



Trends in eHealth: A Wipro Research Paper

Introduction

eHealth is a relatively recent healthcare practice that leverages electronic processes and communication to manage healthcare information. eHealth involves simplifying processes related to information, communication and transactions within and between healthcare institutions and professionals by utilizing information and telecommunications technologies.

Key Drivers

- Using technology effectively to save time and ease financial pressures
- Providing online healthcare services for members, employers, providers and brokers
- Saving costs
- Reducing administrative errors
- Speeding revenue cycle management through electronic payment technology
- Improving customer experience
- Containing spiraling healthcare costs
- Decreasing the incidence of medical errors

Wipro recently performed a survey that examined current trends and approaches to eHealth initiatives of organizations worldwide. The survey results do not paint a full picture of the state of current eHealth initiatives but do point to some general trends in this area.

Key Findings

- eHealth initiatives are currently in the early stages in countries around the world.
- Government legislation is driving organizations to look to eHealth as a healthcare model.
- Organizations believe eHealth's greatest benefits involved increased efficiency and enhanced ability of healthcare providers to deliver safe and effective care.

- Data security is the number one eHealth issue concerning organizations.
- Government agencies, health departments and provider organizations are the major solution drivers for eHealth.

Key benefits of eHealth initiatives from the research findings.

Improved information availability

eHealth initiatives provide clinicians with vital, secure information about their patients at the point of care. By enabling information sharing across disparate enterprises and systems, healthcare providers and facilities can deliver better quality of care and a more satisfying patient experience.

Interoperability

eHealth provides a solid level of interoperability between physician-maintained electronic health records (EHRs) and patient-maintained personal health records (PHR).

Efficient healthcare delivery

eHealth offers a mechanism that eliminates duplication of efforts and provides operational and administrative efficiencies, reducing costs.

Overall health promotion

This provides a means to improve individual and community health.

Technology adoption

Adoption of the technology facilitates efficient deployment of emerging technology and healthcare services such as e-prescribing.

Promoting consumer-driven healthcare

eHealth stimulates consumer-driven healthcare, encouraging patients' involvement with their own care and promoting health education.

Wipro Services in eHealth

Wipro has been involved in eHealth since its inception. The firm has been involved in a variety of eHealth initiatives and is helping its customers by following its theme of *Transformation through Innovation*.

Wipro offers consulting, implementation and integration, application and infrastructure maintenance and BPO services around each broad category.

Wipro classifies eHealth technology services in three basic categories.

» Provider Services

Healthcare IT software and services used to facilitate delivery of care to the patient.

- HIEs / eHealth Networks
- Enterprise EMR adoption
- Remote Health Monitoring
- TeleHealth / mHealth

» Citizen Services

Healthcare information delivered to patients via Internet

- Citizen Portals
- Patient Portals

» Knowledge Services

Healthcare training and information delivery for healthcare professionals

- eJournals
- eLearning

To know more, please mail to info@wipro.com or visit www.wipro.com/industry/healthcare

Wipro Technologies, Doddakannelli, Sarjapur Road, Bangalore - 560 035, INDIA
Tel : +91 (80) 2844 0011, Fax : +91 (80) 2844 0256

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