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## PROPOSED STRATEGIC DEVELOPMENT PLAN

### For Telemedicine & e-Health in Armenia

#### Brief Outline

1. In-depth *investigation of the field and market of Telemedicine (TM) and e-Health (eH)* and disclosure of the major medical, social and economical benefits of TM and eH for Armenia. Scientific and economical assessment of the field, determination of collaboration opportunities, including multilaterally beneficial cooperation with major local and international players in ICT field.
2. Support for and boosting of *investments in Telemedicine and e-Health*; support for research and development in the combination of technological and organizational innovations; facilitating synergies between international programs and national policies.
3. Most immediate and capacious participation in the *international telemedicine network*, including cooperation with national and international institutions and health care facilities delivering (or capable of delivering) telemedicine services.
4. Establishment and development of a *National Telemedicine Network*: providing local population of Armenia with access to advanced health care services, facilities and specialists outside the country; establishment of *RESO* institution – Remote Expert Second Opinion; providing population of rural, remote and underserved areas with access to leading health care facilities of the country and out of it; creation of a special mobile telemedicine unit, *MTMU*, equipped with the widest possible set of medical diagnostic peripherals and high-end communication technologies, mounted in one vehicle or a group of vehicles, capable of rendering any health care facility an end-user portal for delivering telemedicine care.
5. Creation, expansion and maintenance of *Home Care (“Home Telehealth”) facilities and network*: out-of-the-hospital real-time and professionally controlled monitoring of chronically ill/discharged patients with the use of a number of peripheral devices to collect patients’ data and send them to a monitoring station for storage and interpretation.

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### Brief Outline (cont'd)

6. Establishment in local health care facilities and subsequent development of the **Hospital Information Systems (HIS) / Intra- and Inter-Institutional Data Transfer Systems (IIDTS)**, including but not limited to: patient databases, patient clinical, laboratory and digital imaging data, real-time instrumental examination findings acquisition and transfer, physician communication, teleconsulting and teleconferencing, peer-to-peer discussions.
7. Creation, expansion and maintenance of **e-Health services system for end-users** – patients, physicians and citizens, including but not limited to **Electronic Health Records (e-records)**, and electronic management of patient-related information (**e-prescription, e-referral**); promotion of interoperability of Electronic Health Records (EHR); introduction of country-wide patient identifiers.
8. Deployment of a **National Public Health portal** providing dedicated information to citizens for health education, safety at work and disease prevention.
9. Organization of **Educational and Training Courses on Telemedicine and e-Health** for the medical community and other interested parties and professional organization, with involvement of necessary medical, ICT and other specialists. Provision of accredited online continuous education and training in TM and eH for health professionals.
10. Developments in the field of **e-Learning and CME**: establishing of a national distant medical education network organizing regular CME activities for various target audiences in Armenia provided by cooperating organizations, institutions and facilities abroad.
11. Creation of **Telesurgery Unit(s)**, providing opportunity for bidirectional telesurgery services, such as performing distant surgical procedures by international experts on local patients, and by metropolitan surgeons on remote patients at community sites.
12. Development of **Roadmaps, Recommendations and Guidelines** for wide implementation of TM and eH systems and services (including reimbursement and liability issues); Introduction of legal, ethical and regulatory measures for TM and eH services. Dissemination of best practices by international collaborations.