



REPORT

on

EU state of play on telemedicine services and uptake recommendations

ANNEXES

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LIST OF ABBREVIATIONS

ACRONYM	DEFINITION
COPD	CHRONIC OBSTRUCTIVE PULMONARY DISEASES
EC	EUROPEAN COMMISSION
ECG	ELECTROCARDIOGRAM
eHSG	EHEALTH STAKEHOLDER GROUP
EU	EUROPEAN UNION
GDPR	GENERAL DATA PROTECTION REGULATION
GP	GENERAL PRACTITIONER
ICT	INFORMATION AND COMMUNICATION TECHNOLOGIES
ICU	INTENSIVE CARE UNIT
JAsEHN	JOINT ACTION TO SUPPORT EHEALTH NETWORK
MAST	MODEL FOR ASSESSMENT OF TELEMEDICINE
MS	MEMBER STATES
PCP	PRE-COMMERCIAL PROCUREMENT
RENEWING HeALTH	REGIONS OF EUROPE WORKING TOGETHER FOR HEALTH
TeleSCoPE	TELEHEALTH SERVICES CODE OF PRACTICE FOR EUROPE
TFEU	TREATY ON THE FUNCTIONING OF THE EUROPEAN UNION
WHO	WORLD HEALTH ORGANIZATION

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Annex A – Survey questions



JAsEHN - State of play of telemedicine services

WELCOME

First of all, thank you for agreeing to participate in this online survey.

This survey intends to determine the current state of telemedicine and telecare services in European countries, and to collect valuable inputs to propose uptake recommendations on how to enhance the progress being made towards their development in Europe.

Telemedicine is frequently confused with other terms included in the broad concept of eHealth, being even sometimes considered synonyms and most often used interchangeably.

- **Telemedicine** refers to the delivery of healthcare services by all healthcare professionals, where distance is a critical factor, through the use of ICTs to provide curative healthcare services. Telemedicine is a subset of telehealth and focuses on the curative scope of the healthcare services, excluding therefore the preventive and promotive aspects of healthcare as remote training, administrative and educational services included in telehealth
- **Telecare** is the use of ICTs, like alerts and sensing technologies, for the automatic and remote monitoring of care needs, emergencies and lifestyle changes of elderly or vulnerable individuals with physical or mental disabilities for the provision of personalized care services at a distance, supporting patients' self-management and helping them to remain independent in their home environment.

However, in the scope of this survey, **it will be considered that telemedicine includes telecare as well**, and for simplification purposes, **telemedicine = telemedicine & telecare**

The survey is divided into the following five sections: 1) Telemedicine ecosystem; 2) Current state of telemedicine services; 3) Evaluation of telemedicine services; 4) Barriers to telemedicine adoption; and 5) Lessons learned and Suggestions

To guarantee the quality of the information, we strongly recommend the participation of a group of 3-5 national experts who should meet to answer the questions as a group. **Only one survey must be submitted per country**, and should be completed online by each national representative.

We kindly ask you to submit your answers **until the 17th of May**. If you have any doubts or questions regarding the survey, please do not hesitate to contact us through the following email address: jasehn@spms.min-saude.pt

Your contribution is of the utmost importance as it will be the main source of information to produce D.7.1.2.

Thank you for your time!

Legend:



Required answer



Question that will redirect to a specific question, depending on the answer given

IDENTIFICATION

* 1 Country:

NATIONAL REPRESENTATIVE | Survey Coordinator

* 2 First Name

* 3 Last Name

* 4 Organization/ Entity

* 5 Role in the organization/ entity

* 6 Email address

NATIONAL EXPERTS

* 7 How many experts contributed to the completion of this survey?

- 0
- 1
- 2
- 3
- 4
- 5
- > 5



8 Organization/ Entity

National expert 1

National expert 2

National expert 3

National expert 4

National expert 5

9 Role in the Organization/ Entity

National expert 1

National expert 2


National expert 3

National expert 4

National expert 5

A. TELEMEDICINE ECOSYSTEM

STRATEGY AND GOVERNANCE CONTEXT

- * **10** To what extent is telemedicine implemented in your country (either as a stand-alone strategy or as a part of eHealth strategy)? 
- 0 - No stage provided
 - 1 - Initial stage
 - 2 - Ad-hoc stage
 - 3 - Defined stage
 - 4 - Managed stage
 - 5 - Optimized stage

DEFINITIONS:

0. No stage provided - There are no initiatives or activities towards telemedicine development.

1. Initial stage - There is no formal strategy & planning process definition. Isolated initiatives are developed in a decentralized way.


2. Ad-hoc stage - Several relevant telemedicine initiatives are developed, implemented and used by several health stakeholders, but they are not fully integrated into a national strategy & planning.

3. Defined stage - A national telemedicine strategy is documented, formalized and approved by the Government, as well as the respective action plan to implement it at a national, regional and organizational level.

4. Managed stage - National telemedicine strategy is implemented. Indicators to evaluate and monitor implementation progress are defined, being a crucial tool to measure performance.

5. Optimized stage - National telemedicine strategy is fully integrated within the healthcare ecosystem and is delivering the expected results.

- * **11** Does your country have specific bodies/ authorities responsible for telemedicine development?
- Yes
 - No
 - DK/ DA (Don't know/ Don't answer)

- * **12** Does the national strategy include specific guidelines for national, regional and organizational development of telemedicine services? Please select all that apply 
- Yes, national guidelines
 - Yes, regional guidelines
 - Yes, organizational guidelines
 - No
 - DK/ DA
 - My country does not have a telemedicine strategy

- * **13** Does your national telemedicine strategy mention the development of cross-border telemedicine services?
- Yes
- No
- DK/ DA

FINANCIAL AND ECONOMIC CONTEXT

- * **14** Are there any funding mechanisms available for telemedicine development?
- Yes
- No
- DK/ DA

- * **15** Please indicate the type of funding available for telemedicine development in your country. Please select all that apply.

- Public funding
- Private funding
- Donor/ Non-governmental development funding
- Public-private partnerships
- DK/ DA
- Other (please specify)

DEFINITIONS:

Public funding - financial support provided by government at a national, regional or local levels, or by independent public bodies or social security agencies

Private funding - financial support provided by private not-for-profit or for-profit insurance funds

Donor/ Non-governmental development funding – financial support provided by non-governmental organizations and charities, development agencies, development banks or other funding bodies for development work

Public-private partnerships - joint ventures between public organizations and private sector companies to work together to achieve a common goal

* **16** Please indicate the proportion of funding contribution for telemedicine development provided by the following funding sources:

	No funding	Low (<25% of funding)	Medium (25% - 50% of funding)	High (51% - 75% of funding)	Very High (>75% of funding)	DK/ DA	NA (Not Applicable)
Public funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donor/ Non-governmental development funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public-private partnerships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* **17** Are there any economic studies/ business cases prepared to support funding?

- Yes
- No
- DK/ DA

* **18** Are there any reimbursement mechanisms established to get paid for telemedicine services?

- Yes
- No
- DK/ DA



* **19** Who are the stakeholders in charge to reimburse telemedicine services? Please select all that apply

- Government
- Public health insurance companies
- Private health insurance companies
- National authorities/ bodies
- Regional authorities/ bodies
- Patients
- DK/ DA
- Other (please specify)

* **20** How do you evaluate the effectiveness of the current reimbursement mechanisms available for telemedicine services?

- Below expectations
- On expectations
- Above expectations
- DK/ DA

Why?

TECHNOLOGY CONTEXT

* **21** On a scale of 0 (Inexistent) to 5 (Very high), please rate the degree of development of healthcare organizations in their **adoption of...**

	0 - Inexistent	1 - Very low	2 - Low	3 - Medium	4 - High	5 - Very high	DK/ DA
... Computing infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... Appropriate equipment for telemedicine services (networked based communications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 22 What is the penetration rate of high-speed internet bandwidth nationwide (>100Mbps)?

- <50%
- 50% - 65%
- 66% - 80%
- 81% - 95%
- >95%
- DK/ DA

* 23 What is the penetration rate of households with internet access?

- <50%
- 50% - 65%
- 66% - 80%
- 81% - 95%
- >95%
- DK/ DA

* 24 What is the penetration rate of smartphones nationwide?

- <30%
- 30% - 50%
- 51% - 70%
- 71% - 90%
- >90%
- DK/ DA

* 25 Are there any commonly agreed interoperability requirements or standards for telemedicine services nationwide?

- Yes
- No
- DK/ DA

* 26 Are there any accreditation standards for telemedicine services which focus on ensuring interoperability with other services?

- Yes
- No
- DK/ DA

- * **27** Are there any national registers/ health information repositories of telemedicine services (i.e. datasets with aggregated information on specific services related to telemedicine practice)?
- Yes
 - No
 - DK/ DA

LEGAL AND SECURITY CONTEXT

- * **28** Does the national healthcare legislation cover telemedicine practice (or is there any specific legislation on telemedicine in your country)?
- Yes
 - No
 - DK/ DA
- * **29** Does your country have legislation to define reimbursement of telemedicine services?
- Yes
 - No
 - DK/ DA
- * **30** Does your country have legislation to define medical liability of telemedicine services?
- Yes
 - No
 - DK/ DA
- * **31** Does your country have legislation to govern security of data transfer and storage when using telemedicine services?
- Yes
 - No
 - DK/ DA
- * **32** Does your country have legislation to govern patient privacy and confidentiality vis-à-vis data transfer, storage and sharing between healthcare professionals?
- Yes
 - No
 - DK/ DA

- * **33** Is national healthcare legislation already aligned with the new European General Data Protection Regulation (Regulation(EU) 2016/679)?
- Yes
- No
- DK/ DA

CULTURAL CONTEXT

- * **34** On a scale from 0 (No awareness) to 5 (Very high awareness), how would you currently rate healthcare professionals and patients' **awareness of telemedicine services?**

	0 - No awareness	1 - Very low awareness	2 - Low awareness	3 - Medium awareness	4 - High awareness	5 - Very high awareness	DK/ DA
Healthcare professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- * **35** What kind of adoption mechanisms are currently being **planned** to promote telemedicine in your country?

Please select all that apply

- None
- Awareness campaigns
- Stakeholders engagements forums
- Training programs/ sessions
- Financial incentives programs
- DK/ DA
- Other (please specify)

* 36 What kind of adoption mechanisms are currently being **done** to promote telemedicine in your country? Please select all that apply

- None
- Awareness campaigns
- Stakeholders engagements forums
- Training programs/ sessions
- Financial incentives programs
- DK/ DA
- Other (please specify)

* 37 Do any **tertiary institutions** (universities or technical schools) in your country provide training to health sciences' students in order to deliver telemedicine services?

- Yes
- No
- DK/ DA



* 38 Which proportion of tertiary institutions offer these courses in your country?


- None
- <25%
- 25% - 50%
- 51% - 75%
- >75%
- DK/ DA

* 39 Which of the following professional groups are offered this training? Please select all that apply

- Medicine
- Nursing/ Midwifery
- Dentistry
- Pharmacy
- Healthcare Technicians
- Public Health
- Biomedical
- Medical Informatics
- DK/ DA
- Other (please specify)

* 40 Which type of skills are developed in these courses? Please select all that apply

- Technological skills to use telemedicine equipment
- Clinical skills to use telemedicine services
- Communication/ Relational skills to deliver telemedicine services
- Legal skills on telemedicine
- Financial and economic skills on telemedicine (i.e. business models, funding, reimbursement schemes)
- DK/ DA
- Other (please specify)

* **41** Do any **institutions or organizations** in your country offer **in-service training** on telemedicine as part of the continuing education of healthcare providers? 

- Yes
- No
- DK/ DA

* **42** Which proportion of these institutions or organizations in your country offer these courses?

- None
- <25%
- 25% - 50%
- 51% - 75%
- >75%
- DK/ DA

* **43** Which of the following professional groups are offered this training? Please select all that apply

- Medicine
- Nursing/ Midwifery
- Dentistry
- Pharmacy
- Healthcare Technicians
- Public Health
- Biomedical
- Medical Informatics
- DK/ DA
- Other (please specify)

* **44** Which type of skills are developed in these courses? Please select all that apply

- Technological skills to use telemedicine equipment
- Clinical skills to use telemedicine services
- Communication/ Relational skills to deliver telemedicine services
- Legal skills on telemedicine
- Financial and economic skills on telemedicine (i.e. business models, funding, reimbursement schemes)
- DK/ DA
- Other (please specify)

* **45** On average, do patients usually receive any training or education prior to the use of telemedicine services?

- No
- Yes, rarely
- Yes, sometimes
- Yes, very often
- Yes, always
- DK/ DA

* **46** On a scale from 0 (No willingness) to 5 (Very high willingness), how would you rate healthcare professionals and patients' **willingness to use telemedicine services?**

	0 - No willingness	1 - Very low willingness	2 - Low willingness	3 - Medium willingness	4 - High willingness	5 - Very high willingness	DK/ DA
Healthcare professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B. CURRENT STATE OF TELEMEDICINE SERVICES

* **47** Does your country have any telemedicine services planned/ implemented? ↔

- Yes
- No
- DK/ DA

* 48 Which of the following **telemedicine services** are being planned/ implemented in your country? Please select all that apply

- Telerriage
- Teleconsultation
- Telerdiagnosis
- Telesurgery
- Telescreening
- Telemonitoring/ Telecare
- Other (please specify)

DEFINITIONS:

Telerriage - remote disposition of patient symptoms by trained healthcare professionals who estimate symptom urgency, rather than diagnose symptoms, and recommend on-site care and treatment, or home treatment advice via phones

Teleconsultation - consultation between healthcare providers or between healthcare providers and patients using information and communication technologies (ICTs) to communicate at a distance, for the purpose of diagnosis or treatment of a patient at a remote site, or to obtain a specialist's second opinion

Telerdiagnosis - determination of the nature of a disease at a remote location from the patient based on the clinical data and information (i.e. data, images, and video records) transmitted through ICTs

Telesurgery – use of telemedicine resources and ICTs to support and monitor surgical procedures at a distance or even to perform remote surgery

Telescreening – use of ICTs between patients and healthcare providers to remotely identify the possible presence of an as-yet-undiagnosed disease in individuals without signs or symptoms, or with pre-symptomatic or unrecognized symptomatic disease, through the use of medical tests.

Telemonitoring/ Telecare - use of information technology, like alerts or sensing technology, to monitor patients at a distance to measure vital signs or manage chronic diseases, in order to provide personalized care services remotely

* 49 Which of the following **specialties/ application areas** offer (or are working to offer) telemedicine services in your country? Please select all that apply.

- Radiology
- Dermatology
- Pathology
- Psychiatry
- Cardiology
- Ophthalmology
- Nursing
- Nutrition
- Pharmacy
- Other (please specify)

Joint Action to support the eHealth Network

DEFINITIONS:

Radiology - medical specialty that uses ICTs to transmit and exchange medical images (e.g. x-ray, MRIs, ultrasounds) for remote viewing, interpretation, assessment and diagnosis of a radiologist who is not present at the site where the images were taken

Dermatology - medical specialty that uses ICTs to transmit medical information concerning skin conditions for the purpose of diagnosis or consultation

Pathology - medical specialty that uses ICTs by pathologists or other laboratory personnel to remotely collect and transmit pathologic data and results for the purpose of diagnosis or consultation

Psychiatry - medical specialty that uses ICTs to provide mental health services at a distance

Cardiology – medical specialty that uses ICTs to transmit medical information concerning heart conditions for the purpose of diagnosis or consultation

Ophthalmology - medical specialty that uses ICTs to deliver eye care to patients at a distance

Nursing – use of information and communication technologies to provide nursing services at a distance

Nutrition- use of information and communication technologies to provide nutrition services at a distance

Pharmacy - way of delivering pharmaceutical products and care using information and communication technologies to patients (patient counseling, drug therapy monitoring, and refill authorization for the prescribed drugs)

Other telemedicine application area - i.e. physical medicine and rehabilitation, genetics, etc..

* 50 Please select with an (x), in the case of your country, which of the specialties/ application areas use (or are working to use) each of the telemedicine services mentioned previously. Please select all that apply and make sense

	Radiology	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	Nutrition	Pharmacy	Other	Other	Other	DK/	NA
										specialties/ application area 1 (mentioned in Q. 48)	specialties/ application area 2 (mentioned in Q. 48)	specialties/ application area 3 (mentioned in Q. 48)		
Teletriage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teleconsultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telediagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telesurgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telescreening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telemonitoring/ Telecare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 1 (mentioned in Q. 48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 2 (mentioned in Q. 48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 3 (mentioned in Q. 48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* **51** What is the **purpose** of the telemedicine services available in your country? Please select all that apply

- Triage
- Diagnosis
- Treatment
- Second opinion
- Emergency care
- Screening
- Surgery
- Follow-up
- Chronic disease management
- Vital signs monitoring
- Palliative care
- Other (please specify)

* **52** On a scale from 1 (Initial stage) to 5 (Optimized stage), please select with an (x) the **average maturity stage** of each one of the telemedicine services mentioned above

	1 - Initial stage	2 - Ad-hoc stage	3 - Defined stage	4 - Managed stage	5 - Optimized stage	DK/ DA	NA
Teletriage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teleconsultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telediagnosis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telesurgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telescreening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telemonitoring/ Telecare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other telemedicine service 1 (mentioned in Q.48)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other telemedicine service 2 (mentioned in Q.48)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other telemedicine service 3 (mentioned in Q.48)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DEFINITIONS:

- 1. Initial stage** – There are no formal telemedicine services defined. Pilot projects/ initiatives are conceptualized and planned in a decentralized way to implement telemedicine services.
- 2. Adhoc stage** – Small-scale, short-term and independent pilot experiments are developed, implemented and used by few health stakeholders, to help to check the conditions and operational details of how a large-scale project might work in practice
- 3. Defined stage** – Large-scale, transversal and integrated pilot initiatives are developed, implemented and used by several health stakeholders across the country to test the final feasibility of the implementation of telemedicine services.
- 4. Managed stage** – Telemedicine services are officially implemented across the country.
- 5. Optimized stage** – Telemedicine services are fully implemented and integrated within the healthcare ecosystem. They are delivering the expected results and healthcare stakeholders support telemedicine development

* **53** Please select the **territorial scope** of each one of the telemedicine services mentioned above. Please select all that apply

	International	National	Regional	Local	DK/ DA	NA
Teletriage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teleconsultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telediagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telesurgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telescreening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telemonitoring/ Telecare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 1 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 2 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 3 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEFINITIONS:

International – Telemedicine services with health entities in other countries

National – Telemedicine services in referral national hospitals, laboratories and health institutions/ entities

Regional – Telemedicine services in district or provincial hospital, health centres and health institutions/ entities

Local – Telemedicine services in health posts, health centres providing basic healthcare, and local health groups

* **54** Please select the **type of interactions between the individuals** established in each one of the telemedicine services mentioned above. Please select all that apply

	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	DK/ DA	NA
Teletriage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teleconsultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telediagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telesurgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telescreening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telemonitoring/ Telecare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 1 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 2 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 3 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEFINITIONS:

HCP 2 P – Healthcare provider to Patient

HCPa 2 HCPa – Interaction of healthcare providers of the same professional modality (physician to physician, nurse to nurse, specialist to specialist, etc.)

HCPa 2 HCPb – Interaction of healthcare providers of different professional modalities (physician to nurse, physician to specialist, etc.)

* **55** Please select the **level of care** established in each one of the telemedicine services mentioned above. Please select all that apply

	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	DK/ DA	NA
Teletriage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teleconsultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telediagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telesurgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telescreening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telemonitoring/ Telecare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 1 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 2 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other telemedicine service 3 (mentioned in Q.48)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DEFINITIONS:

P 2 PC - Patient to Primary Care

P 2 HC - Patient to Hospital Care

P 2 CC - Patient to Continuous Care

PC 2 HC - Primary Care to Hospital Care

HC 2 CC - Hospital Care to Continuous Care

PC 2 CC - Primary Care to Continuous Care

* **56** Please select the most appropriate range to describe the **% of services, healthcare institutions, and patients** involved in telemedicine services

	% of telemedicine services in total of services	% of healthcare institutions with telemedicine services in total healthcare institutions	% patients involved in telemedicine services in total patients
Teletriage	<input type="text"/>	<input type="text"/>	<input type="text"/>
Teleconsultation	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telediagnosis	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telesurgery	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telescreening	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telemonitoring/ telecare	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other telemedicine service 1 (mentioned in Q.48)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other telemedicine service 2 (mentioned in Q.48)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other telemedicine service 3 (mentioned in Q.48)	<input type="text"/>	<input type="text"/>	<input type="text"/>
TELEMEDICINE SERVICES IN GENERAL	<input type="text"/>	<input type="text"/>	<input type="text"/>

C. EVALUATION OF TELEMEDICINE SERVICES

* **57** From the telemedicine initiatives/ services that exist in your country, have any of them been subject to an **evaluation study** to measure and assess final outcomes?

- Yes
- No
- DK/ DA

* **58** What is the % of telemedicine initiatives/ services subject to an evaluation study?

- <5%
- 5%-20%
- 21%-35%
- 36%-50%
- >50%
- DK/ DA

* **59** On a scale from 0 (Never) to 5 (Always), please select the most appropriate option regarding the evaluation criteria of telemedicine initiatives/ services

	0 - Never	1 - Very Rarely	2 - Rarely	3 - Occasionally	4 - Very Frequently	5 - Always	DK/ DA	NA
Program acceptance (healthcare professionals) - Is there evidence that the programs were accepted and used by the healthcare professionals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program acceptance (patients) - Is there evidence that the programs were accepted and used by the patients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access - Is there evidence that the programs improved access to care for the patients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality - Is there evidence that the programs improved the quality of care for patients?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical safety - Is there evidence that the programs improved clinical safety of the healthcare services provided (e.g. reduction of adverse events)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical safety - Is there evidence that the programs are technically reliable and guarantee security of data?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cost-effectiveness

(healthcare professionals) - Is there evidence that the programs improved the cost-effectiveness of the service delivery for the healthcare professionals?

Cost-effectiveness

(patients) - Is there evidence that the programs improved the cost-effectiveness of the service for the target groups?

Satisfaction (healthcare professionals)

- Is there evidence that healthcare professionals are satisfied with the programs?

Satisfaction (patients)

- Is there evidence that patients are satisfied with the programs?

Health outcome

- Is there evidence that the programs improved health outcomes?

Sustainability

- Is there evidence that the programs are affordable and sustainable for healthcare system users?

* **60** On a scale from 1 (Strongly disagree) to 5 (Strongly agree), please select the most appropriate option for each of the statements presented:

"Telemedicine services adoption in my country will/ can..."

	1 - Strongly disagree	2 - Disagree	3 - Undecided	4 - Agree	5 - Strongly agree	DK/ DA
... improve the quality of care to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... improve continuity of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... improve patients' adherence to treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help in easy access of health services for patients in remote areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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... improve patients empowerment and autonomy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... contribute to the integration of and communication between healthcare providers (hospitals, primary healthcare, continuous care, etc..)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help to save patients/ caregivers' time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help to save patients/ caregivers' money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... bring operational efficiency and oversight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help to reduce avoidable health costs with prevention actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help to reach new patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... contribute to reduce or optimize costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... improve research/ academics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... help to manage more efficiently the time allocated to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... foster cross-border telemedicine services to patients/ healthcare providers in other MS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... bring a higher quality of care when compared with face-to-face consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... benefit only the urban community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... substitute face-to-face consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... complement face-to-face consultations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D. BARRIERS TO TELEMEDICINE ADOPTION

* **61** On a scale from 1 (Not important barrier) to 5 (Extremely important barrier), please rate the following **potential barriers to implement telemedicine**

	1 - Not important barrier	2 - Slightly important barrier	3 - Important barrier	4 - Very important barrier	5 - Extremely important barrier	DK/ DA
Absence of a national strategy towards telemedicine development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Little government support to prioritize telemedicine in health services delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inexistence of national bodies/ authorities responsible for telemedicine development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High cost of equipment's acquisition and implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of funding mechanisms to develop telemedicine (public, private, donor/non-public development or public-private partnerships funding)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of reimbursement procedures for telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Lack of evidence on economic benefits and cost-effectiveness of the programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Absence of telemedicine services sustainability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of appropriate telemedicine equipment in healthcare institutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of appropriate telemedicine equipment for patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex use of implemented solutions/ Lack of user-friendly systems and tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risks of equipment's malfunction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low penetration of high-speed internet bandwidth in rural and remote areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low penetration of households with internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Low penetration of smartphones nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of technical standards that ensure interoperability between the information systems available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of harmonized legislation and/or regulation regarding telemedicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of specific legislation and/or regulation regarding reimbursement procedures and guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of specific legislation and/or regulation that govern patient privacy and confidentiality vis-à-vis data transfer, storage and sharing between health professionals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risks regarding security of personal and clinical data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risks of not verifying healthcare providers accreditation/ licensing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risks of medical liability for the healthcare providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Little demand/ acceptance of healthcare providers towards telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Little demand/ acceptance of patients towards telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of promotion of healthcare managers and institutions to telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Inexistence of adoption and change management mechanisms to telemedicine implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of healthcare providers' knowledge/ skills to use telemedicine equipment/ systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of patients' knowledge/ skills to use telemedicine equipment/ systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of appropriated education and training programs regarding telemedicine targeted to healthcare providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of appropriated education and training programs regarding telemedicine targeted to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Little consultation between information technology experts and clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inability to evaluate and monitor the quality of telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. LESSONS LEARNED AND SUGGESTIONS

* **62** Please share any **lessons learned** through the implementation of telemedicine services

* **63** Which **suggestions/ recommendations** could you give to successfully telemedicine services?

Thank you very much for your participation!

Annex B – Survey questions and results

A. TELEMEDICINE ECOSYSTEM

Strategy and Governance Context

Q.10 To what extent is telemedicine implemented in your country (either as a stand-alone strategy or part of eHealth strategy)?

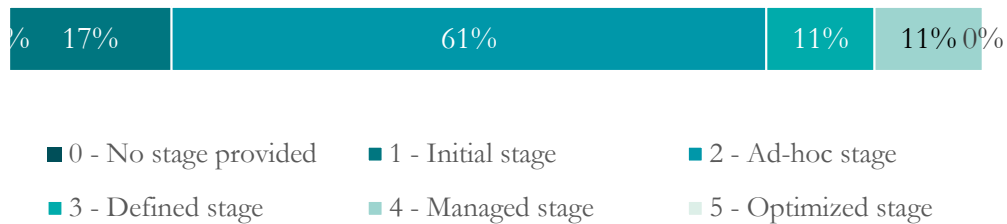


Figure 1 - Question on the stage of telemedicine strategy implementation

Q.11 Does your country have specific bodies/ authorities responsible for telemedicine development?

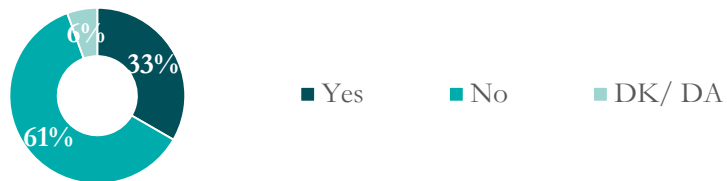


Figure 2 - Question on specific bodies/ authorities responsible for telemedicine development

Q.12 Does the national strategy include specific guidelines for national, regional, and organizational development of telemedicine services? Please select all that apply.

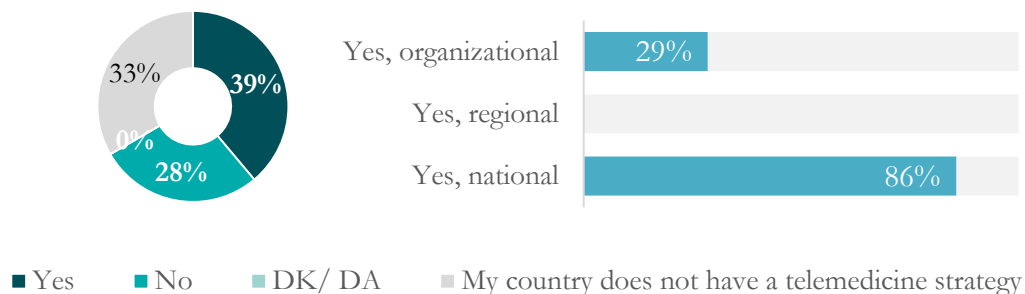


Figure 3 - Question on specific guidelines for national, regional and organization development of telemedicine services

Q.13 Does your national telemedicine strategy mention the development of cross-border telemedicine services?

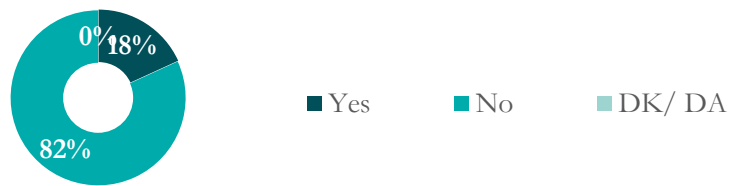


Figure 4 - Question on the development of cross-border telemedicine services in national strategies

Financial and Economic Context

Q.14 Are there any funding mechanisms available for telemedicine development?

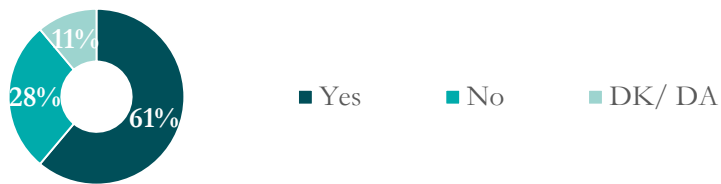


Figure 5 - Question on funding mechanisms available for telemedicine development

Q.15 Please indicate the type of funding available for telemedicine development in your country. Please select all that apply.

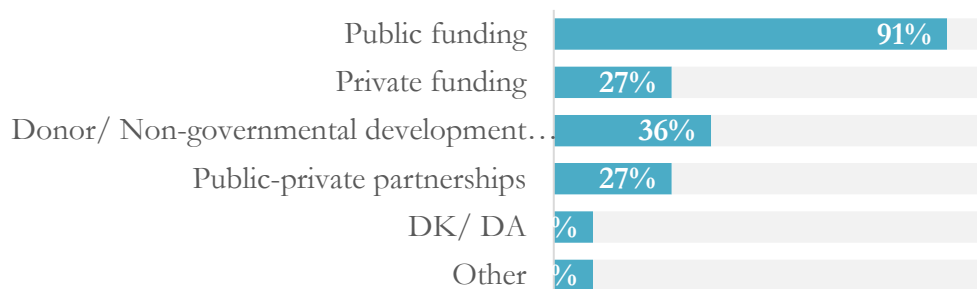


Figure 6 - Question on the type of funding available for telemedicine development

Q.16 Please indicate the proportion of funding contribution for telemedicine development provided by the following funding sources.

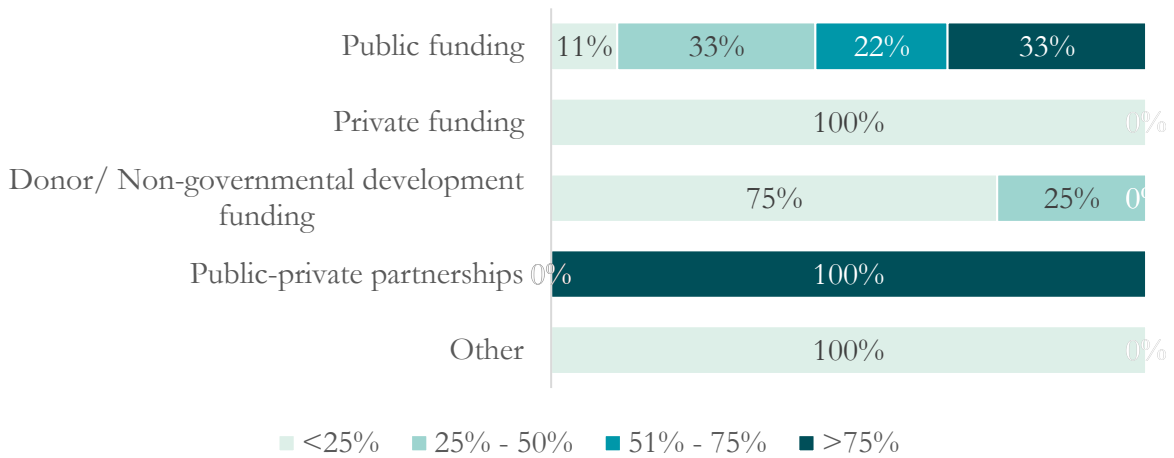


Figure 7 - Question on the proportion of funding contribution provided by each funding source

Q.17 Are there any economic studies/ business cases prepared to support funding?

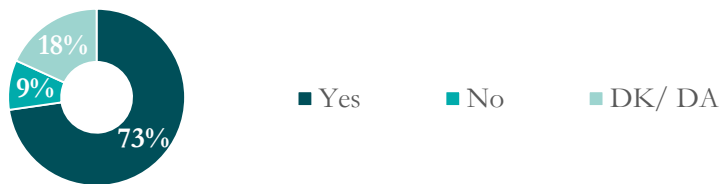


Figure 8 - Question on economic studies/ business cases prepared to support funding

Q.18 Are there any reimbursement mechanisms established to get paid for telemedicine services?

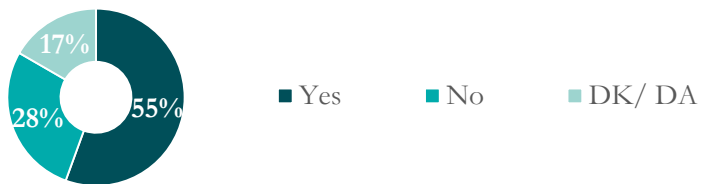


Figure 9 - Question on reimbursement mechanisms to get paid for telemedicine services

Q.19 Who are the stakeholders in charge to reimburse telemedicine services? Please select all that apply.

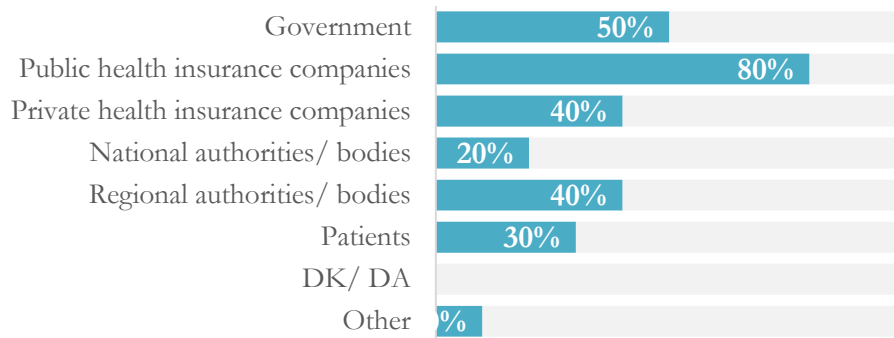


Figure 10 - Questions on the stakeholders in charge to reimburse telemedicine services

Q.20 How do you evaluate the effectiveness of the current reimbursement mechanisms available for telemedicine services?

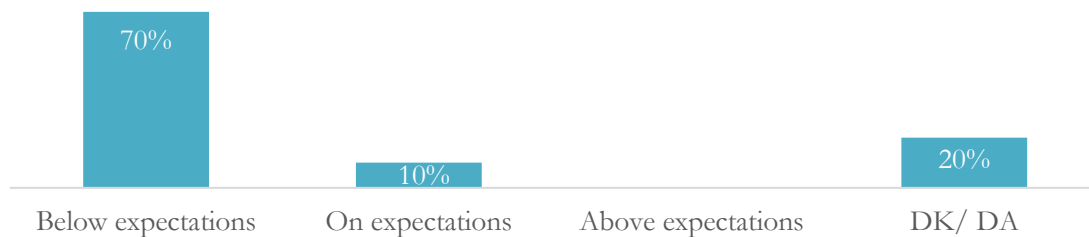


Figure 11 - Question on the level of effectiveness of the current reimbursement mechanisms available for telemedicine services

Technology context

Q.21 On a scale from 0 (Inexistent) to 5 (Very high), please rate the degree of development of healthcare organizations in their adoption of...

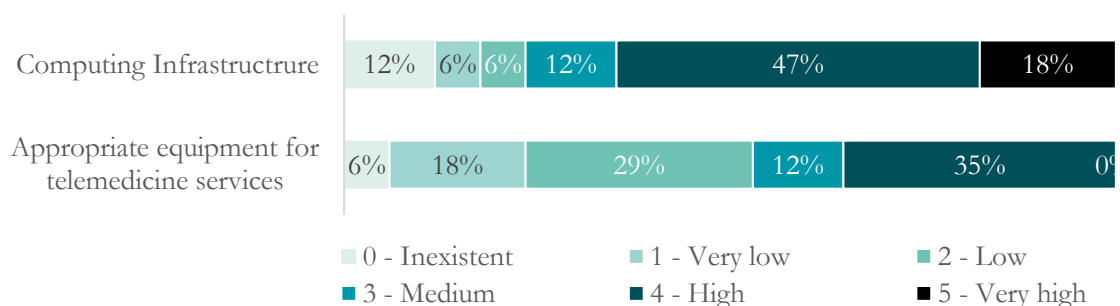


Figure 12 - Question on the adoption of healthcare organizations of computing infrastructure and appropriate equipment for telemedicine services

Q.22 - 23 What is the penetration rate of high-speed internet bandwidth nationwide (>100Mbps)? What is the penetration rate of households with internet access?

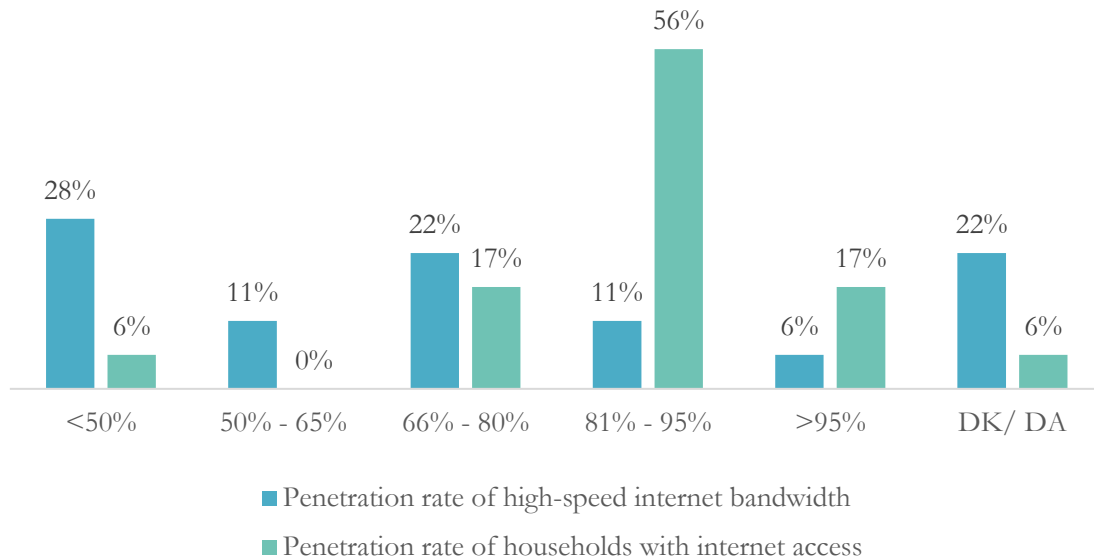


Figure 13 - Question on the penetration rate of high-speed internet bandwidth and households with internet access

Q.24 What is the penetration rate of smartphones nationwide?

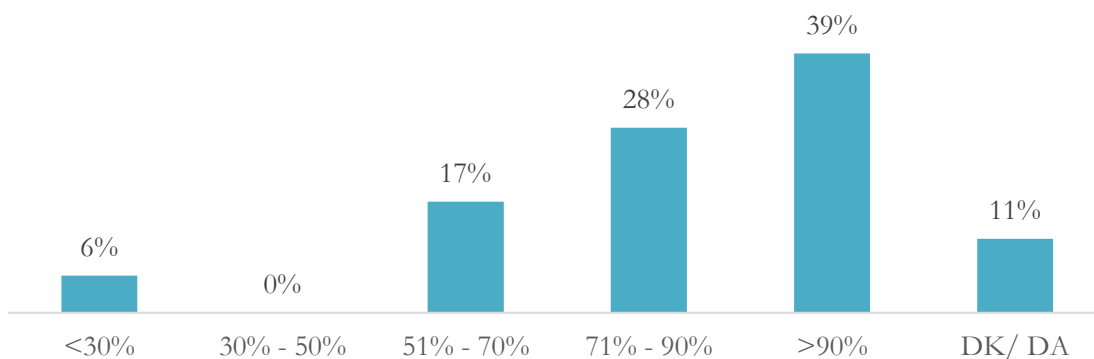


Figure 14 - Question on the penetration rate of smartphones nationwide

Q.25 Are there any commonly agreed interoperability requirements or standards for telemedicine services nationwide?

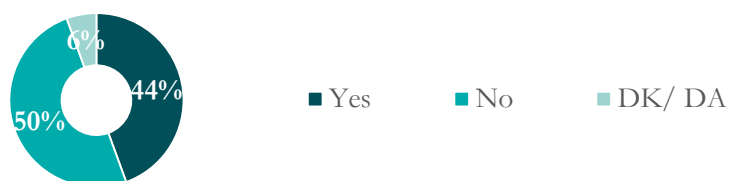


Figure 15 - Question on commonly agreed interoperability requirements or standards for telemedicine services

Q.26 Are there any accreditation standards for telemedicine services which focus on ensuring interoperability with other services?



Figure 16 - Question on accreditation standards for telemedicine services which focus on ensuring interoperability with other services

Q.27 Are there any national registers/ health information repositories of telemedicine services (i.e. databases with aggregated information on specific services related to telemedicine practice)?

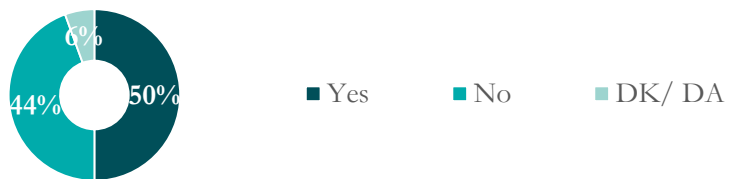


Figure 17 - Question on national registers/ health information repositories of telemedicine services

Legal and Security Context

Q.28 Does the national healthcare legislation cover telemedicine practice (or is there any specific legislation on telemedicine in your country)?

Q.29 Does your country have legislation to define reimbursement of telemedicine services?

Q.30 Does your country have legislation to define medical liability of telemedicine services?

Q.31 Does your country have legislation to govern security of data transfer and storage when using telemedicine services?

Q.32 Does your country have legislation to govern data privacy and confidentiality vis-à-vis data transfer, storage and sharing between healthcare professionals?

Q.33 Is national healthcare legislation already aligned with the new European General Data Protection Regulation (Regulation(EU) 2016/679)?

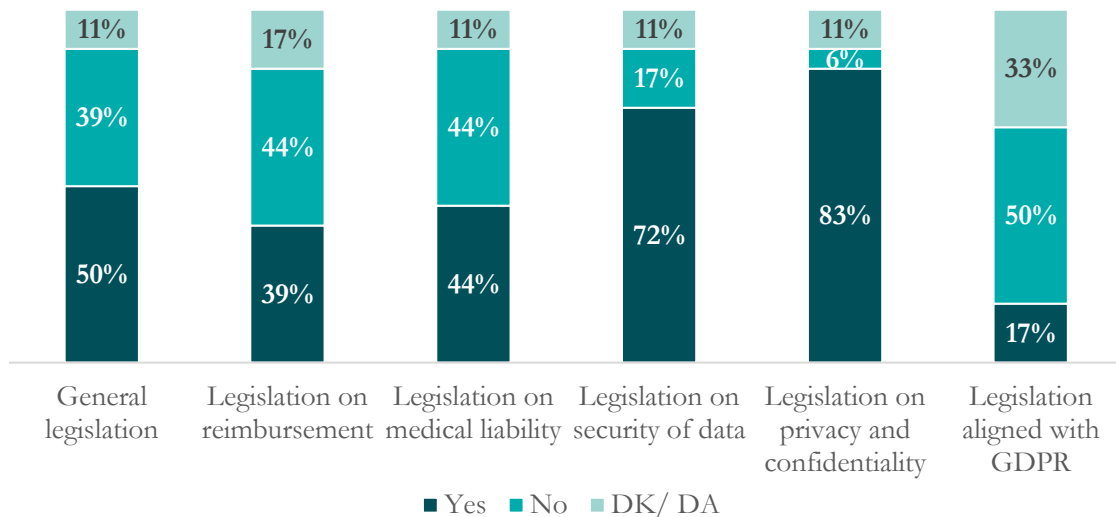


Figure 18 - Questions about the legal and security context

Cultural Context

Q.34 On a scale from 0 (No awareness) to 5 (Very high awareness), how would you currently rate healthcare professionals and patients' awareness of telemedicine services?

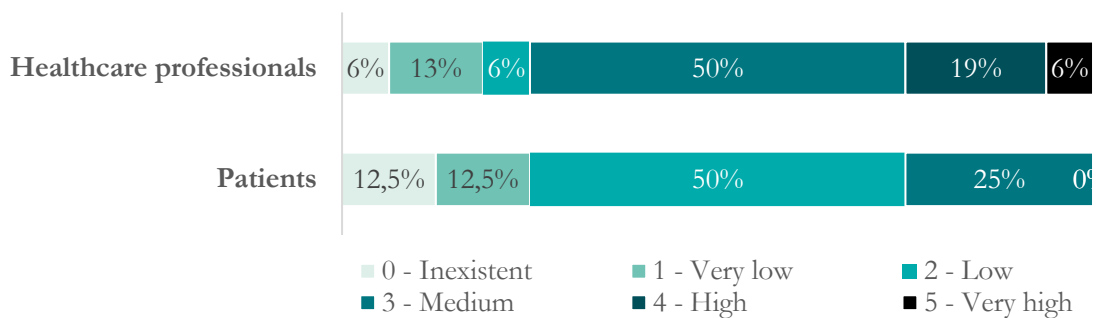


Figure 19 - Question on the awareness of telemedicine services by healthcare professionals and patients

Q.35 and 36 - What kind of adoption mechanisms are currently being done/ planned to promote telemedicine in your country?

Joint Action to support the eHealth Network

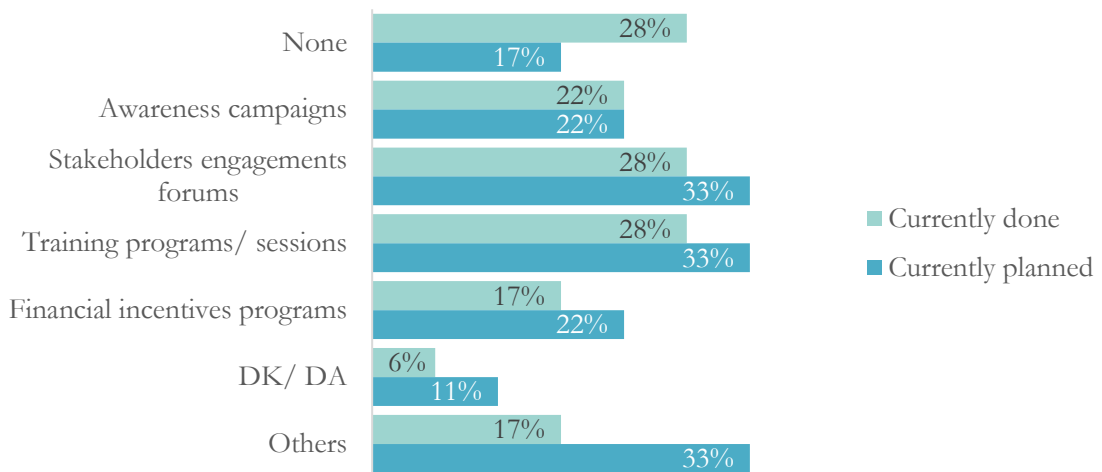


Figure 20 - Questions on the kind of adoption mechanisms to promote telemedicine

Q.37 Do any tertiary institutions (universities or technical schools) in your country provide training to health sciences' students in order to deliver telemedicine services?



Figure 21 - Question on the provision of telemedicine training to health sciences studies in tertiary institutions

Q.38 Which proportion of tertiary institutions offer these courses in your country?

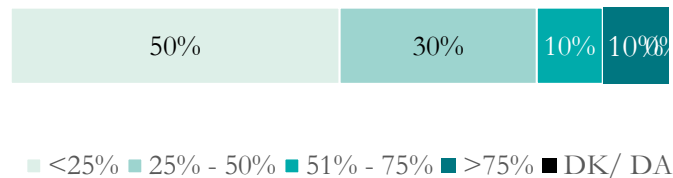


Figure 22 - Question on the proportion of tertiary institutions that offer telemedicine-related courses

Q.39 Which of the following professional groups are offered this training? Please select all that apply.

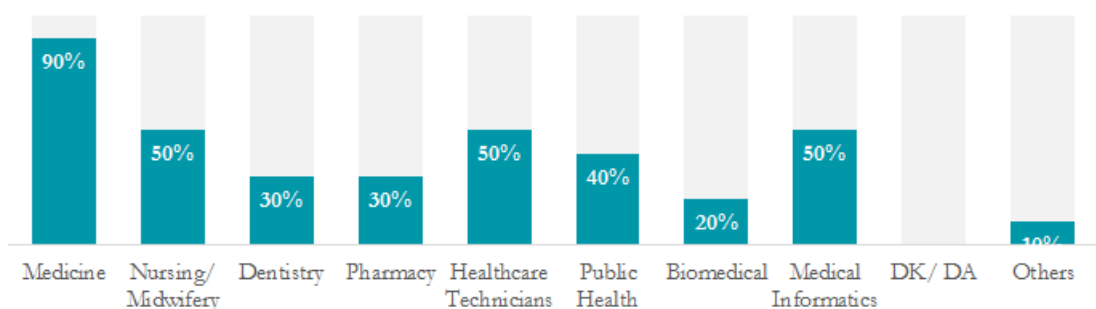


Figure 23 - Question on professional groups that receive telemedicine-related training on tertiary institutions

Q.40 Which type of skills are developed in these courses? Please select all that apply.

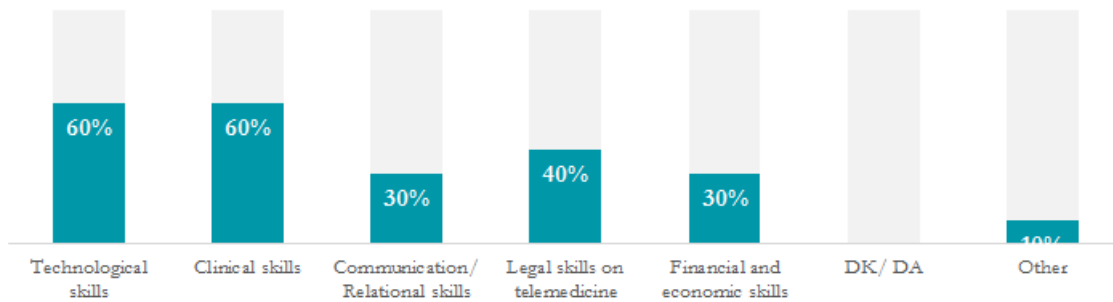


Figure 24 - Question on the type of skills developed on telemedicine-related courses on tertiary institutions

Q.41 Do any institutions or organizations in your country offer in-service training on telemedicine as part of the continuous education of healthcare providers?



Figure 25 - Question on the provision of telemedicine in-service training to healthcare professionals by institutions/ organizations

Q.42 Which proportion of these institutions or organizations offer these courses in your country?

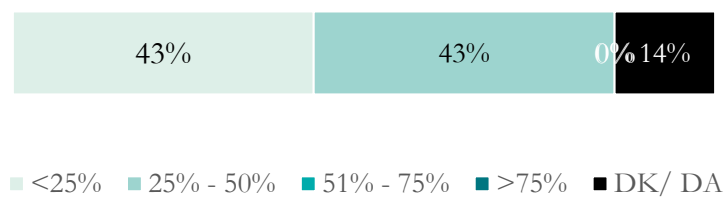


Figure 26 - Question on the proportion of institutions/ organizations that offer telemedicine-related courses

Q.43 Which of the following professional groups are offered this training? Please select all that apply.

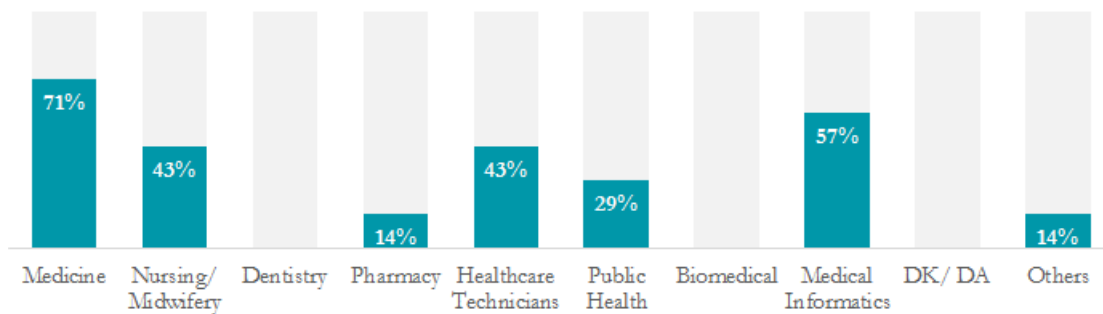


Figure 27 - Question on professional groups receiving telemedicine-related training on healthcare institutions/ organizations

Q.44 Which type of skills are developed in these courses? Please select all that apply.

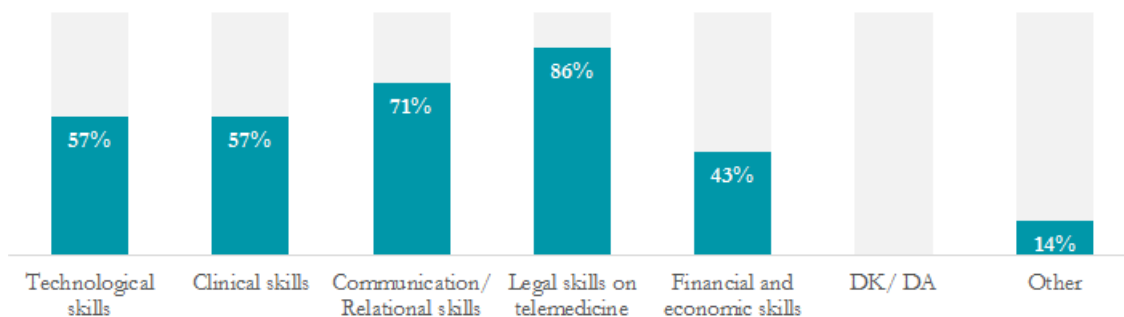


Figure 28 - Question on the type of skills developed on telemedicine-related courses on healthcare institutions/ organizations

Q.45 On average, do patients usually receive any training education prior to the use of telemedicine services?



Figure 29 - Question on patients training/ education prior to the use of telemedicine services

Q.46 On a scale from 0 (No awareness) to 5 (Very high awareness), how would you currently rate healthcare professionals and patients' willingness to use telemedicine services?

Joint Action to support the eHealth Network

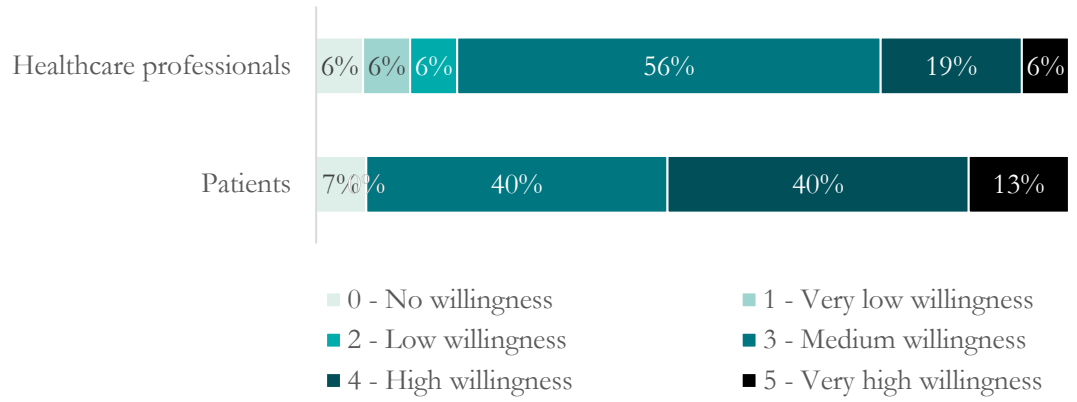


Figure 30 - Question on the willingness to use telemedicine services by healthcare professionals and patients

B. CURRENT STATE OF TELEMEDICINE SERVICES

Q.47 Does your country have any telemedicine services planned/ implemented?

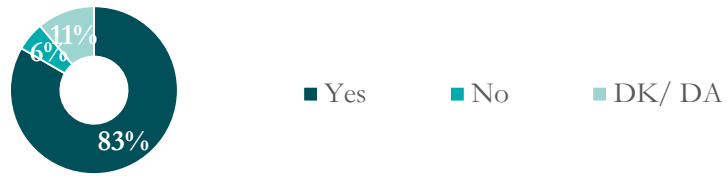


Figure 31 - Question on the existence of telemedicine services 1

Q.48 Which of the following telemedicine services are being planned/ implemented in your country? Please select all that apply.

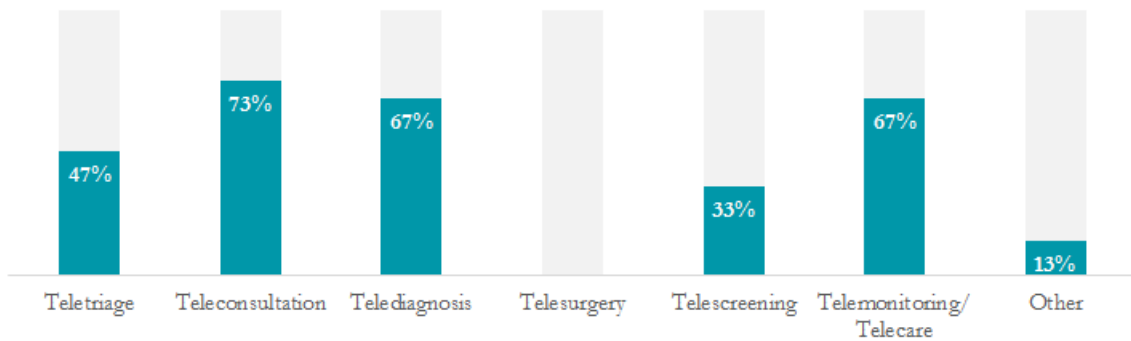


Figure 32 - Question on the telemedicine services planned/implemented

Q.49 Which of the following specialties/ application areas offer (or are working to offer) telemedicine services in your country? Please select all that apply.

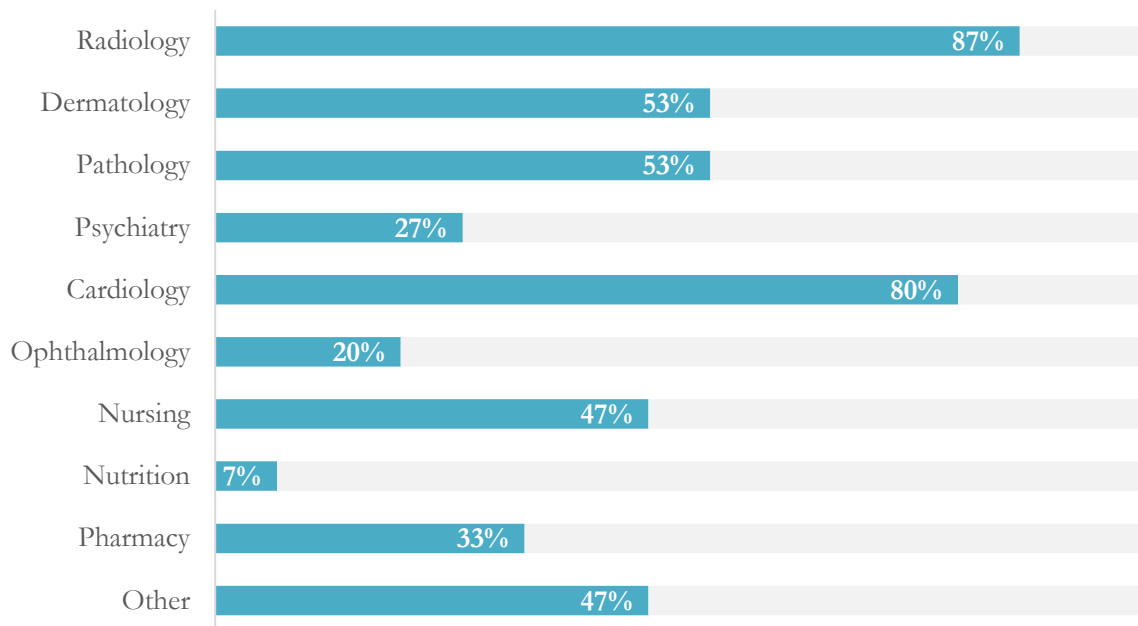


Figure 33 - Question on the specialties/ application areas with telemedicine services

Q.50 Please select with an (x), in the case of your country, which of the specialties/ application areas use (or are working to use) each of the telemedicine services mentioned previously. (For the remaining telemedicine services that you did not mention previously, please select "NA").

	Radiology	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	Nutrition	Pharmacy	Other
Teletriage	17%	28%	11%	17%	22%	11%	17%	0%	11%	50%
Teleconsultation	50%	39%	33%	17%	44%	22%	17%	6%	6%	50%
Telediagnosis	61%	33%	39%	11%	28%	17%	0%	0%	0%	33%
Telesurgery	0%	0%	0%	0%	6%	0%	0%	6%	0%	0%
Telescreening	11%	6%	6%	6%	6%	11%	0%	0%	0%	6%
Telemonitoring/ Telecare	0%	6%	0%	6%	50%	6%	22%	6%	0%	39%
Others	6%	0%	0%	6%	0%	6%	17%	11%	0%	0%

Table 1 - Question on the available telemedicine services by specialty/ application area

Q.51 What is the purpose of the telemedicine services available in your country? Please select all that apply.

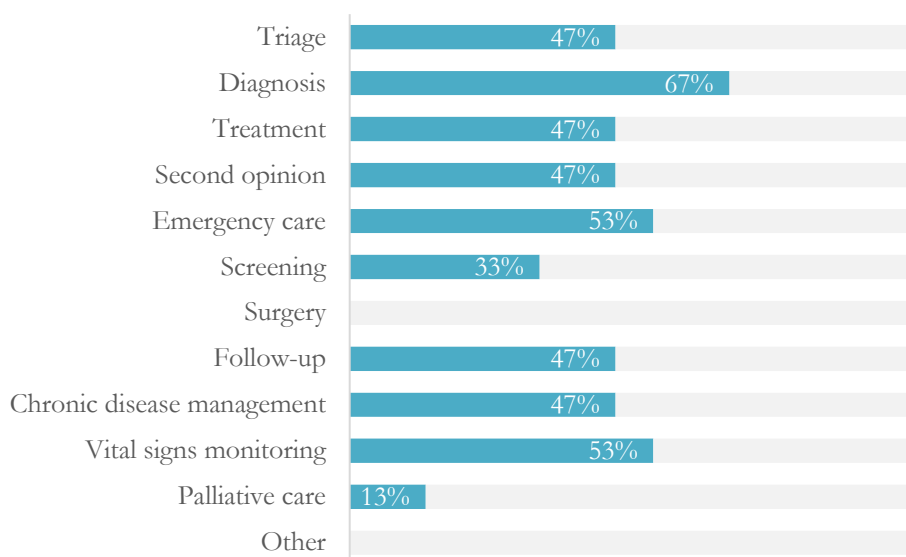


Figure 34 - Question on the purpose of telemedicine services available

Q.52 On a scale from 1 (Initial stage) to 5 (Optimized stage), please select with an (x) the average maturity stage of each one of the telemedicine services mentioned above. (For the remaining telemedicine services that you did not mention previously, please select "NA").

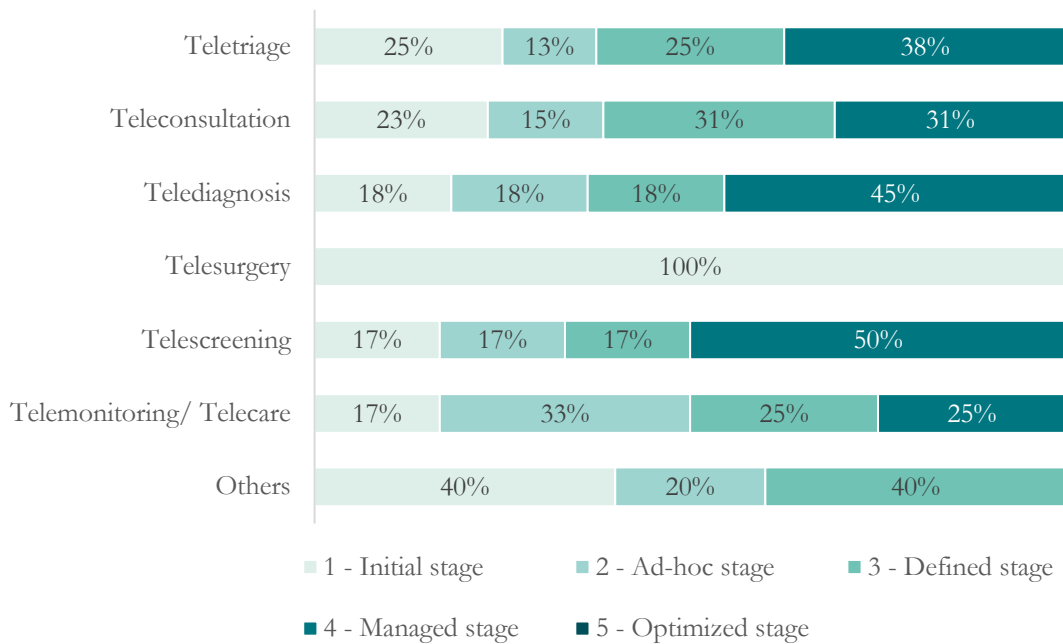


Figure 35 - Question on the maturity stage of telemedicine services

Q.53 Please select the territorial scope of each one of the telemedicine services mentioned above. Please select all that apply. (For the remaining telemedicine services that you did not mention previously, please select "NA").

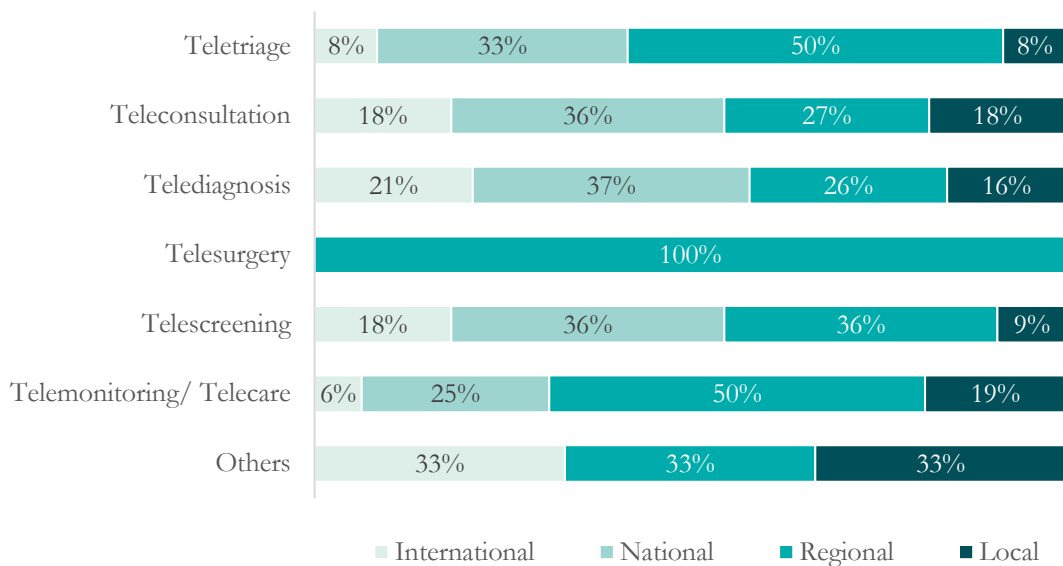


Figure 36 - Question on the territorial scope of telemedicine services

Q.54 Please select the type of interactions between the individuals established in each one of the telemedicine services mentioned above. Please select all that apply. (For the remaining telemedicine services that you did not mention previously, please select "NA").

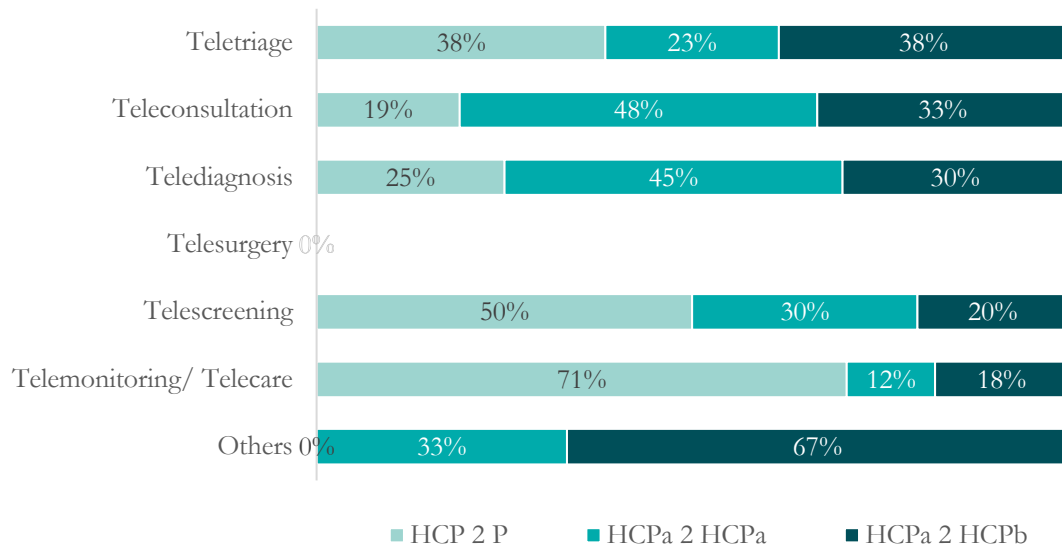


Figure 37 - Question on the type of interactions between the individuals established by telemedicine service

Q.55 Please select the level of care established in each one of the telemedicine services mentioned above. Please select all that apply. (For the remaining telemedicine services that you did not mention previously, please select "NA").

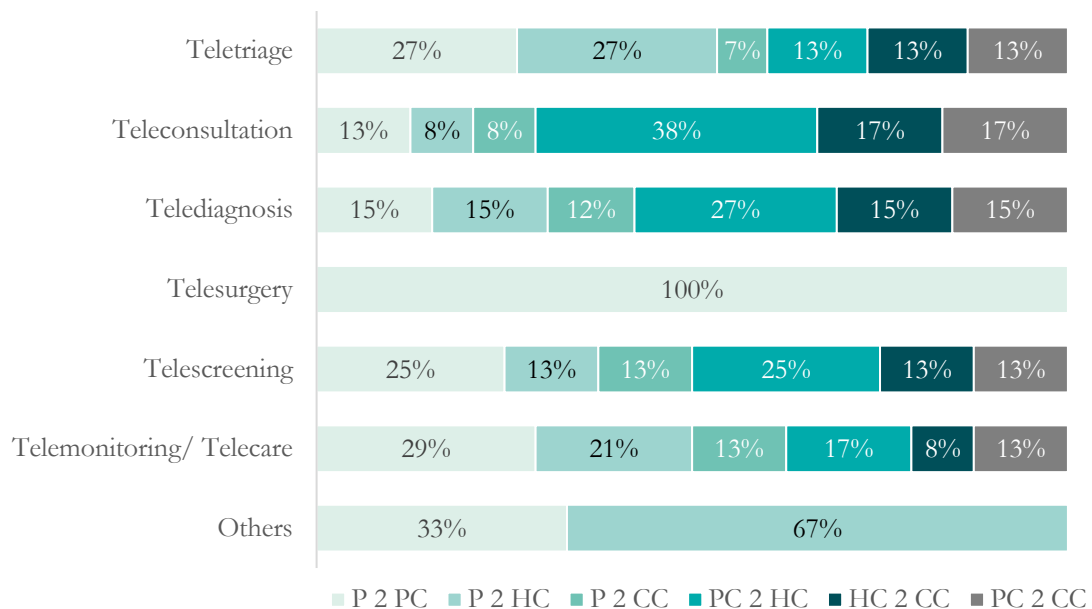


Figure 38 - Question on the level of care established by telemedicine services

Q.56 Please select the most appropriate range to describe the % of services, healthcare institutions, and patients involved in telemedicine services. (For all the telemedicine services that you did not mention previously, please select "NA").

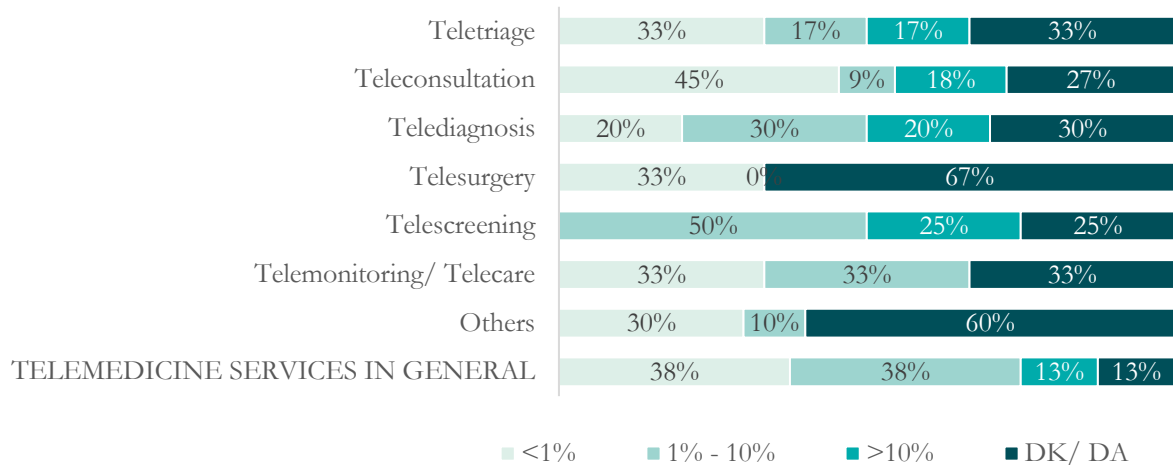


Figure 39 - Question on the % of services with telemedicine in total services

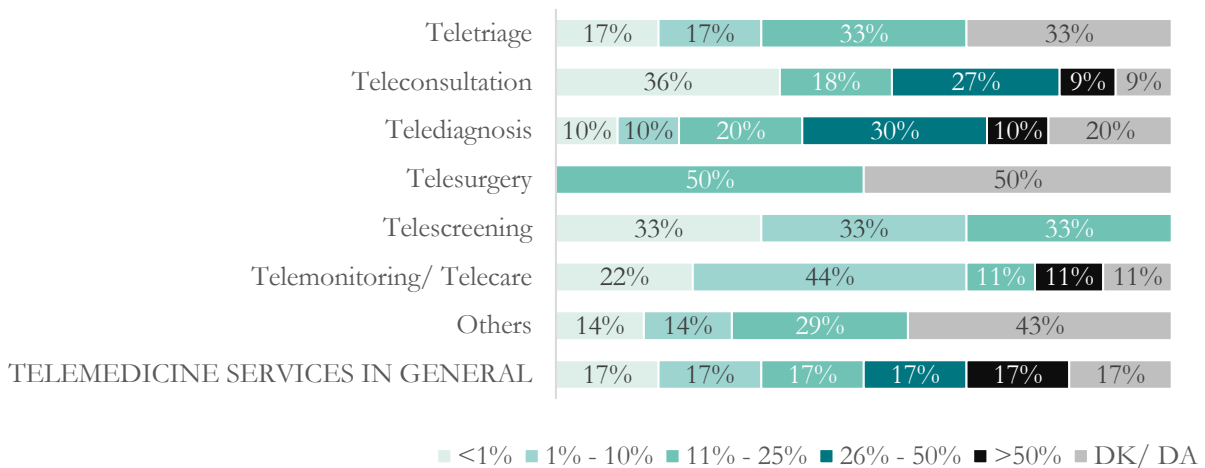


Figure 40 - Question on the % of healthcare institutions with telemedicine services in total healthcare institutions

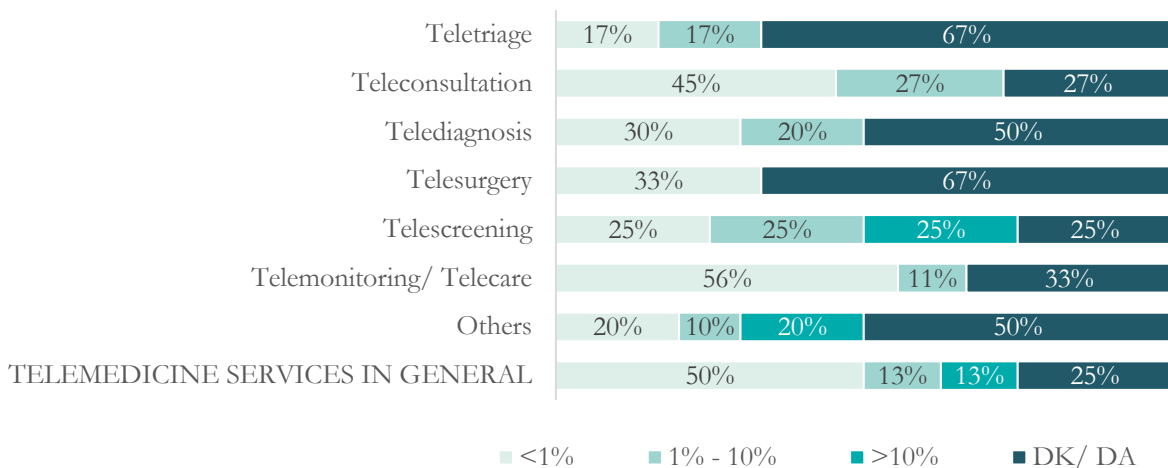


Figure 41 - Question on the % of patients involved in telemedicine services in total patients

C. EVALUATION OF TELEMEDICINE SERVICES

Q.57 From the telemedicine initiatives/ services that exist in your country, have any of them been subject to an evaluation study to measure and assess final outcomes?



Figure 42 - Question on evaluation studies performed to measure and assess telemedicine initiatives/ services

Q.58 What is the % of telemedicine initiatives/ services subject to an evaluation study?

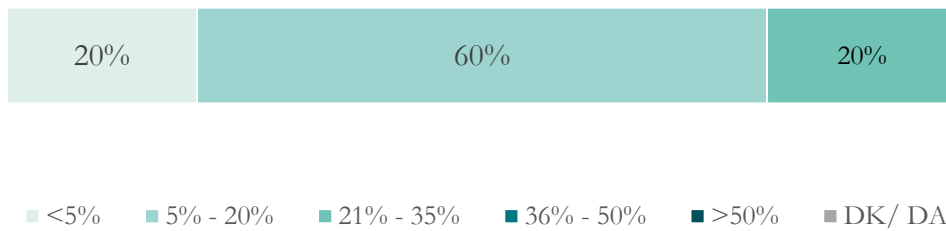


Figure 43 - Question on the % of telemedicine initiatives/ services subject to an evaluation study

Q.59 On a scale from 0 (Never) to 5 (Always), please select the most appropriate option regarding the evaluation criteria of telemedicine initiatives/ services.

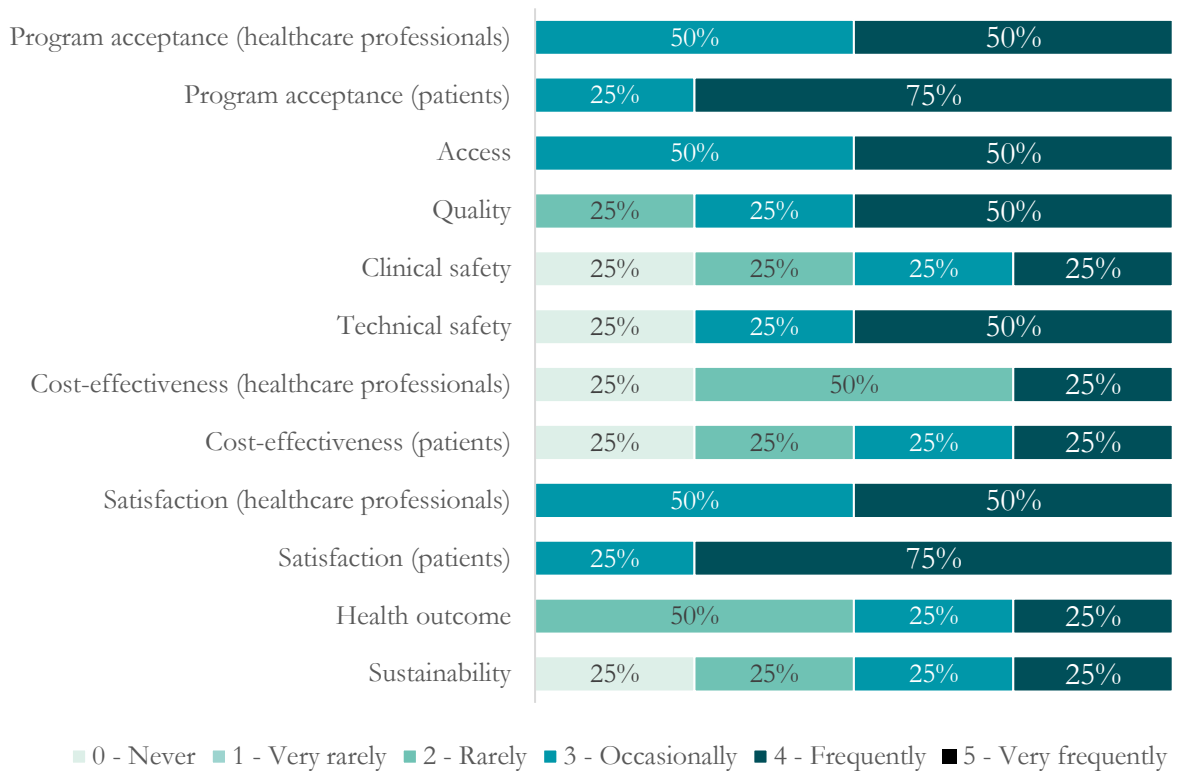


Figure 44 - Question on evaluation criteria for telemedicine initiatives/ services

Q.60 On a scale from 1 (Strongly disagree) to 5 (Strongly agree), please select the most appropriate option for each of the statements presented: "Telemedicine services adoption in my country will/ can..."

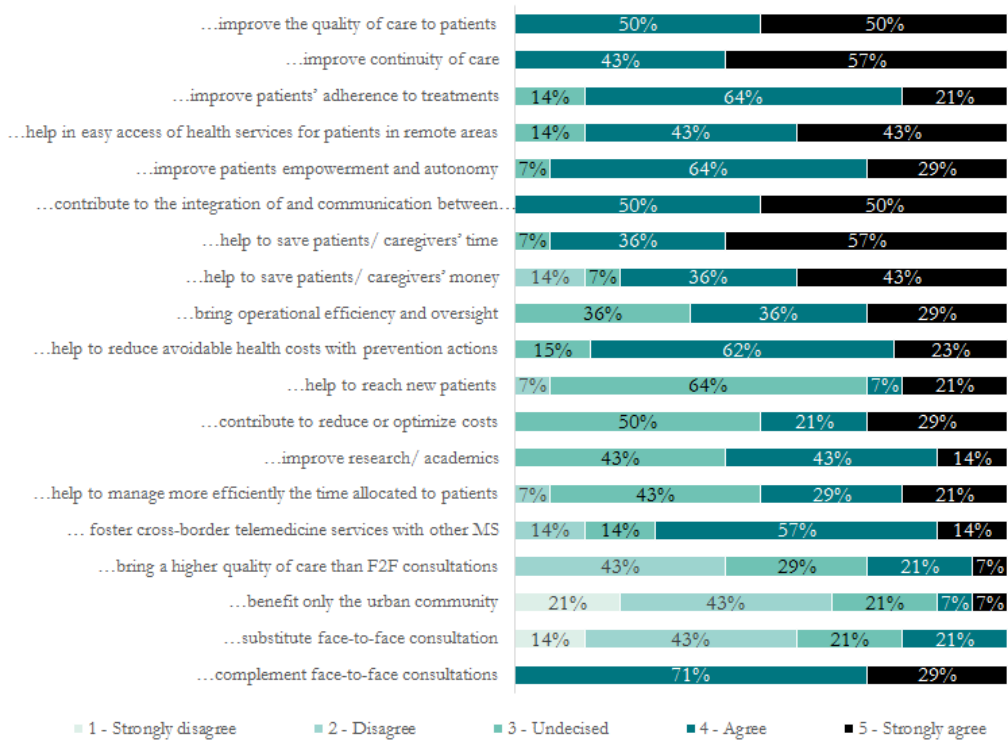


Figure 45 - Question on the consequences of telemedicine services

D. BARRIERS TO TELEMEDICINE ADOPTION

Q.61 On a scale from 1 (Not important barrier) to 5 (Extremely important barrier), please rate the following potential barriers to implement telemedicine



Figure 46 - Question on barriers to telemedicine adoption

Annex C – Survey questions and results by country

A. TELEMEDICINE ECOSYSTEM

Strategy and Governance Context

Country	A. TELEMEDICINE ECOSYSTEM									
	STRATEGY AND GOVERNANCE									
	To what extent is telemedicine implemented in your country (either as a stand-alone strategy or as a part of eHealth strategy)?	Does your country have specific bodies/ authorities responsible for telemedicine development?	Does the national strategy include specific guidelines for national, regional and organizational development of telemedicine?				DK/ DA	My country does not have a telemedicine strategy	Does your national telemedicine strategy mention the development of cross-border telemedicine services?	
		Yes, national guidelines	Yes, regional guidelines	Yes, organizational guidelines	No					
Cyprus	1 - Initial stage	No	-	-	-	-	-	No strategy	-	
Austria	3 - Defined stage	Yes	Yes	-	-	-	-	-	Yes	
Malta	2 - Ad-hoc stage	No	-	-	-	-	-	No strategy	-	
Lithuania	2 - Ad-hoc stage	No	-	-	-	Yes	-	-	No	
Estonia	2 - Ad-hoc stage	Yes	-	-	-	Yes	-	-	No	
Sweden	2 - Ad-hoc stage	-	-	-	-	-	-	-	-	
Croatia	4 - Managed stage	Yes	Yes	-	Yes	-	-	-	Yes	
Slovenia	2 - Ad-hoc stage	No	-	-	-	-	-	No strategy	-	
Netherlands	2 - Ad-hoc stage	No	-	-	-	Yes	-	-	No	
Greece	2 - Ad-hoc stage	No	-	-	-	-	-	No strategy	-	
Hungary	2 - Ad-hoc stage	No	-	-	-	-	-	No strategy	-	
Portugal	2 - Ad-hoc stage	Yes	Yes	-	-	-	-	-	No	
Switzerland	1 - Initial stage	No	-	-	Yes	-	-	-	-	
United Kingdom	2 - Ad-hoc stage	Yes	Yes	-	-	-	-	-	No	
Italy	2 - Ad-hoc stage	No	Yes	-	-	-	-	-	No	
Finland	4 - Managed stage	No	-	-	-	Yes	-	-	No	
Norway	3 - Defined stage	Yes	Yes	-	-	-	-	-	No	
Latvia	1 - Initial stage	No	-	-	-	Yes	-	No strategy	No	

Table 2 - Telemedicine Ecosystem - Strategy and Governance, Q10; Q11; Q12; Q13

Financial and Economic Context

Country	A. TELEMEDICINE ECOSYSTEM						
	FINANCE AND ECONOMY						
	Are there any funding mechanisms available for telemedicine development?	Please indicate the type of funding available for telemedicine development in your country. Please select all that apply.					
	Public funding	Private funding	Donor/ Non-governmental development funding	Public-private partnerships	DK/ DA	Other	
Cyprus	No	-	-	-	-	-	-
Austria	Yes	Yes	-	-	-	-	-
Malta	Yes	Yes	-	Yes	-	-	EU funding
Lithuania	Yes	Yes	-	-	-	-	-
Estonia	DK/ DA	-	-	-	-	Yes	-
Sweden	-	-	-	-	-	-	-
Croatia	Yes	Yes	Yes	Yes	-	-	-
Slovenia	No	-	-	-	-	-	-
Netherlands	Yes	Yes	Yes	-	Yes	-	-
Greece	Yes	-	-	-	Yes	-	-
Hungary	Yes	Yes	-	-	-	-	-
Portugal	Yes	Yes	-	Yes	-	-	-
Switzerland	Yes	Yes	Yes	Yes	Yes	-	-
United Kingdom	Yes	Yes	-	-	-	-	-
Italy	No	-	-	-	-	-	-
Finland	No	-	-	-	-	-	-
Norway	Yes	Yes	-	-	-	-	-
Latvia	No	-	-	-	-	-	-

Table 3 - Telemedicine Ecosystem - Financial and Economy, Q14; Q15

Country	A. TELEMEDICINE ECOSYSTEM						
	FINANCE AND ECONOMY						
	Please indicate the proportion of funding contribution for telemedicine development provided by the following funding sources:					Are there any economic studies/ business cases prepared to support funding?	Are there any reimbursement mechanisms established to get paid for telemedicine services?
	Public funding	Private funding	Donor/ Non-governmental development funding	Public-private partnerships	Other		
Cyprus	-	-	-	-	-	-	No
Austria	75%	NA	NA	NA	NA	Yes	Yes
Malta	51% - 75%	0%	25%	0%	25%	Yes	No
Lithuania	75%	0%	0%	0%	0%	Yes	Yes
Estonia	-	-	-	-	-	DK/ DA	Yes
Sweden	-	-	-	-	-	-	-
Croatia	51% - 75%	25%	25%	0%	0%	No	Yes
Slovenia	-	-	-	-	-	-	Yes
Netherlands	25%	25%	25%	75%	25%	Yes	Yes
Greece	NA	NA	NA	NA	NA	DK/ DA	DK/ DA
Hungary	75%	DK/ DA	DK/ DA	0%	DK/ DA	DK/ DA	DK/ DA
Portugal	25% - 50%	NA	25% - 50%	NA	NA	Yes	Yes
Switzerland	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	Yes	Yes
United Kingdom	25% - 50%	0%	0%	0%	0%	Yes	No
Italy	-	-	-	-	-	-	Yes
Finland	-	-	-	-	-	-	Yes
Norway	25% - 50%	NA	NA	NA	NA	Yes	No
Latvia	-	-	-	-	-	-	No

Table 4 - Telemedicine Ecosystem - Finance and Economy, Q16; Q17; Q18

Joint Action to support the eHealth Network

Country	A. TELEMEDICINE ECOSYSTEM									
	FINANCE AND ECONOMY									
	Who are the stakeholders in charge to reimburse telemedicine services? Please select all that apply								How do you evaluate the effectiveness of the current reimbursement mechanisms available for telemedicine services? Why?	
	Government	Public health insurance companies	Private health insurance companies	National authorities/bodies	Regional authorities/bodies	Patients	DK/ DA	Other		
Cyprus	-	-	-	-	-	-	-	-	-	-
Austria	Yes	Yes	-	-	Yes	-	-	-	On expectations	-
Malta	-	-	-	-	-	-	-	-	-	-
Lithuania	-	Yes	-	-	-	-	-	-	Below expectations	-
Estonia	-	Yes	-	-	-	Yes	-	Healthcare providers from operating costs	Below expectations	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	Yes	-	-	-	-	-	-	Below expectations	-
Slovenia	-	Yes	-	-	-	-	-	-	Below expectations	-
Netherlands	Yes	Yes	Yes	Yes	-	-	-	-	Below expectations	Too much money is spent on old fashion
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	-	-
Portugal	Yes	-	Yes	Yes	Yes	Yes	-	-	Below expectations	Lack of incentives/ Unbalanced distribution
Switzerland	-	Yes	Yes	-	Yes	Yes	-	-	DK/ DA	-
United Kingdom	-	-	-	-	-	-	-	-	-	-
Italy	Yes	-	-	-	-	-	-	-	Below expectations	-
Finland	-	Yes	Yes	-	Yes	-	-	-	DK/ DA	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Table 5 - Telemedicine Ecosystem - Finance and Economy, Q19; Q20

Technology context

Country	A. TELEMEDICINE ECOSYSTEM			
	TECHNOLOGY			
	Please rate the degree of development of healthcare organizations in their adoption of...		What is the penetration rate of high-speed internet bandwidth nationwide (>100Mbps)?	What is the penetration rate of households with internet access?
	Computing infrastructure	Appropriate equipment for telemedicine		
Cyprus	1 - Very low	1 - Very low	<50%	66% - 80%
Austria	4 - High	2 - Low	>95%	>95%
Malta	4 - High	2 - Low	<50%	81% - 95%
Lithuania	4 - High	2 - Low	<50%	81% - 95%
Estonia	5 - Very high	4 - High	DK/ DA	81% - 95%
Sweden				
Croatia	2 - Low	4 - High	66% - 80%	>95%
Slovenia	3 - Medium	2 - Low	DK/ DA	81% - 95%
Netherlands	4 - High	1 - Very low	66% - 80%	>95%
Greece	0 - Inexistent	0 - Inexistent	<50%	<50%
Hungary	4 - High	3 - Medium	DK/ DA	66% - 80%
Portugal	4 - High	4 - High	<50%	66% - 80%
Switzerland	3 - Medium	3 - Medium	66% - 80%	81% - 95%
United Kingdom	4 - High	4 - High	66% - 80%	81% - 95%
Italy	0 - Inexistent	1 - Very low	50% - 65%	81% - 95%
Finland	5 - Very high	4 - High	81% - 95%	81% - 95%
Norway	5 - Very high	4 - High	50% - 65%	81% - 95%
Latvia	4 - High	2 - Low	81% - 95%	81% - 95%

Table 6 - Telemedicine Ecosystem - Technology, Q21; Q22; Q23

Country	A. TELEMEDICINE ECOSYSTEM			
	What is the penetration rate of smartphones nationwide?	Are there any commonly agreed interoperability requirements or standards for telemedicine services nationwide?	Are there any accreditation standards for telemedicine services which focus on ensuring interoperability with other services?	Are there any national registers/ health information repositories of telemedicine acts?
Cyprus	71% - 90%	No	No	No
Austria	>90%	Yes	Yes	Yes
Malta	71% - 90%	No	No	No
Lithuania	>90%	Yes	No	Yes
Estonia	51% - 70%	Yes	No	No
Sweden				
Croatia	>90%	No	No	Yes
Slovenia	>90%	No	No	Yes
Netherlands	>90%	Yes	Yes	Yes
Greece	<30%	Yes	Yes	Yes
Hungary	DK/ DA	Yes	No	No
Portugal	51% - 70%	No	No	Yes
Switzerland	71% - 90%	No	No	No
United Kingdom	71% - 90%	No	No	No
Italy	51% - 70%	Yes	Yes	Yes
Finland	71% - 90%	No	Yes	Yes
Norway	>90%	Yes	Yes	No
Latvia	>90%	No	No	No

Table 7 - Telemedicine Ecosystem - Technology, Q24; Q25; Q26; Q27

Legal and Security Context

Country	A. TELEMEDICINE ECOSYSTEM					
	LEGAL					
	Does your country have legislation or regulations to address telemedicine in general?	Does your country have legislation to define reimbursement of telemedicine services?	Does your country have legislation to define medical liability of telemedicine services?	Does your country have legislation to govern security of data transfer and storage when using telemedicine services?	Does your country have legislation to govern patient privacy and confidentiality vis-à-vis data transfer, storage and sharing between HCP?	Is national healthcare legislation already aligned with the new European General Data Protection Regulation?
Cyprus	No	No	No	Yes	Yes	DK/ DA
Austria	Yes	Yes	Yes	Yes	Yes	Yes
Malta	No	No	No	Yes	Yes	DK/ DA
Lithuania	Yes	Yes	Yes	Yes	No	DK/ DA
Estonia	No	No	No	Yes	Yes	No
Sweden	-	-	-	-	-	-
Croatia	Yes	Yes	Yes	No	Yes	No
Slovenia	No	No	No	Yes	Yes	No
Netherlands	Yes	Yes	Yes	Yes	Yes	Yes
Greece	-	-	-	-	-	-
Hungary	No	DK/ DA	No	Yes	Yes	No
Portugal	Yes	Yes	Yes	Yes	Yes	No
Switzerland	Yes	No	No	Yes	Yes	No
United Kingdom	No	No	No	No	Yes	No
Italy	Yes	Yes	Yes	Yes	Yes	Yes
Finland	Yes	Yes	Yes	Yes	Yes	DK/ DA
Norway	Yes	No	Yes	Yes	Yes	No
Latvia	No	No	No	No	Yes	No

Table 8 - Telemedicine Ecosystem - Legal, Q28; Q29; Q30; Q31; Q32; Q33

Cultural Context

Country	A. TELEMEDICINE ECOSYSTEM								
	CULTURE AND CHANGE MANAGEMENT								
	Awareness of telemedicine services		What kind of adoption mechanisms are currently being planned to promote telemedicine in your country						
	HCP	Patients	None	Awareness campaigns	Stakeholders engagements forums	Training programs/ sessions	Financial incentives programs	DK/ DA	Other
Cyprus	1 - Very low awareness	1 - Very low awareness	-	-	-	-	-	-	-
Austria	3 - Medium aware	3 - Medium aware	Yes	-	Yes	Yes	Yes	-	-
Malta	3 - Medium aware	2 - Low awareness	-	Yes	Yes	-	-	-	-
Lithuania	2 - Low awareness	0 - No awareness	-	-	-	-	-	Yes	-
Estonia	3 - Medium aware	2 - Low awareness	-	-	Yes	Yes	-	-	Enabling private sector telemedicine solutions adoption
Sweden	-	-	-	-	-	-	-	-	-
Croatia	4 - High aware	2 - Low awareness	-	-	-	-	-	Yes	-
Slovenia	1 - Very low awareness	1 - Very low awareness	-	-	-	-	-	-	-
Netherlands	5 - Very high awareness	2 - Low awareness	Yes	-	Yes	Yes	Yes	-	-
Greece	-	-	-	-	-	-	-	-	-
Hungary	4 - High aware	3 - Medium aware	-	-	-	-	-	-	governmental project developing centralised telemedicine infrastructure will be launched soon
Portugal	3 - Medium aware	2 - Low awareness	Yes	Yes	Yes	Yes	Yes	-	Access provision to telemedicine equipment for pilot projects
Switzerland	3 - Medium aware	3 - Medium aware	-	-	-	Yes	-	-	Telemedicine is embedded in the current health care legislation. So the reimbursement rules are
United Kingdom	3 - Medium aware	2 - Low awareness	-	Yes	-	-	-	-	-
Italy	0 - No awareness	0 - No awareness	-	-	-	-	-	-	-
Finland	3 - Medium aware	3 - Medium aware	-	-	-	-	-	-	They are a part of normal services and providers use them when they are a cost
Norway	4 - High aware	2 - Low awareness	-	Yes	Yes	Yes	Yes	-	Planned adjustment of reimbursement mechanisms and operational incentives.
Latvia	3 - Medium aware	2 - Low awareness	-	-	-	-	-	-	-

Table 9 - Telemedicine Ecosystem - Culture and Change Management, Q34; Q35

Country	A. TELEMEDICINE ECOSYSTEM								
	CULTURE AND CHANGE MANAGEMENT								
	What kind of adoption mechanisms are currently being done to promote telemedicine in your country							Do any tertiary institutions in your country provide training to health sciences' students in order to deliver telemedicine services?	Which proportion of tertiary institutions in your country offer these courses?
	None	Awareness campaigns	Stakeholders engagements forums	Training programs/ sessions	Financial incentives programs	DK/ DA	Other		
Cyprus	Yes	-	-	-	-	-	-	Yes	25%
Austria	-	-	Yes	Yes	Yes	-	-	Yes	51% - 75%
Malta	Yes	-	-	-	-	-	-	DK/ DA	-
Lithuania	-	Yes	-	-	-	-	-	Yes	25%
Estonia	-	-	Yes	-	-	-	-	Yes	25% - 50%
Sweden	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	Yes	-	Yes	25% - 50%
Slovenia	Yes	-	-	-	-	-	-	No	-
Netherlands	-	-	Yes	Yes	-	-	-	No	-
Greece	-	-	-	-	-	-	-	-	-
Hungary	Yes	-	-	-	-	-	-	DK/ DA	-
Portugal	-	Yes	Yes	Yes	Yes	-	-	Yes	25%
Switzerland	-	-	-	-	-	-	We published recommendations for the theme mHealth. In this document the	Yes	25%
United Kingdom	-	Yes	-	-	-	-	-	Yes	25%
Italy	-	-	-	Yes	-	-	-	Yes	75%
Finland	-	-	-	-	-	-	Se above, normal services	No	-
Norway	-	Yes	Yes	Yes	Yes	-	Development of national reference architecture and national telemedicine	Yes	25% - 50%
Latvia	Yes	-	-	-	-	-	-	No	-

Table 10 - Telemedicine Ecosystem - Culture and Change Management, Q36; Q37; Q38

Joint Action to support the eHealth Network

Country	A. TELEMEDICINE ECOSYSTEM									
	CULTURE AND CHANGE MANAGEMENT									
	Which of the following professional groups are offered this training? Please select all that apply									
	Medicine	Nursing/ Midwifery	Dentistry	Pharmacy	Healthcare Technicians	Public Health	Biomedical	Medical Informatics	DK/ DA	Other
Cyprus	-	-	-	-	-	-	-	-	-	-
Austria	Yes	Yes	-	Yes	Yes	Yes	-	Yes	-	-
Malta	-	-	-	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	-	-	-	Yes	Yes	-	Yes	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	Yes	Yes	-	-	-	-	-	Yes	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	-	-
Portugal	Yes	Yes	-	-	Yes	-	-	-	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	Yes	-	-
Finland	Yes	-	-	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	These tertiary institutions offer training within programs as bachelor and master degrees.
Latvia	-	-	-	-	-	-	-	-	-	-

Table 11 - Telemedicine Ecosystem - Culture and Change Management, Q39

Country	A. TELEMEDICINE ECOSYSTEM								Do any institutions or organizations in your country offer in-service training on telemedicine as part of the continuing education of healthcare providers?	Which proportion of these institutions or organizations in your country offer these courses?
	CULTURE AND CHANGE MANAGEMENT									
	Which type of skills are developed in these courses? Please select all that apply									
	Technological skills to use telemedicine equipment	Clinical skills to use telemedicine services	Communication/ Relational skills to deliver telemedicine services	Legal skills on telemedicine	Financial and economic skills on telemedicine	DK/ DA	Other			
Cyprus	Yes	Yes	-	-	-	-	-	No	-	
Austria	Yes	Yes	Yes	Yes	Yes	-	-	Yes	25% - 50%	
Malta	-	-	-	-	-	-	-	DK/ DA	-	
Lithuania	Yes	-	-	-	-	-	-	DK/ DA	-	
Estonia	Yes	Yes	-	-	-	-	-	No	-	
Sweden	-	-	-	-	-	-	-	-	-	
Croatia	-	-	-	Yes	Yes	-	-	Yes	25%	
Slovenia	-	-	-	-	-	-	-	No	-	
Netherlands	-	-	-	-	-	-	-	Yes	25%	
Greece	-	-	-	-	-	-	-	-	-	
Hungary	-	-	-	-	-	-	-	DK/ DA	-	
Portugal	-	-	-	-	Yes	-	General skills of telemedicine	Yes	25%	
Switzerland	Yes	Yes	Yes	Yes	-	-	-	DK/ DA	-	
United Kingdom	Yes	Yes	-	-	-	-	-	No	-	
Italy	-	Yes	-	-	-	-	-	Yes	25% - 50%	
Finland	-	-	-	-	-	-	-	Yes	DK/ DA	
Norway	-	-	Yes	Yes	-	-	-	Yes	25% - 50%	
Latvia	-	-	-	-	-	-	-	No	-	

Table 12 - Telemedicine Ecosystem - Culture and Change Management, Q40; Q41; Q42

Joint Action to support the eHealth Network

Country	A. TELEMEDICINE ECOSYSTEM									
	CULTURE AND CHANGE MANAGEMENT									
	Which of the following professional groups are offered this training? Please select all that apply									
	Medicine	Nursing/ Midwifery	Dentistry	Pharmac y	Healthcare Technicians	Public Health	Biomedical	Medical Informatics	DK/ DA	Other
Cyprus	-	-	-	-	-	-	-	-	-	-
Austria	Yes	Yes	-	Yes	Yes	Yes	-	Yes	-	-
Malta	-	-	-	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	-	-	-	Yes	Yes	-	Yes	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	Yes	Yes	-	-	-	-	-	Yes	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	-	-
Portugal	Yes	Yes	-	-	Yes	-	-	-	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	Yes	-	-
Finland	Yes	-	-	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	These tertiary institutions offer training within programs as bachelor and master degrees.
Latvia	-	-	-	-	-	-	-	-	-	-

Table 13 - Telemedicine Ecosystem - Culture and Change Management, Q43

Country	A. TELEMEDICINE ECOSYSTEM										
	CULTURE AND CHANGE MANAGEMENT										
	Which type of skills are developed in these courses? Please select all that apply								Do patients usually receive any training or education prior to the use of telemedicine services?	Willingness to use telemedicine services of...	
Technological skills to use telemedicine equipment	Clinical skills to use telemedicine services	Communication / Relational skills to deliver telemedicine services	Legal skills on telemedicine	Financial and economic skills on telemedicine	DK/ DA	Other	HCP	Patients			
Cyprus	-	-	-	-	-	-	-	-	Yes, rarely	3 - Medium willingness	3 - Medium willingness
Austria	Yes	Yes	Yes	Yes	Yes	-	-	-	Yes, sometimes	3 - Medium willingness	3 - Medium willingness
Malta	-	-	-	-	-	-	-	-	No	4 - High willingness	3 - Medium willingness
Lithuania	-	-	-	-	-	-	-	-	No	1 - Very low willingness	3 - Medium willingness
Estonia	-	-	-	-	-	-	-	-	No	3 - Medium willingness	DK/ DA
Sweden	-	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	-	-	Yes	Yes	-	-	-	DK/ DA	3 - Medium willingness	4 - High willingness
Slovenia	-	-	-	-	-	-	-	-	No	3 - Medium willingness	5 - Very high willingness
Netherlands	Yes	Yes	Yes	Yes	Yes	-	-	-	Yes, sometimes	5 - Very high willingness	5 - Very high willingness
Greece	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	No	4 - High willingness	4 - High willingness
Portugal	Yes	Yes	-	Yes	-	-	-	-	No	2 - Low willingness	4 - High willingness
Switzerland	-	-	-	-	-	-	-	-	No	3 - Medium willingness	4 - High willingness
United Kingdom	-	-	-	-	-	-	-	-	Yes, sometimes	3 - Medium willingness	3 - Medium willingness
Italy	-	-	Yes	-	-	-	-	-	Yes, always	0 - No willingness	0 - No willingness
Finland	-	Yes	Yes	Yes	-	-	-	-	Yes, very often	3 - Medium willingness	3 - Medium willingness
Norway	-	-	Yes	Yes	-	-	-	The courses are generally not very mature regarding	Yes, always	4 - High willingness	4 - High willingness
Latvia	-	-	-	-	-	-	-	-	No	3 - Medium willingness	4 - High willingness

Table 14 - Telemedicine Ecosystem - Culture and Change Management, Q44; Q45; Q46

B. CURRENT STATE OF TELEMEDICINE SERVICES

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Does your country have any telemedicine services planned/ implemented?	Which of the following telemedicine services are being planned/ implemented in your country? Please select all that apply						
		Teletriage	Teleconsultation	Telediagnosis	Telesurgery	Telescreening	Telemonitoring/ Telecare	Other
Cyprus	Yes	-	-	-	-	-	Yes	-
Austria	Yes	Yes	Yes	Yes	-	-	Yes	-
Malta	Yes	-	Yes	Yes	-	-	Yes	-
Lithuania	Yes	-	Yes	Yes	-	-	-	-
Estonia	Yes	-	Yes	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-
Croatia	Yes	Yes	Yes	Yes	-	-	Yes	-
Slovenia	Yes	-	-	-	-	-	-	-
Netherlands	Yes	Yes	Yes	Yes	-	Yes	Yes	-
Greece	-	-	-	-	-	-	-	-
Hungary	Yes	-	Yes	Yes	-	Yes	Yes	-
Portugal	Yes	Yes	Yes	Yes	-	Yes	Yes	-
Switzerland	Yes	Yes	Yes	Yes	-	Yes	Yes	Remote access to information (PACS, documents)
United Kingdom	Yes	-	Yes	Yes	-	-	Yes	-
Italy	Yes	Yes	-	-	-	-	-	-
Finland	Yes	Yes	Yes	Yes	-	Yes	Yes	Many others
Norway	Yes	-	-	-	-	-	-	-
Latvia	No	-	-	-	-	-	-	-

Table 15 - Current State of Telemedicine Services, Q47; Q48

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Which of the following specialties/ application areas offer (or are working to offer) telemedicine services in your country? Please select all that apply.									
	Radiology	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	Nutrition	Pharmacy	Other
Cyprus	Yes	-	-	-	Yes	-	Yes	-	-	Emergency (ambulance)
Austria	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Diabetes; COPD.
Malta	Yes	-	Yes	-	Yes	-	-	-	-	-
Lithuania	Yes	Yes	Yes	-	Yes	Yes	-	-	-	-
Estonia	Yes	Yes	-	-	Yes	-	-	-	Yes	Emergency care Neurology, ... LISADA e-konsultatsiooni erialad
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	Yes	Yes	-	Yes	-	Yes	-	-	Neurology, Neurosurgery, Surgery
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	Yes	Yes	Yes	Yes	Yes	Yes	Yes	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	Yes	-	Yes	-	Yes	-	-	-	-	endocrinology
Portugal	Yes	Yes	Yes	Yes	Yes	-	Yes	-	Yes	Nephrology, Pneumology, Pediatrics
Switzerland	Yes	Yes	-	-	Yes	-	Yes	-	Yes	General medicine
United Kingdom	Yes	-	-	-	Yes	-	-	-	-	-
Italy	Yes	-	-	-	-	-	-	-	-	-
Finland	Yes	Yes	Yes	Yes	Yes	-	Yes	-	Yes	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Table 16 - Current State of Telemedicine Services, Q49

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Please complete the following table, selecting with an (x) which of the specialties/ application areas offer (or are working to offer) each of the telemedicine service mentioned previously														
	Teletriage - Radiology	Teletriage - Dermatology	Teletriage - Pathology	Teletriage - Psychiatry	Teletriage - Cardiology	Teletriage - Ophthalmology	Teletriage - Nursing	Teletriage - Nutrition	Teletriage - Pharmacy	Teletriage - Other specialty/ application area 1	Teletriage - Other specialty/ application area 2	Teletriage - Other specialty/ application area 3	Teletriage - DK/ DA	Teletriage - NA	Teleconsultation - Radiology
Cyprus	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	Radiology
Austria	Radiology	Dermatology	Pathology	Psychiatry	Cardiology	-	-	-	Pharmacy	-	-	-	-	-	Radiology
Malta	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	Radiology
Lithuania	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	-
Estonia	-	-	-	-	-	-	-	-	-	Other specialty/ application	-	-	-	-	Radiology
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	Radiology	Dermatology	-	-	Cardiology	-	Nursing	-	-	Other specialty/ application	Other specialty/ application	Other specialty/ application	-	-	Radiology
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	Dermatology	-	Psychiatry	Cardiology	Ophthalmology	-	-	-	Other specialty/ application	Other specialty/ application	-	-	-	Radiology
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	Radiology
Portugal	Radiology	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	-	Pharmacy	Other specialty/ application	Other specialty/ application	Other specialty/ application	-	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	-
United Kingdom	-	-	-	-	-	-	-	-	-	-	-	-	-	NA	Radiology
Italy	-	Dermatology	-	-	-	-	-	-	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	Nursing	-	-	-	-	-	-	-	Radiology
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Please complete the following table, selecting with an (x) which of the specialties/ application areas offer (or are working to offer) each of the telemedicine service mentioned previously														
	Teleconsultation - Dermatology	Teleconsultation - Pathology	Teleconsultation - Psychiatry	Teleconsultation - Cardiology	Teleconsultation - Ophthalmology	Teleconsultation - Nursing	Teleconsultation - Nutrition	Teleconsultation - Pharmacy	Teleconsultation - Other specialty/ application area 1	Teleconsultation - Other specialty/ application area 2	Teleconsultation - Other specialty/ application area 3	Teleconsultation - DK/ DA	Teleconsultation - NA	Telediagnosis - Radiology	Telediagnosis - Dermatology
Cyprus	-	-	-	-	-	-	-	-	-	-	-	-	-	Radiology	-
Austria	Dermatology	Pathology	-	Cardiology	-	-	-	-	-	-	-	-	-	Radiology	Dermatology
Malta	-	Pathology	-	-	-	-	-	-	-	-	-	-	-	Radiology	-
Lithuania	Dermatology	-	-	Cardiology	Ophthalmology	-	-	-	-	-	-	-	-	Radiology	Dermatology
Estonia	Dermatology	-	-	Cardiology	-	-	-	Pharmacy	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	Dermatology	Pathology	-	Cardiology	-	-	-	-	Other specialty/ application	Other specialty/ application	Other specialty/ application	-	-	Radiology	Dermatology
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	-	-	Other specialty/ application	Other specialty/ application	-	-	-	Radiology	Dermatology
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	Pathology	-	-	-	-	-	-	-	-	-	-	-	Radiology	-
Portugal	Dermatology	-	Psychiatry	Cardiology	Ophthalmology	Nursing	-	-	Other specialty/ application	Other specialty/ application	Other specialty/ application	-	-	Radiology	Dermatology
Switzerland	-	-	-	-	-	-	-	-	Other specialty/ application	-	-	-	-	-	-
United Kingdom	-	-	-	Cardiology	-	-	-	-	-	-	-	-	-	Radiology	-
Italy	-	-	-	-	-	-	Nutrition	-	-	-	-	-	-	Radiology	-
Finland	Dermatology	Pathology	Psychiatry	Cardiology	Ophthalmology	Nursing	-	-	-	-	-	-	-	Radiology	Dermatology
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Telediagnosis - Pathology	Telediagnosis - Psychiatry	Telediagnosis - Cardiology	Telediagnosis - Ophthalmology	Telediagnosis - Nursing	Telediagnosis - Nutrition	Telediagnosis - Pharmacy	Telediagnosis - Other specialty/ application area 1	Telediagnosis - Other specialty/ application area 2	Telediagnosis - Other specialty/ application area 3	Telediagnosis - DK/ DA	Telediagnosis - NA	Telesurgery - Radiology	Telesurgery - Dermatology	Telesurgery - Pathology
Cyprus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Austria	Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Malta	Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lithuania	Pathology	-	Cardiology	Ophthalmology	-	-	-	-	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	-	-	-	-	-	-	NA	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	Pathology	-	Cardiology	-	-	-	-	Other specialty/ application	Other specialty/ application	Other specialty/ application	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	Pathology	Psychiatry	Cardiology	Ophthalmology	-	-	-	Other specialty/ application	Other specialty/ application	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	Pathology	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Portugal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Switzerland	-	-	-	-	-	-	-	Other specialty/ application	-	-	-	-	-	-	-
United Kingdom	-	-	Cardiology	-	-	-	-	-	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Finland	Pathology	Psychiatry	Cardiology	Ophthalmology	-	-	-	-	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Telesurgery - Psychiatry	Telesurgery - Cardiology	Telesurgery - Ophthalmology	Telesurgery - Nursing	Telesurgery - Nutrition	Telesurgery - Pharmacy	Telesurgery - Other specialty/ application area 1	Telesurgery - Other specialty/ application area 2	Telesurgery - Other specialty/ application area 3	Telesurgery - DK/ DA	Telesurgery - NA	Telescreening - Radiology	Telescreening - Dermatology	Telescreening - Pathology	Telescreening - Psychiatry
Cyprus	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Austria	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Malta	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Lithuania	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Estonia	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	-	-	-	-	DK/ DA	-	Radiology	-	Pathology	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Portugal	-	-	-	-	-	-	-	-	-	-	NA	-	Dermatology	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	-	-	NA	-	-	-	-
Italy	-	-	-	-	Nutrition	-	-	-	-	-	-	-	-	-	Psychiatry
Finland	-	Cardiology	-	-	-	-	-	-	-	-	-	Radiology	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Telescreening - Cardiology	Telescreening - Ophthalmology	Telescreening - Nursing	Telescreening - Nutrition	Telescreening - Pharmacy	Telescreening - Other specialty/ application area 1	Telescreening - Other specialty/ application area 2	Telescreening - Other specialty/ application area 3	Telescreening - DK/ DA	Telescreening - NA	Telemonitoring/ Telecare Radiology	Telemonitoring/ Telecare Dermatology	Telemonitoring/ Telecare Pathology	Telemonitoring/ Telecare Psychiatry	Telemonitoring/ Telecare Cardiology
Cyprus	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	Cardiology
Austria	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	Cardiology
Malta	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	Cardiology
Lithuania	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Estonia	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	Cardiology
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	Ophthalmology	-	-	-	-	-	-	-	-	-	Dermatology	-	Psychiatry	Cardiology
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	Cardiology	-	-	-	-	Other specialty/ application	-	-	-	-	-	-	-	-	Cardiology
Portugal	-	Ophthalmology	-	-	-	-	-	-	-	-	-	-	-	-	Cardiology
Switzerland	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	-	NA	-	-	-	-	Cardiology
Italy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Cardiology
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Telemonitoring/ Telecare Ophthalmology	Telemonitoring/ Telecare Nursing	Telemonitoring/ Telecare Nutrition	Telemonitoring/ Telecare Pharmacy	Telemonitoring/ Telecare Other specialty/ application area 1	Telemonitoring/ Telecare Other specialty/ application area 2	Telemonitoring/ Telecare Other specialty/ application area 3	Telemonitoring/ Telecare DK/ DA	Telemonitoring/ Telecare NA	Other telemedicine service 1 - Radiology	Other telemedicine service 1 - Dermatology	Other telemedicine service 1 - Pathology	Other telemedicine service 1 - Psychiatry	Other telemedicine service 1 - Cardiology	Other telemedicine service 1 - Ophthalmology
Cyprus	-	-	-	-	Other specialty/ application	-	-	-	-	-	-	-	-	-	-
Austria	-	-	-	-	Other specialty/ application	Other specialty/ application	-	-	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Estonia	-	Nursing	-	-	-	-	-	-	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	Nursing	-	-	-	-	-	-	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	Ophthalmology	-	-	-	Other specialty/ application	Other specialty/ application	-	-	-	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	Other specialty/ application	-	-	-	-	-	-	-	-	-	-
Portugal	-	-	-	-	-	Other specialty/ application	-	-	-	-	-	-	-	-	-
Switzerland	-	Nursing	-	-	-	-	-	-	-	Radiology	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Italy	-	-	Nutrition	-	-	-	-	-	-	-	-	-	-	-	Ophthalmology
Finland	-	Nursing	-	-	-	-	-	-	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Other telemedicine service 1 - Nursing	Other telemedicine service 1 - Nutrition	Other telemedicine service 1 - Pharmacy	Other telemedicine service 1 - Other specialty/ application area 1	Other telemedicine service 1 - Other specialty/ application area 2	Other telemedicine service 1 - Other specialty/ application area 3	Other telemedicine service 1 - DK/ DA	Other telemedicine service 1 - NA	Other telemedicine service 2 - Radiology	Other telemedicine service 2 - Dermatology	Other telemedicine service 2 - Pathology	Other telemedicine service 2 - Psychiatry	Other telemedicine service 2 - Cardiology	Other telemedicine service 2 - Ophthalmology	Other telemedicine service 2 - Nursing
Cyprus	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Austria	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Portugal	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	NA	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	-	-	-	-	Psychiatry	-	-	-
Finland	Nursing	-	-	-	-	-	-	-	-	-	-	-	-	-	Nursing
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES														
	Other telemedicine service 2 - Nutrition	Other telemedicine service 2 - Pharmacy	Other telemedicine service 2 - Other specialty/ application area 1	Other telemedicine service 2 - Other specialty/ application area 2	Other telemedicine service 2 - Other specialty/ application area 3	Other telemedicine service 2 - DK/ DA	Other telemedicine service 2 - NA	Other telemedicine service 3 - Radiology	Other telemedicine service 3 - Dermatology	Other telemedicine service 3 - Pathology	Other telemedicine service 3 - Psychiatry	Other telemedicine service 3 - Cardiology	Other telemedicine service 3 - Ophthalmology	Other telemedicine service 3 - Nursing	Other telemedicine service 3 - Nutrition
Cyprus	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Austria	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Portugal	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Switzerland	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	NA	-	-	-	-	-	-	-	-
Italy	Nutrition	-	-	-	-	-	-	-	-	-	-	-	-	-	Nutrition
Finland	-	-	-	-	-	-	-	-	-	-	-	-	-	Nursing	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES						
	Other telemedicine service 3 - Pharmacy	Other telemedicine service 3 - Other specialty/ application area 1	Other telemedicine service 3 - Other specialty/ application area 2	Other telemedicine service 3 - Other specialty/ application area 3	Other telemedicine service 3 - DK/ DA	Other telemedicine service 3 - NA	Please indicate below which are the services and specialities/ application areas mentioned.
Cyprus	-	-	-	-	-	NA	-
Austria	-	-	-	-	-	NA	-
Malta	-	-	-	-	-	NA	-
Lithuania	-	-	-	-	-	NA	-
Estonia	-	-	-	-	-	NA	Speciality 1- emergency care
Sweden	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	NA	-
Slovenia	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	NA	Nephrology, Pulmonology, Allergology
Greece	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	NA	-
Portugal	-	-	-	-	-	NA	Teletriage - General medicine
Switzerland	-	-	-	-	-	NA	Remote access to information (PACS, documents)
United Kingdom	-	-	-	-	-	NA	-
Italy	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	more details separately if needed
Norway	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-

Table 17 - Current State of Telemedicine Services, Q50

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES											
	What is the purpose of the telemedicine services available in your country? Please select all that apply											
	Triage	Diagnosis	Treatment	Second opinion	Emergency care	Screening	Surgery	Follow-up	Chronic disease management	Vital signs monitoring	Palliative care	Other
Cyprus	-	-	-	-	Yes	-	-	-	-	Yes	Yes	-
Austria	Yes	-	Yes	Yes	Yes	-	-	Yes	Yes	Yes	-	-
Malta	-	Yes	-	Yes	-	Yes	-	Yes	Yes	-	-	-
Lithuania	-	Yes	-	Yes	-	-	-	-	-	-	-	-
Estonia	Yes	Yes	Yes	-	Yes	-	-	Yes	Yes	Yes	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	Yes	Yes	Yes	Yes	Yes	-	-	Yes	Yes	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	Yes	Yes	Yes	-	-	Yes	-	Yes	Yes	Yes	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	Yes	-	-	-	-	-	-	-	-	-	-
Portugal	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	-	-
Switzerland	Yes	Yes	Yes	-	Yes	Yes	-	-	-	Yes	Yes	-
United Kingdom	-	Yes	-	Yes	-	-	-	-	-	Yes	-	-
Italy	-	-	-	-	Yes	-	-	-	-	-	-	-
Finland	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	Yes	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-

Table 18 - Current State of Telemedicine Services, Q51

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Average maturity stage of each one of the telemedicine services mentioned above (from 1 (Initial stage) to 5 (Optimized stage))									
	Teletriage	Teleconsultation	Telediagnosis	Telesurgery	Telescreening	Telemonitoring / Telecare	Other telemedicine service 1	Other telemedicine service 2	Other telemedicine service 3	Please indicate below which are the services mentioned.
Cyprus	1	1	NA	NA	NA	1	NA	NA	NA	-
Austria	3	3	NA	NA	NA	3	NA	NA	NA	-
Malta	NA	3	4	NA	NA	4	NA	NA	NA	-
Lithuania	NA	1	1	NA	NA	NA	NA	NA	NA	-
Estonia	2	4	1	1	1	1	3	NA	NA	Other service - emergency care
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	4	4	4	NA	NA	4	NA	NA	NA	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	3	4	4	DK/ DA	4	3	NA	NA	NA	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	NA	3	3	NA	2	2	NA	NA	NA	-
Portugal	4	3	3	NA	4	2	NA	NA	NA	-
Switzerland	NA	2	2	NA	NA	2	3	NA	NA	-
United Kingdom	NA	2	2	NA	NA	2	NA	NA	NA	-
Italy	1	1	4	NA	3	3	2	1	1	-
Finland	4	4	4	NA	4	4	NA	NA	NA	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Table 19 - Current State of Telemedicine Services, Q52

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Please select the territorial scope of each one of the telemedicine services mentioned above. Please select all that apply									
	Teletriage - International	Teletriage - National	Teletriage - Regional	Teletriage - Local	Teletriage - DK/ DA	Teletriage - NA	Teleconsultation - International	Teleconsultation - National	Teleconsultation - Regional	Teleconsultation - Local
Cyprus	-	-	-	-	-	NA	-	-	-	-
Austria	-	-	Regional	-	-	-	-	-	Regional	-
Malta	-	-	-	-	-	NA	International	-	-	-
Lithuania	-	-	-	-	-	NA	-	National	Regional	Local
Estonia	-	-	Regional	-	-	-	International	National	-	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	-	National	-	-	-	-	-	National	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	International	National	Regional	Local	-	-	International	National	Regional	Local
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	NA	-	National	-	-
Portugal	-	National	Regional	-	-	-	International	National	Regional	Local
Switzerland	-	National	Regional	-	-	-	-	National	Regional	-
United Kingdom	-	-	-	-	-	NA	-	National	-	-
Italy	-	-	-	-	DK/ DA	-	-	-	-	Local
Finland	-	-	Regional	-	-	-	-	-	Regional	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Teleconsultation DK/ DA	Teleconsultation NA	Telediagnosis International	Telediagnosis National	Telediagnosis Regional	Telediagnosis Local	Telediagnosis DK/ DA	Telediagnosis NA	Telesurgery International	Telesurgery National
Cyprus	-	NA	-	-	Regional	-	-	-	-	-
Austria	-	-	-	-	-	-	-	NA	-	-
Malta	-	-	International	-	-	-	-	-	-	-
Lithuania	-	-	International	National	-	Local	-	-	-	-
Estonia	-	-	-	-	-	Local	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	National	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	International	National	Regional	Local	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	National	-	-	-	-	-	-
Portugal	-	-	International	National	Regional	-	-	-	-	-
Switzerland	-	-	-	National	Regional	-	-	-	-	-
United Kingdom	-	-	-	National	-	-	-	-	-	-
Italy	-	-	-	-	-	-	DK/ DA	-	-	-
Finland	-	-	-	-	Regional	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Telesurgery Regional	Telesurgery Local	Telesurgery DK/ DA	Telesurgery NA	Telescreening International	Telescreening National	Telescreening Regional	Telescreening Local	Telescreening DK/ DA	Telescreening NA
Cyprus	-	-	-	NA	-	-	-	-	-	NA
Austria	-	-	-	NA	-	-	-	-	-	NA
Malta	-	-	-	NA	-	-	-	-	-	NA
Lithuania	-	-	-	NA	-	-	-	-	-	NA
Estonia	-	-	-	NA	-	-	-	-	-	NA
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	NA	-	-	-	-	-	NA
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	DK/ DA	-	International	National	Regional	Local	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	NA	-	National	-	-	-	-
Portugal	-	-	-	NA	-	National	Regional	-	-	-
Switzerland	-	-	-	NA	-	National	Regional	-	-	-
United Kingdom	-	-	-	NA	-	-	-	-	-	NA
Italy	Regional	-	-	-	International	-	-	-	-	-
Finland	-	-	-	NA	-	-	Regional	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Telemonitoring / Telecare - International	Telemonitoring / Telecare - National	Telemonitoring / Telecare - Regional	Telemonitoring / Telecare - Local	Telemonitoring / Telecare - DK/ DA	Telemonitoring / Telecare - NA	Other telemedicine service 1 - International	Other telemedicine service 1 - National	Other telemedicine service 1 - Regional	Other telemedicine service 1 - Local
Cyprus	-	-	Regional	-	-	-	-	-	-	-
Austria	-	-	Regional	-	-	-	-	-	-	-
Malta	-	National	-	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	NA	-	-	-	-
Estonia	-	-	-	Local	-	-	-	-	Regional	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	Regional	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	International	National	Regional	Local	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	National	-	-	-	-	-	-	-	-
Portugal	-	-	Regional	-	-	-	-	-	-	-
Switzerland	-	National	Regional	Local	-	-	International	-	-	Local
United Kingdom	-	-	Regional	-	-	-	-	-	-	-
Italy	-	-	-	-	DK/ DA	-	-	-	-	-
Finland	-	-	Regional	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES									
	Other telemedicine service 1 - DK/ DA	Other telemedicine service 1 - NA	Other telemedicine service 2 - International	Other telemedicine service 2 - National	Other telemedicine service 2 - Regional	Other telemedicine service 2 - Local	Other telemedicine service 2 - DK/ DA	Other telemedicine service 2 - NA	Other telemedicine service 3 - International	Other telemedicine service 3 - National
Cyprus	-	NA	-	-	-	-	-	NA	-	-
Austria	-	NA	-	-	-	-	-	NA	-	-
Malta	-	NA	-	-	-	-	-	NA	-	-
Lithuania	-	NA	-	-	-	-	-	NA	-	-
Estonia	-	-	-	-	-	-	-	NA	-	-
Sweden	-	-	-	-	-	-	-	-	-	-
Croatia	-	NA	-	-	-	-	-	NA	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-
Netherlands	-	NA	-	-	-	-	-	NA	-	-
Greece	-	-	-	-	-	-	-	-	-	-
Hungary	-	NA	-	-	-	-	-	NA	-	-
Portugal	-	NA	-	-	-	-	-	NA	-	-
Switzerland	-	-	-	-	-	-	-	NA	-	-
United Kingdom	-	NA	-	-	-	-	-	NA	-	-
Italy	DK/ DA	-	-	-	-	-	DK/ DA	-	-	-
Finland	-	NA	-	-	-	-	-	NA	-	-
Norway	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Other telemedicine service 3 - Regional	Other telemedicine service 3 - Local	Other telemedicine service 3 - DK/ DA	Other telemedicine service 3 - NA	Please indicate below which are the services mentioned.			
Cyprus	-	-	-	NA	-			
Austria	-	-	-	NA	-			
Malta	-	-	-	NA	-			
Lithuania	-	-	-	NA	-			
Estonia	-	-	-	NA	Other service 1 - emergency care			
Sweden	-	-	-	-	-			
Croatia	-	-	-	NA	-			
Slovenia	-	-	-	-	-			
Netherlands	-	-	-	NA	-			
Greece	-	-	-	-	-			
Hungary	-	-	-	NA	-			
Portugal	-	-	-	NA	-			
Switzerland	-	-	-	NA	-			
United Kingdom	-	-	-	NA	-			
Italy	-	-	DK/ DA	-	-			
Finland	-	-	-	NA	-			
Norway	-	-	-	-	-			
Latvia	-	-	-	-	-			

Table 20 - Current State of Telemedicine Services, Q53

Joint Action to support the eHealth Network

B. CURRENT STATE OF TELEMEDICINE SERVICES													
Country	Please select the type of interactions between the individuals established in each one of the telemedicine services mentioned above. Please select all that apply												
	Teletriage - HCP 2 P	Teletriage - HCPa 2	Teletriage - HCPa 2 HCPb	Teletriage - DK/ DA	Teletriage - NA	Teleconsultation - HCP 2 P	Teleconsultation - HCPa 2	Teleconsultation - HCPa 2 HCPb	Teleconsultation - DK/ DA	Teleconsultation - NA	Telediagnosis - HCP 2 P	Telediagnosis - HCPa 2	Telediagnosis - HCPa 2 HCPb
Cyprus	-	-	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	-	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb
Austria	HCP 2 P	-	-	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	HCP 2 P	HCPa 2 HCPa	-
Malta	-	-	-	-	NA	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb
Lithuania	-	-	-	-	NA	-	HCPa 2 HCPa	-	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb
Estonia	-	-	HCPa 2 HCPb	-	-	-	-	HCPa 2 HCPb	-	-	HCP 2 P	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	-	-	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	-	-	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	NA	-	HCPa 2 HCPa	-	-	-	-	HCPa 2 HCPa	-
Portugal	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb
Switzerland	HCP 2 P	-	-	-	-	HCP 2 P	-	-	-	-	HCP 2 P	-	-
United Kingdom	-	-	-	-	NA	HCP 2 P	HCPa 2 HCPa	-	-	-	HCP 2 P	-	-
Italy	-	-	-	-	NA	-	-	-	-	NA	-	-	-
Finland	HCP 2 P	-	-	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

B. CURRENT STATE OF TELEMEDICINE SERVICES													
Country	Please select the type of interactions between the individuals established in each one of the telemedicine services mentioned above. Please select all that apply												
	Telediagnosis - DK/ DA	Telediagnosis - NA	Telesurgery - HCP 2 P	Telesurgery - HCPa 2	Telesurgery - HCPa 2 HCPb	Telesurgery - DK/ DA	Telesurgery - NA	Telescreening - HCP 2 P	Telescreening - HCPa 2	Telescreening - HCPa 2 HCPb	Telescreening - DK/ DA	Telescreening - NA	Telemonitoring/ Telecare - HCP 2 P
Cyprus	-	-	-	-	-	-	NA	-	-	-	-	NA	HCP 2 P
Austria	-	-	-	-	-	-	NA	-	-	-	-	NA	HCP 2 P
Malta	-	-	-	-	-	-	NA	-	-	-	-	NA	HCP 2 P
Lithuania	-	-	-	-	-	-	NA	-	-	-	-	NA	-
Estonia	-	-	-	-	-	-	NA	HCP 2 P	-	-	-	-	HCP 2 P
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	NA	-	-	-	-	NA	HCP 2 P
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	DK/ DA	-	HCP 2 P	HCPa 2 HCPa	HCPa 2 HCPb	-	-	HCP 2 P
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	NA	HCP 2 P	-	-	-	-	HCP 2 P
Portugal	-	-	-	-	-	-	NA	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	HCP 2 P
Switzerland	-	-	-	-	-	-	NA	HCP 2 P	-	-	-	-	HCP 2 P
United Kingdom	-	-	-	-	-	-	NA	-	-	-	-	NA	HCP 2 P
Italy	DK/ DA	-	-	-	-	-	NA	-	HCPa 2 HCPa	-	-	-	HCP 2 P
Finland	-	-	-	-	-	-	NA	HCP 2 P	-	-	-	-	HCP 2 P
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES													
	Telemonitoring/Telecare HCPa 2 HCPa	Telemonitoring/Telecare HCPa 2 HCPb	Telemonitoring/Telecare DK/ DA	Telemonitoring/Telecare NA	Other telemedicine service 1 HCP 2 P	Other telemedicine service 1 HCPa 2 HCPa	Other telemedicine service 1 HCPa 2 HCPb	Other telemedicine service 1 DK/ DA	Other telemedicine service 1 NA	Other telemedicine service 2 HCP 2 P	Other telemedicine service 2 HCPa 2 HCPa	Other telemedicine service 2 HCPa 2 HCPb	Other telemedicine service 2 DK/ DA	Other telemedicine service 2 NA
Cyprus	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Austria	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Malta	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Lithuania	-	-	-	NA	-	-	-	-	NA	-	-	-	-	-
Estonia	-	-	-	-	-	-	HCPa 2 HCPb	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	-	-	-	NA	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Portugal	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	-	-	-	NA	-	-	-	-	-
Switzerland	-	HCPa 2 HCPb	-	-	-	HCPa 2 HCPa	HCPa 2 HCPb	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Italy	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Finland	-	-	-	-	-	-	-	-	NA	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Other telemedicine service 2 NA	Other telemedicine service 3 HCP 2 P	Other telemedicine service 3 HCPa 2 HCPa	Other telemedicine service 3 HCPa 2 HCPb	Other telemedicine service 3 DK/ DA	Other telemedicine service 3 NA	In the case you have added "Other telemedicine services", please indicate below which are the services mentioned.	
Cyprus	NA	-	-	-	-	NA	-	
Austria	NA	-	-	-	-	NA	-	
Malta	NA	-	-	-	-	NA	-	
Lithuania	NA	-	-	-	-	NA	-	
Estonia	NA	-	-	-	-	NA	Other service - emergency care	
Sweden	-	-	-	-	-	-	-	
Croatia	NA	-	-	-	-	NA	-	
Slovenia	-	-	-	-	-	-	-	
Netherlands	NA	-	-	-	-	NA	-	
Greece	-	-	-	-	-	-	-	
Hungary	NA	-	-	-	-	NA	-	
Portugal	NA	-	-	-	-	NA	-	
Switzerland	NA	-	-	-	-	NA	-	
United Kingdom	NA	-	-	-	-	NA	-	
Italy	NA	-	-	-	-	NA	-	
Finland	NA	-	-	-	-	NA	-	
Norway	-	-	-	-	-	-	-	
Latvia	-	-	-	-	-	-	-	

Table 21 - Current State of Telemedicine Services, Q54

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES												
	Please select the level of care established in each one of the telemedicine services mentioned above. Please select all that apply												
	Teletriage - P 2 PC	Teletriage - P 2 HC	Teletriage - P 2 CC	Teletriage - PC 2 HC	Teletriage - HC 2 CC	Teletriage - PC 2 CC	Teletriage - DK/DA	Teletriage - NA	Teleconsultation - P 2 PC	Teleconsultation - P 2 HC	Teleconsultation - P 2 CC	Teleconsultation - PC 2 HC	Teleconsultation - HC 2 CC
Cyprus	-	-	-	-	-	-	-	NA	-	-	-	-	-
Austria	P 2 PC	P 2 HC	-	-	-	-	-	-	P 2 PC	-	-	PC 2 HC	-
Malta	-	-	-	-	-	-	-	NA	-	-	-	PC 2 HC	-
Lithuania	-	-	-	-	-	-	-	NA	-	-	-	PC 2 HC	HC 2 CC
Estonia	-	P 2 HC	-	-	-	-	-	-	-	-	-	PC 2 HC	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	PC 2 HC	HC 2 CC	PC 2 CC	-	-	-	-	-	PC 2 HC	HC 2 CC
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	-	-	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	-	NA	-	-	-	-	-
Portugal	P 2 PC	P 2 HC	-	-	-	-	-	-	-	-	-	PC 2 HC	-
Switzerland	-	-	-	-	-	-	-	NA	P 2 PC	-	-	-	-
United Kingdom	-	-	-	-	-	-	-	NA	-	-	-	PC 2 HC	-
Italy	-	-	-	-	-	-	DK/DA	-	-	-	-	-	-
Finland	P 2 PC	-	-	-	-	-	-	NA	-	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES												
	Please select the level of care established in each one of the telemedicine services mentioned above. Please select all that apply												
	Teleconsultation - PC 2 CC	Teleconsultation - DK/DA	Teleconsultation - NA	Telediagnosis - P 2 PC	Telediagnosis - P 2 HC	Telediagnosis - P 2 CC	Telediagnosis - PC 2 HC	Telediagnosis - HC 2 CC	Telediagnosis - PC 2 CC	Telediagnosis - DK/DA	Telediagnosis - NA	Telesurgery - P 2 PC	Telesurgery - P 2 HC
Cyprus	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Austria	-	-	-	P 2 PC	-	-	PC 2 HC	-	PC 2 CC	-	-	-	-
Malta	-	-	-	-	-	-	PC 2 HC	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-	PC 2 HC	HC 2 CC	-	-	-	-	-
Estonia	-	-	-	P 2 PC	P 2 HC	-	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	PC 2 CC	-	-	-	-	-	PC 2 HC	HC 2 CC	PC 2 CC	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	PC 2 CC	-	-	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Portugal	-	-	-	-	-	-	PC 2 HC	-	-	-	-	-	-
Switzerland	-	-	-	P 2 PC	-	-	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	P 2 HC	-	-	-	-	-	-	-	-
Italy	PC 2 CC	-	-	-	-	P 2 CC	-	-	-	-	-	P 2 PC	-
Finland	PC 2 CC	-	-	-	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES												
	Telesurgery - P 2 CC	Telesurgery - PC 2 HC	Telesurgery - HC 2 CC	Telesurgery - PC 2 CC	Telesurgery - DK/ DA	Telesurgery - NA	Telescreening - P 2 PC	Telescreening - P 2 HC	Telescreening - P 2 CC	Telescreening - PC 2 HC	Telescreening - HC 2 CC	Telescreening - PC 2 CC	Telescreening - DK/ DA
Cyprus	-	-	-	-	-	NA	-	-	-	-	-	-	-
Austria	-	-	-	-	-	NA	-	-	-	-	-	-	-
Malta	-	-	-	-	-	NA	-	-	-	-	-	-	-
Lithuania	-	-	-	-	-	NA	-	-	-	-	-	-	-
Estonia	-	-	-	-	-	NA	-	-	-	-	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	NA	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	DK/ DA	-	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	NA	-	-	-	-	-	-	-
Portugal	-	-	-	-	-	NA	-	-	-	PC 2 HC	-	-	-
Switzerland	-	-	-	-	-	NA	-	-	-	-	-	-	-
United Kingdom	-	-	-	-	-	NA	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	-	-	-	-	-	DK/ DA
Finland	-	-	-	-	-	NA	P 2 PC	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES												
	Telescreening - NA	Telemonitoring/ Telecare P 2 PC	Telemonitoring/ Telecare P 2 HC	Telemonitoring/ Telecare P 2 CC	Telemonitoring/ Telecare PC 2 HC	Telemonitoring/ Telecare HC 2 CC	Telemonitoring/ Telecare PC 2 CC	Telemonitoring/ Telecare DK/ DA	Telemonitoring/ Telecare NA	Other telemedicine service 1 P 2 PC	Other telemedicine service 1 P 2 HC	Other telemedicine service 1 P 2 CC	Other telemedicine service 1 PC 2 HC
Cyprus	NA	-	-	-	-	HC 2 CC	PC 2 CC	-	-	-	-	-	-
Austria	NA	P 2 PC	-	P 2 CC	-	-	PC 2 CC	-	-	-	-	-	-
Malta	NA	P 2 PC	P 2 HC	-	PC 2 HC	-	-	-	-	-	-	-	-
Lithuania	NA	-	-	-	-	-	-	NA	-	-	-	-	-
Estonia	NA	-	-	-	-	-	-	NA	-	P 2 HC	-	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	NA	P 2 PC	P 2 HC	-	PC 2 HC	-	-	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	P 2 PC	P 2 HC	P 2 CC	PC 2 HC	HC 2 CC	PC 2 CC	-	-	-	-	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	NA	-	-	-	-	-	-	NA	-	-	-	-	-
Portugal	-	-	P 2 HC	-	PC 2 HC	-	-	-	-	-	-	-	-
Switzerland	NA	P 2 PC	-	-	-	-	-	-	P 2 PC	P 2 HC	-	-	-
United Kingdom	NA	P 2 PC	-	P 2 CC	-	-	-	-	-	-	-	-	-
Italy	-	-	-	-	-	-	-	DK/ DA	-	-	-	-	-
Finland	-	P 2 PC	P 2 HC	-	-	-	-	-	-	-	-	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES													
	Other telemedicine service 1 - HC 2 CC	Other telemedicine service 1 - PC 2 CC	Other telemedicine service 1 - DK/ DA	Other telemedicine service 1 - NA	Other telemedicine service 2 - P 2 PC	Other telemedicine service 2 - P 2 HC	Other telemedicine service 2 - P 2 CC	Other telemedicine service 2 - PC 2 HC	Other telemedicine service 2 - HC 2 CC	Other telemedicine service 2 - PC 2 CC	Other telemedicine service 2 - DK/ DA	Other telemedicine service 2 - NA	Other telemedicine service 3 - P 2 PC	Other telemedicine service 3 - P 2 CC
Cyprus	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Austria	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Malta	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Lithuania	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Estonia	-	-	-	-	-	-	-	-	-	-	-	NA	-	-
Sweden	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Croatia	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Slovenia	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Netherlands	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Greece	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hungary	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Portugal	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Switzerland	-	-	-	-	-	-	-	-	-	-	-	NA	-	-
United Kingdom	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Italy	-	-	DK/ DA	-	-	-	-	-	-	-	DK/ DA	-	-	-
Finland	-	-	-	NA	-	-	-	-	-	-	-	NA	-	-
Norway	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Other telemedicine service 3 - P 2 HC	Other telemedicine service 3 - PC 2 CC	Other telemedicine service 3 - PC 2 HC	Other telemedicine service 3 - HC 2 CC	Other telemedicine service 3 - PC 2 CC	Other telemedicine service 3 - DK/ DA	Other telemedicine service 3 - NA	In the case you have added "Other telemedicine services" or "Other specialty/ application area", please indicate below which are the services and specialties/ application areas mentioned.
Cyprus	-	-	-	-	-	-	NA	-
Austria	-	-	-	-	-	-	NA	-
Malta	-	-	-	-	-	-	NA	-
Lithuania	-	-	-	-	-	-	NA	-
Estonia	-	-	-	-	-	-	NA	Other service - emergency care
Sweden	-	-	-	-	-	-	-	-
Croatia	-	-	-	-	-	-	NA	-
Slovenia	-	-	-	-	-	-	-	-
Netherlands	-	-	-	-	-	-	NA	-
Greece	-	-	-	-	-	-	-	-
Hungary	-	-	-	-	-	-	NA	telemedicine services are in planning phase therefore no such information available
Portugal	-	-	-	-	-	-	NA	-
Switzerland	-	-	-	-	-	-	NA	-
United Kingdom	-	-	-	-	-	-	NA	-
Italy	-	-	-	-	-	DK/ DA	-	-
Finland	-	-	-	-	-	-	NA	-
Norway	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-

Table 22 - Current State of Telemedicine Services, Q55

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Please select the most appropriate range to describe the % of services, healthcare institutions and patients involved in telemedicine services							
	Telediagnosis - % of telemedicine services	Telediagnosis - % of healthcare institutions with telemedicine services	Telediagnosis - % of patients involved	Teleconsultation - % of telemedicine services	Teleconsultation - % of healthcare institutions with telemedicine services	Teleconsultation - % of patients involved	Telediagnosis - % of telemedicine services	Telediagnosis - % of healthcare institutions with telemedicine services
Cyprus	NA	NA	NA	NA	NA	NA	NA	NA
Austria	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA
Malta	NA	NA	NA	DK/ DA	50%	DK/ DA	DK/ DA	50%
Lithuania	NA	NA	NA	1%	1%	1%	1% - 10%	1% - 10%
Estonia	NA	NA	NA	1%	1%	1%	NA	NA
Sweden	-	-	-	-	-	-	-	-
Croatia	1% - 10%	11% - 25%	1%	10%	26% - 50%	1% - 10%	10%	26% - 50%
Slovenia	-	-	-	-	-	-	-	-
Netherlands	1%	1% - 10%	1% - 10%	1% - 10%	11% - 25%	1% - 10%	1% - 10%	11% - 25%
Greece	-	-	-	-	-	-	-	-
Hungary	NA	NA	NA	NA	NA	NA	NA	NA
Portugal	10%	DK/ DA	DK/ DA	1%	1%	1%	10%	DK/ DA
Switzerland	NA	NA	NA	1%	1%	1%	1%	1%
United Kingdom	NA	NA	NA	1% - 10%	26% - 50%	1%	1% - 10%	26% - 50%
Italy	1%	1%	DK/ DA	1%	11% - 25%	1% - 10%	1%	11% - 25%
Finland	DK/ DA	11% - 25%	DK/ DA	DK/ DA	26% - 50%	DK/ DA	DK/ DA	26% - 50%
Norway	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Telediagnosis - % patients involved	Telesurgery - % of telemedicine services	Telesurgery - % of healthcare institutions with telemedicine services	Telesurgery - % of patients involved	Telescreening - % of telemedicine services	Telescreening - % of healthcare institutions with telemedicine services	Telescreening - % patients involved	Telemonitoring/ telecare - % of telemedicine services
Cyprus	NA	NA	NA	NA	NA	NA	NA	NA
Austria	DK/ DA	NA	NA	NA	NA	NA	NA	DK/ DA
Malta	DK/ DA	NA	NA	NA	NA	NA	NA	DK/ DA
Lithuania	1%	NA	NA	NA	NA	NA	NA	NA
Estonia	NA	NA	NA	NA	NA	NA	NA	NA
Sweden	-	-	-	-	-	-	-	-
Croatia	1% - 10%	NA	NA	NA	NA	NA	NA	1% - 10%
Slovenia	-	-	-	-	-	-	-	-
Netherlands	1% - 10%	DK/ DA	DK/ DA	DK/ DA	1% - 10%	1% - 10%	1% - 10%	1% - 10%
Greece	-	-	-	-	-	-	-	-
Hungary	NA	NA	NA	NA	NA	NA	NA	NA
Portugal	DK/ DA	NA	NA	NA	10%	1%	1%	1%
Switzerland	1%	NA	NA	NA	NA	NA	NA	1%
United Kingdom	1%	NA	NA	NA	NA	NA	NA	1% - 10%
Italy	DK/ DA	1%	11% - 25%	1%	1% - 10%	11% - 25%	10%	1%
Finland	DK/ DA	DK/ DA	NA	DK/ DA	DK/ DA	NA	DK/ DA	DK/ DA
Norway	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-

Joint Action to support the eHealth Network

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES							
	Telemonitoring/telecare - % of healthcare institutions with telemedicine services	Telemonitoring/telecare - % patients involved	Other telemedicine service 1 - % of telemedicine services	Other telemedicine service 1 - % of healthcare institutions with telemedicine	Other telemedicine service 1 - % patients involved	Other telemedicine service 2 - % of telemedicine services	Other telemedicine service 2 - % of healthcare institutions with telemedicine	Other telemedicine service 2 - % patients involved
Cyprus	NA	NA	NA	NA	NA	NA	NA	NA
Austria	DK/ DA	DK/ DA	NA	NA	NA	NA	NA	NA
Malta	50%	DK/ DA	NA	NA	NA	NA	NA	NA
Lithuania	NA	NA	NA	NA	NA	NA	NA	NA
Estonia	NA	NA	NA	NA	NA	NA	NA	NA
Sweden	-	-	-	-	-	-	-	-
Croatia	1% - 10%	1%	NA	NA	NA	NA	NA	NA
Slovenia	-	-	-	-	-	-	-	-
Netherlands	1% - 10%	1% - 10%	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA
Greece	-	-	-	-	-	-	-	-
Hungary	NA	NA	NA	NA	NA	NA	NA	NA
Portugal	1%	1%	NA	NA	NA	NA	NA	NA
Switzerland	1%	1%	1% - 10%	1%	1%	NA	NA	NA
United Kingdom	1% - 10%	1%	NA	NA	NA	NA	NA	NA
Italy	1% - 10%	1%	1%	1% - 10%	1%	1%	11% - 25%	10%
Finland	11% - 25%	DK/ DA	DK/ DA	NA	DK/ DA	DK/ DA	NA	DK/ DA
Norway	-	-	-	-	-	-	-	-
Latvia	-	-	-	-	-	-	-	-

Country	B. CURRENT STATE OF TELEMEDICINE SERVICES					
	Other telemedicine service 3 - % of telemedicine services	Other telemedicine service 3 - % of healthcare institutions with telemedicine	Other telemedicine service 3 - % patients involved	GENERAL - % of telemedicine services	GENERAL - % of healthcare institutions with telemedicine services	GENERAL - % patients involved
Cyprus	NA	NA	NA	NA	NA	NA
Austria	NA	NA	NA	DK/ DA	DK/ DA	DK/ DA
Malta	NA	NA	NA	NA	NA	NA
Lithuania	NA	NA	NA	1% - 10%	1% - 10%	1%
Estonia	NA	NA	NA	NA	NA	NA
Sweden	-	-	-	-	-	-
Croatia	NA	NA	NA	1%	26% - 50%	1%
Slovenia	-	-	-	-	-	-
Netherlands	DK/ DA	DK/ DA	DK/ DA	1% - 10%	1% - 10%	1% - 10%
Greece	-	-	-	-	-	-
Hungary	NA	NA	NA	NA	NA	NA
Portugal	NA	NA	NA	1%	1%	1%
Switzerland	NA	NA	NA	1% - 10%	1%	1%
United Kingdom	NA	NA	NA	NA	NA	NA
Italy	1%	11% - 25%	1% - 10%	1%	26% - 50%	10%
Finland	DK/ DA	NA	10%	10%	NA	DK/ DA
Norway	-	-	-	-	-	-
Latvia	-	-	-	-	-	-

Table 23 - Current State of Telemedicine Services, Q56

C. EVALUATION OF TELEMEDICINE SERVICES

Country	C. EVALUATION OF TELEMEDICINE SERVICES	
	From the telemedicine initiatives/ services that exist in your country, have any of them been subject to an evaluation study to measure and assess final outcomes?	What is the % of telemedicine initiatives/ services subject to an evaluation study?
Cyprus	No	-
Austria	Yes	21%-35%
Malta	No	-
Lithuania	No	-
Estonia	Yes	5%-20%
Sweden	-	-
Croatia	No	-
Slovenia	-	-
Netherlands	Yes	5%-20%
Greece	-	-
Hungary	No	-
Portugal	Yes	5%
Switzerland	DK/ DA	-
United Kingdom	Yes	5%-20%
Italy	No	-
Finland	No	-
Norway	-	-
Latvia	No	-

Table 24 - Evaluation of Telemedicine Services, Q57; Q58

Joint Action to support the eHealth Network

Country	C. EVALUATION OF TELEMEDICINE SERVICES					
	Evaluation criteria of telemedicine initiatives/ services (from 0 (Never) to 5 (Always))					
	Program acceptance (healthcare professionals) - Is there evidence that the programs were	Program acceptance (patients) - Is there evidence that the programs were accepted and used	Access - Is there evidence that the programs improved access to care for the patients?	Quality - Is there evidence that the programs improved the quality of care for patients?	Clinical safety - Is there evidence that the programs improved clinical safety of the healthcare services	Technical safety - Is there evidence that the programs are technically reliable and guarantee security of data?
Cyprus	-	-	-	-	-	-
Austria	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA	DK/ DA
Malta	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-
Estonia	3	3	3	3	2	4
Sweden	-	-	-	-	-	-
Croatia	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-
Netherlands	4	4	4	4	4	4
Greece	-	-	-	-	-	-
Hungary	-	-	-	-	-	-
Portugal	4	4	4	4	0	0
Switzerland	-	-	-	-	-	-
United Kingdom	3	4	3	2	3	3
Italy	-	-	-	-	-	-
Finland	-	-	-	-	-	-
Norway	-	-	-	-	-	-
Latvia	-	-	-	-	-	-

Country	C. EVALUATION OF TELEMEDICINE SERVICES					
	Evaluation criteria of telemedicine initiatives/ services (from 0 (Never) to 5 (Always))					
	Cost-effectiveness (healthcare professionals) - Is there evidence that the programs improved the cost-	Cost-effectiveness (patients) - Is there evidence that the programs improved the cost-effectiveness of the	Satisfaction (healthcare professionals) - Is there evidence that healthcare professionals are	Satisfaction (patients) - Is there evidence that patients are satisfied with the programs?	Health outcome - Is there evidence that the programs improved health outcomes?	Sustainability - Is there evidence that the programs are affordable and sustainable for healthcare system
Cyprus	-	-	-	-	-	-
Austria	NA	NA	DK/ DA	DK/ DA	DK/ DA	DK/ DA
Malta	-	-	-	-	-	-
Lithuania	-	-	-	-	-	-
Estonia	2	2	3	3	2	3
Sweden	-	-	-	-	-	-
Croatia	-	-	-	-	-	-
Slovenia	-	-	-	-	-	-
Netherlands	4	4	4	4	4	4
Greece	-	-	-	-	-	-
Hungary	-	-	-	-	-	-
Portugal	0	0	4	4	3	0
Switzerland	-	-	-	-	-	-
United Kingdom	2	3	3	4	2	2
Italy	-	-	-	-	-	-
Finland	-	-	-	-	-	-
Norway	-	-	-	-	-	-
Latvia	-	-	-	-	-	-

Table 25 Evaluation of Telemedicine Services, Q59

Joint Action to support the eHealth Network

C. EVALUATION OF TELEMEDICINE SERVICES						
Country	On a scale from 1 (Strongly disagree) to 5 (Strongly agree), please select the most appropriate option for each of the statements presented: "Telemedicine services adoption in my country will/ can..."					
	...improve the quality of care to patients	...improve continuity of care	...improve patients' adherence to treatments	...help in easy access of health services for patients in remote areas	...improve patients empowerment and autonomy	...contribute to the integration of and communication between healthcare providers
Cyprus	5	5	5	5	5	5
Austria	4	4	4	3	4	4
Malta	4	4	4	3	4	5
Lithuania	5	5	4	4	4	4
Estonia	5	5	4	4	3	5
Sweden	-	-	-	-	-	-
Croatia	5	5	3	5	4	5
Slovenia	-	-	-	-	-	-
Netherlands	5	5	5	5	5	5
Greece	-	-	-	-	-	-
Hungary	4	4	5	5	4	4
Portugal	4	5	4	5	5	5
Switzerland	4	4	4	4	4	4
United Kingdom	4	4	3	4	4	4
Italy	5	5	4	5	5	5
Finland	4	4	4	4	4	4
Norway	-	-	-	-	-	-
Latvia	5	5	4	4	4	4

C. EVALUATION OF TELEMEDICINE SERVICES						
Country	...help to save patients/ caregivers' time	...help to save patients/ caregivers' money	...bring operational efficiency and oversight	...help to reduce avoidable health costs with prevention actions	...help to reach new patients	...contribute to reduce or optimize costs
	Cyprus	5	5	5	5	5
Austria	3	2	3	3	3	3
Malta	4	4	3	4	3	3
Lithuania	5	5	4	4	3	4
Estonia	5	4	4	4	4	4
Sweden	-	-	-	-	-	-
Croatia	5	5	5	5	2	5
Slovenia	-	-	-	-	-	-
Netherlands	5	5	5	5	5	5
Greece	-	-	-	-	-	-
Hungary	5	5	4	4	3	4
Portugal	5	4	3	4	3	3
Switzerland	4	4	4	4	3	3
United Kingdom	4	3	3	4	3	3
Italy	5	5	5	DK/ DA	5	5
Finland	4	2	3	3	3	3
Norway	-	-	-	-	-	-
Latvia	4	4	4	4	3	3

Joint Action to support the eHealth Network

Country	C. EVALUATION OF TELEMEDICINE SERVICES						
	...improve research/ academics	...help to manage more efficiently the time allocated to patients	... foster cross-border telemedicine services to patients/ healthcare	...bring a higher quality of care when compared with face-to-face consultations	...benefit only the urban community	...substitute face-to-face consultation	...complement face-to-face consultations
Cyprus	5	5	5	4	4	1	4
Austria	3	3	4	3	2	4	4
Malta	3	3	5	2	2	1	5
Lithuania	3	4	3	3	3	3	4
Estonia	4	4	4	4	1	3	4
Sweden	-	-	-	-	-	-	-
Croatia	4	3	4	2	5	3	4
Slovenia	-	-	-	-	-	-	-
Netherlands	5	5	4	5	2	4	5
Greece	-	-	-	-	-	-	-
Hungary	3	4	4	4	2	2	4
Portugal	4	2	4	2	1	2	4
Switzerland	3	3	3	2	2	2	4
United Kingdom	4	3	2	3	2	2	4
Italy	4	3	2	2	3	4	5
Finland	3	4	4	2	1	2	4
Norway	-	-	-	-	-	-	-
Latvia	4	5	4	3	3	2	5

Table 26 - Evaluation of Telemedicine Services, Q60

D. BARRIERS TO TELEMEDICINE ADOPTION

Country	D. BARRIERS TO TELEMEDICINE ADOPTION						
	On a scale from 1 (Not important barrier) to 5 (Extremely important barrier), please rate the following potential barriers to implement telemedicine						
	Absence of a national strategy towards telemedicine development	Little government support to prioritize telemedicine in health services delivery	Inexistence of national bodies/ authorities responsible for telemedicine development	High cost of equipment's acquisition and implementation	Lack of funding mechanisms to develop telemedicine (public, private, donor/non-public)	Lack of reimbursement procedures for telemedicine services	Lack of evidence on economic benefits and cost-effectiveness of the programs
Cyprus	5	4	3	2	5	2	2
Austria	1	1	1	3	2	3	4
Malta	3	4	3	4	4	3	3
Lithuania	5	5	4	2	3	5	4
Estonia	4	4	2	2	3	4	3
Sweden	-	-	-	-	-	-	-
Croatia	4	3	5	4	5	5	1
Slovenia	-	-	-	-	-	-	-
Netherlands	4	4	4	2	3	5	3
Greece	-	-	-	-	-	-	-
Hungary	3	2	3	3	2	DK/ DA	DK/ DA
Portugal	5	4	4	4	5	4	3
Switzerland	3	3	2	DK/ DA	DK/ DA	3	3
United Kingdom	2	2	2	2	2	3	3
Italy	5	5	5	5	5	5	5
Finland	1	1	1	3	3	1	1
Norway	-	-	-	-	-	-	-
Latvia	3	3	2	4	4	2	3

Country	D. BARRIERS TO TELEMEDICINE ADOPTION						
	Absence of telemedicine services sustainability	Lack of appropriate telemedicine equipment in healthcare institutions	Lack of appropriate telemedicine equipment for patients	Complex use of implemented solutions/ Lack of user-friendly systems and tools	Risks of equipment's malfunction	Low penetration of high-speed internet bandwidth in rural and remote areas	Low penetration of households with internet access
Cyprus	5	4	4	3	2	2	2
Austria	3	2	2	4	3	2	2
Malta	3	4	4	4	3	1	2
Lithuania	4	3	3	3	2	1	1
Estonia	4	1	2	2	2	2	2
Sweden	-	-	-	-	-	-	-
Croatia	4	4	4	3	4	5	5
Slovenia	-	-	-	-	-	-	-
Netherlands	3	2	2	4	2	2	1
Greece	-	-	-	-	-	-	-
Hungary	DK/ DA	3	3	DK/ DA	1	1	2
Portugal	4	5	2	4	4	4	2
Switzerland	DK/ DA	2	2	2	2	1	1
United Kingdom	2	2	2	2	2	3	2
Italy	5	5	5	5	5	5	5
Finland	1	1	1	2	2	1	1
Norway	-	-	-	-	-	-	-
Latvia	3	5	5	3	2	2	2

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Country	D. BARRIERS TO TELEMEDICINE ADOPTION						
	Low penetration of smartphones nationwide	Lack of technical standards that ensure interoperability between the information	Lack of harmonized legislation and/or regulation regarding telemedicine	Lack of specific legislation and/or regulation regarding reimbursement procedures and	Lack of specific legislation and/or regulation that govern patient privacy and confidentiality vis-	Risks regarding security of personal and clinical data	Risks of not verifying healthcare providers accreditation/licensing
Cyprus	2	2	4	4	2	3	3
Austria	1	4	2	3	2	3	1
Malta	2	4	4	3	2	4	2
Lithuania	1	3	3	3	3	3	3
Estonia	2	2	2	4	1	1	1
Sweden	-	-	-	-	-	-	-
Croatia	4	5	5	4	3	3	4
Slovenia	-	-	-	-	-	-	-
Netherlands	1	5	4	5	3	2	2
Greece	-	-	-	-	-	-	-
Hungary	DK/ DA	3	3	3	1	2	1
Portugal	2	4	3	4	4	4	2
Switzerland	1	3	3	3	1	2	2
United Kingdom	1	2	2	3	2	2	2
Italy	5	5	5	5	5	5	5
Finland	1	2	1	1	1	2	1
Norway	-	-	-	-	-	-	-
Latvia	2	2	2	2	2	3	3

Country	D. BARRIERS TO TELEMEDICINE ADOPTION						
	Risks of medical liability for the healthcare providers	Little demand/ acceptance of healthcare providers towards telemedicine services	Little demand/ acceptance of patients towards telemedicine services	Lack of promotion of healthcare managers and institutions to telemedicine services	Inexistence of adoption and change management mechanisms to telemedicine	Lack of healthcare providers' knowledge/ skills to use telemedicine equipment/	Lack of patients' knowledge/ skills to use telemedicine equipment/ systems
Cyprus	3	4	4	4	4	4	4
Austria	3	3	3	2	3	3	3
Malta	3	3	3	3	3	3	4
Lithuania	3	4	3	4	2	2	3
Estonia	3	4	3	3	2	2	3
Sweden	-	-	-	-	-	-	-
Croatia	3	5	5	2	3	3	4
Slovenia	-	-	-	-	-	-	-
Netherlands	2	2	3	DK/ DA	4	3	3
Greece	-	-	-	-	-	-	-
Hungary	3	2	2	DK/ DA	DK/ DA	2	3
Portugal	3	4	4	4	3	5	2
Switzerland	DK/ DA	DK/ DA	2	DK/ DA	3	3	2
United Kingdom	3	2	2	2	3	3	3
Italy	5	5	5	5	5	5	5
Finland	1	1	1	1	1	2	2
Norway	-	-	-	-	-	-	-
Latvia	3	3	3	3	2	3	2

Country	D. BARRIERS TO TELEMEDICINE ADOPTION			
	Lack of appropriated education and training programs regarding telemedicine	Lack of appropriated education and training programs regarding telemedicine	Little consultation between information technology experts and clinicians	Inability to evaluate and monitor the quality of telemedicine services
Cyprus	4	3	5	3
Austria	2	3	2	4
Malta	3	4	3	3
Lithuania	2	2	2	2
Estonia	3	2	3	3
Sweden	-	-	-	-
Croatia	2	2	5	5
Slovenia	-	-	-	-
Netherlands	3	3	3	3
Greece	-	-	-	-
Hungary	2	3	1	DK/ DA
Portugal	4	2	3	4
Switzerland	2	2	DK/ DA	DK/ DA
United Kingdom	2	2	3	3
Italy	5	5	5	5
Finland	2	2	2	2
Norway	-	-	-	-
Latvia	2	2	2	2

Table 27 - Barriers to Telemedicine Adoption, Q61