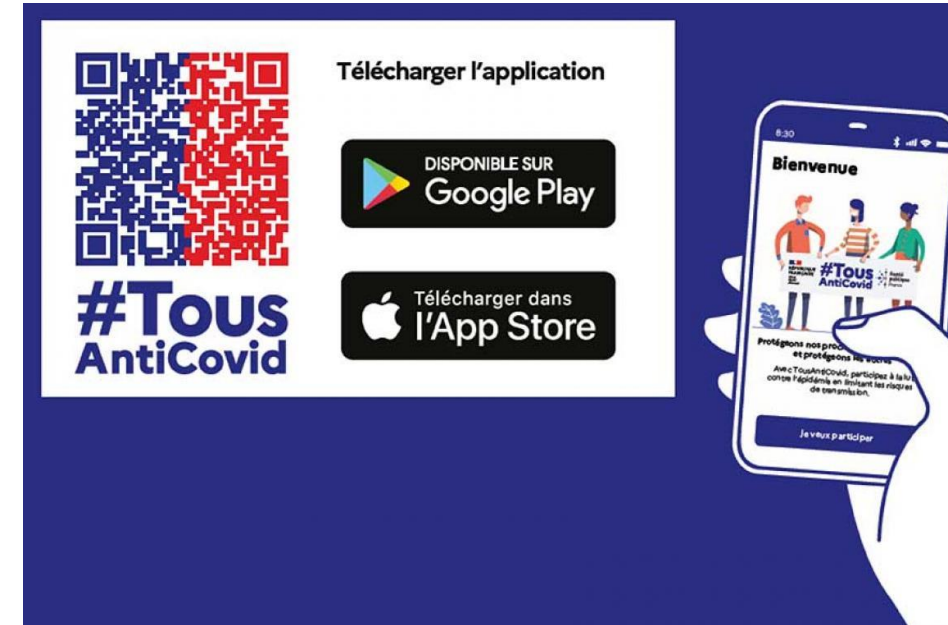
# Healthcare services apps of <u>public</u> providers in France

**MesVaccins:**

This lets people manage their electronic vaccination record and receive personalised recommendations on the vaccines needed, depending on the health profile and whether they are travelling abroad.

[Android App](#) - [IOS App](#)



Source: doctissimo.fr

# Healthcare services apps of <u>private</u> providers in France

**Doctolib**

Although Doctolib is a private company, it works closely with many public hospitals and independent healthcare professionals in France to facilitate online appointment booking, teleconsultation, and medical calendar management.

[Android App](#)  -  [IOS App](#)
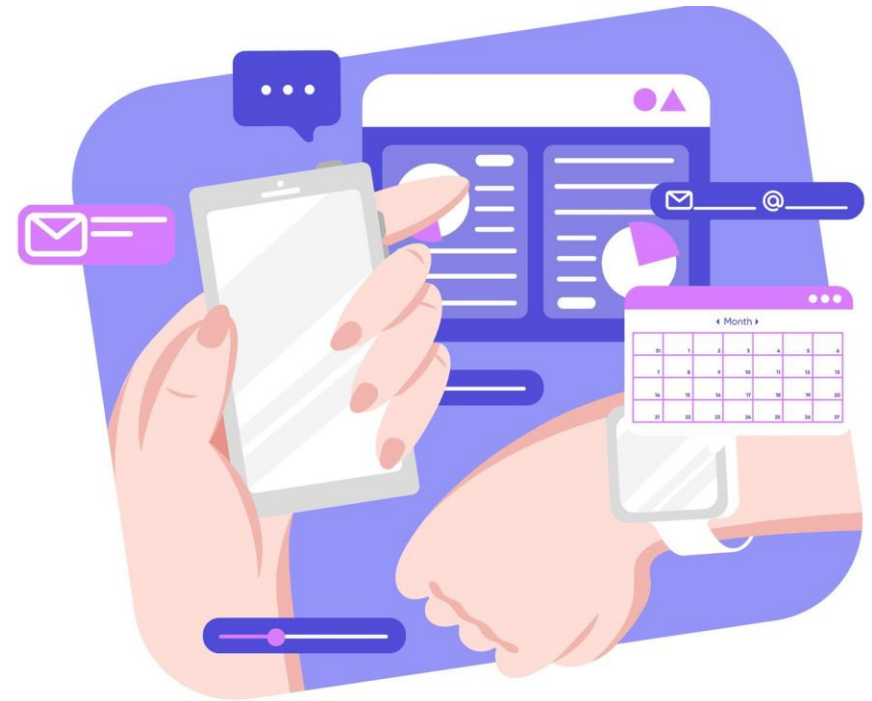
# *Activity: Collect in a pre-defined template several apps*

- You learned about different examples of public and private healthcare services apps
- Now navigate through the internet and explore core features and settings
- Collect 1-3 healthcare services apps in the language of your country of arrival
- Fill in the pre-defined template

**11.2.1 Pre-defined template for the Experiental Training Session**

| | Name | Owner/ Programmer / Provider | Public / private provider? | Cost | Platform (link) | Target Group (e.g. "Children", "Elderly", "Women", "Dealing with Pain", "Mental Problems", "certain diseases") | Description |
|---|---|---|---|---|---|---|---|
| 1 | Student Health App | Trinity College Cambridge | Private | Free | https://apps.apple.com/de/app/student-health-app/id934979379 | Students of Trinity College Cambridge / Great Britain | The Student Health App offers plain-talking reassurance, info and advice on over 125 topics relevant to students in areas such as...<br><br>> first aid & emergencies<br>> common ailments<br>> mental health problems<br>> physical (body) symptoms<br>> love and sex<br>> healthy living<br>> travel health<br>> alcohol & drugs<br>> long-term health problems<br>> staying safe at university<br>> accessing health services... |

# *Activity: Create your own plan for using healthcare services apps*

- Are there health topics that are relevant for the learner/a friend/a child/relatives (e.g. recurrent headaches, pre-existing diseases, need for preventive health measures)?

- Which healthcare services apps are available targeting these topics (e.g. sensors, apps on alternative treatments, special clinics)?

- Which app/s would be beneficial?

- Include this app / these apps in a pre-defined template as a plan for future use.

**11.2.1 Pre-defined template for creating a plan for using healthcare services apps**

|  | Name of the beneficiary | Health topic to be tackled | Name of the app | Platform (link) | Description | Why is this app beneficial for the user? |
|---|---|---|---|---|---|---|
| 1 | Margerita | Painful tensions due to lack of physical exercise | TK App | https://www.tk.de/techniker/ magazin/digitale-gesundheit/spezial/tk-fit-2066260 | This is an app of a health insurance company that also offers a fitness programme which rewards physical activities | The aim is to relieve painful tension in the muscles. |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |

Congratulations!
You have completed the experiential training session of this module!