



The Norwegian  
Directorate of eHealth

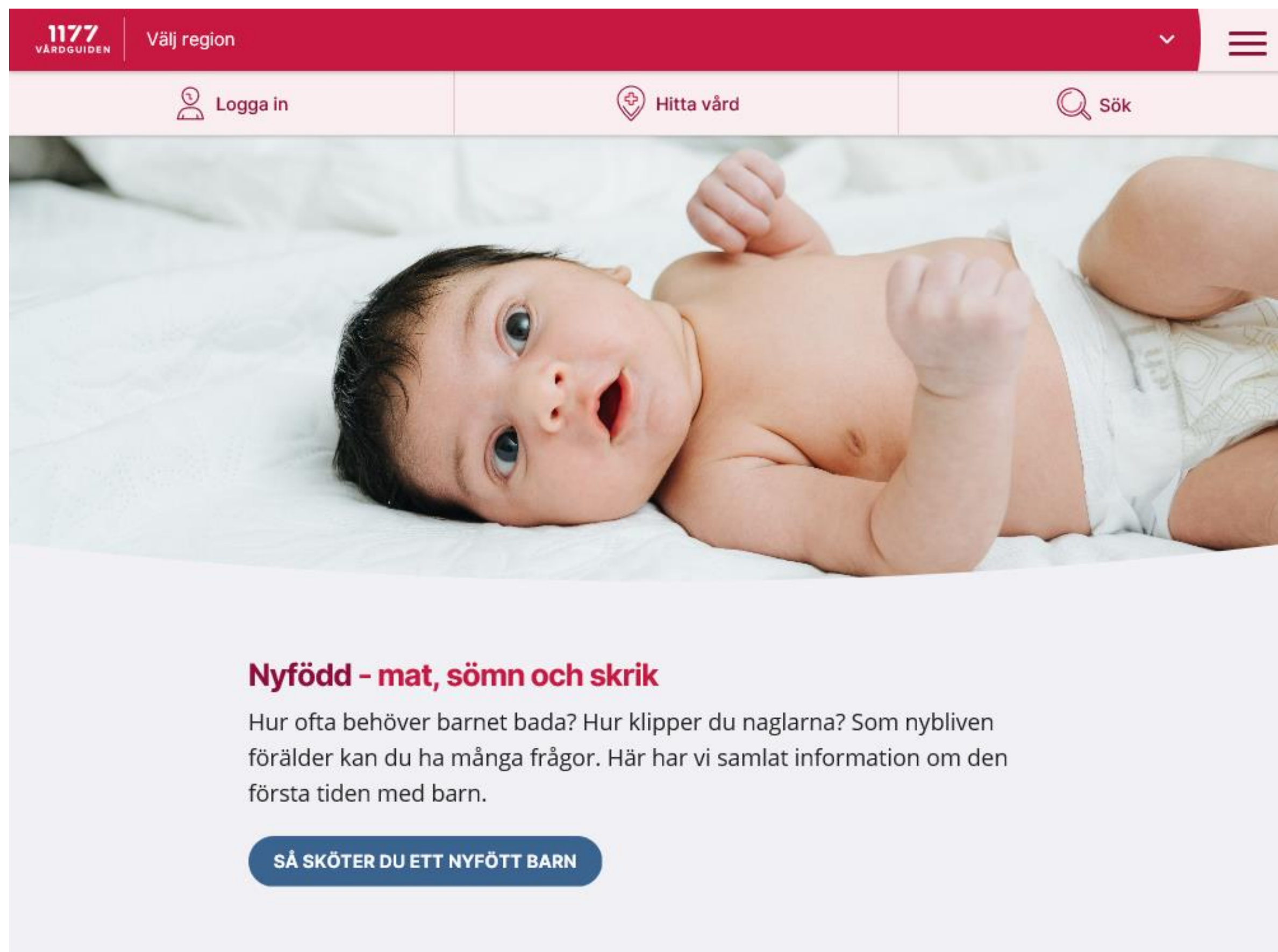
# Comparative analysis: National Health Portals in the Nordics

Analysis and discussion for future development

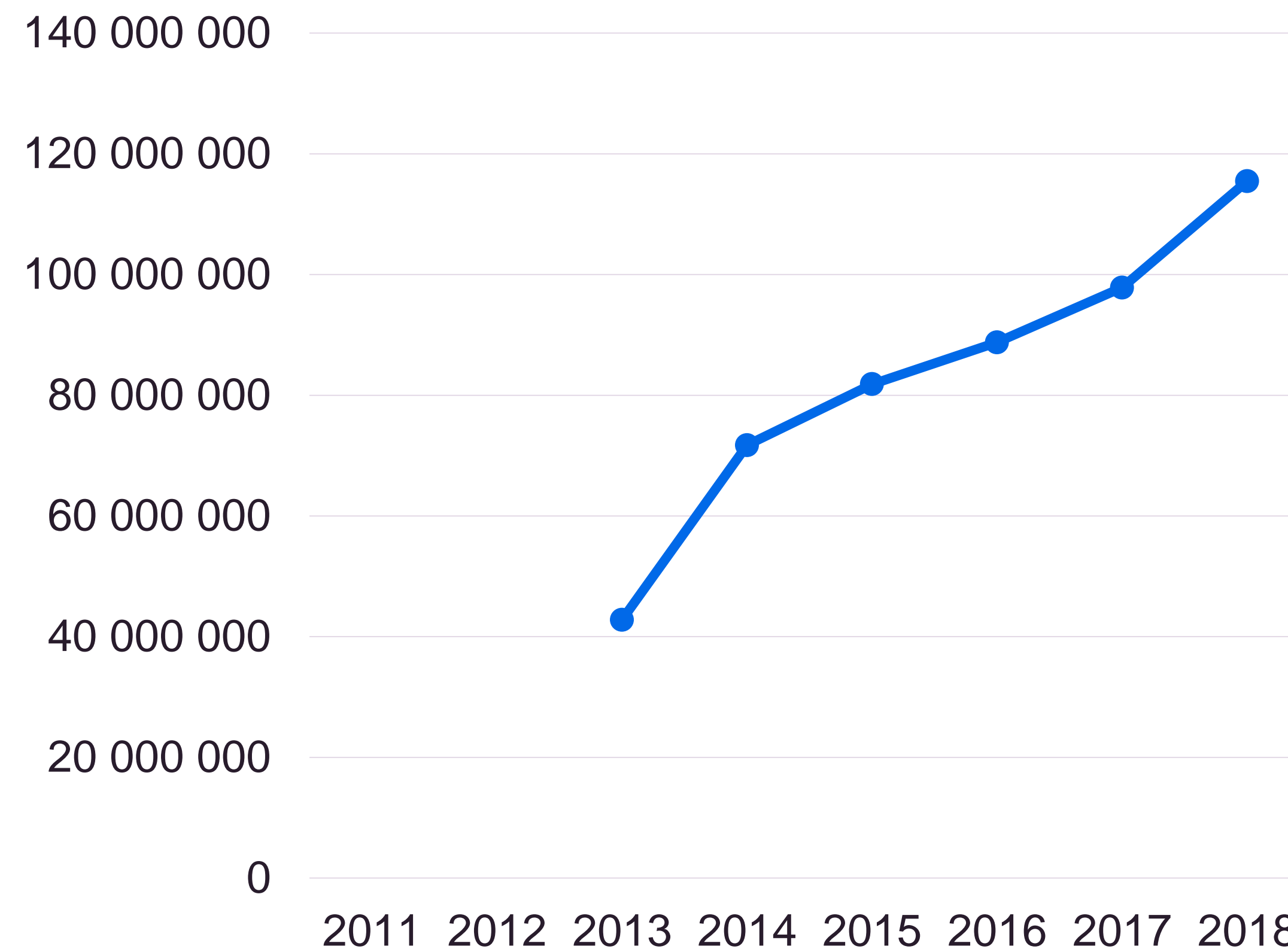
April 2019

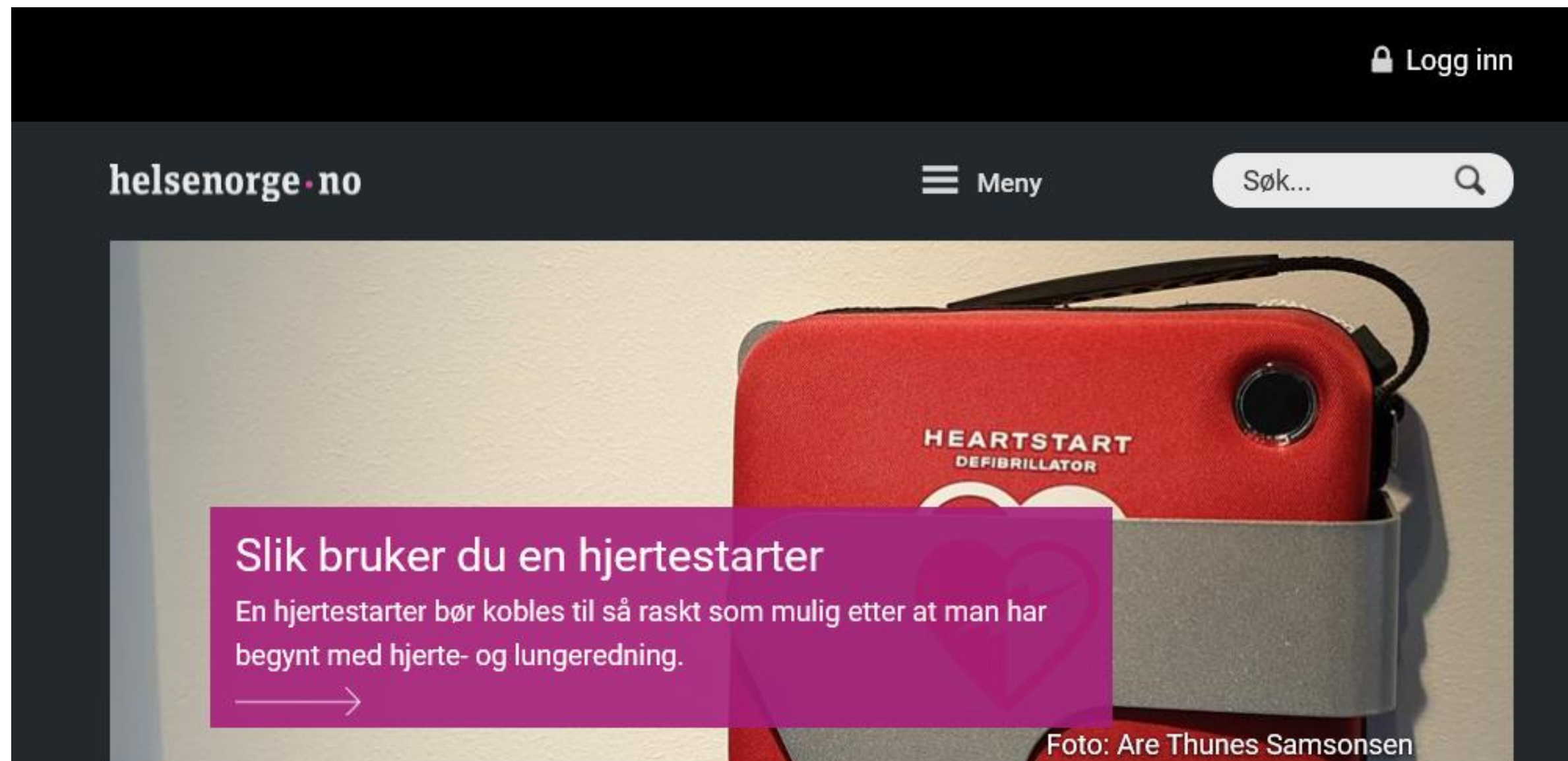


# 1177 Vårdguiden



Annual **visits** to 1177 Vårdguiden



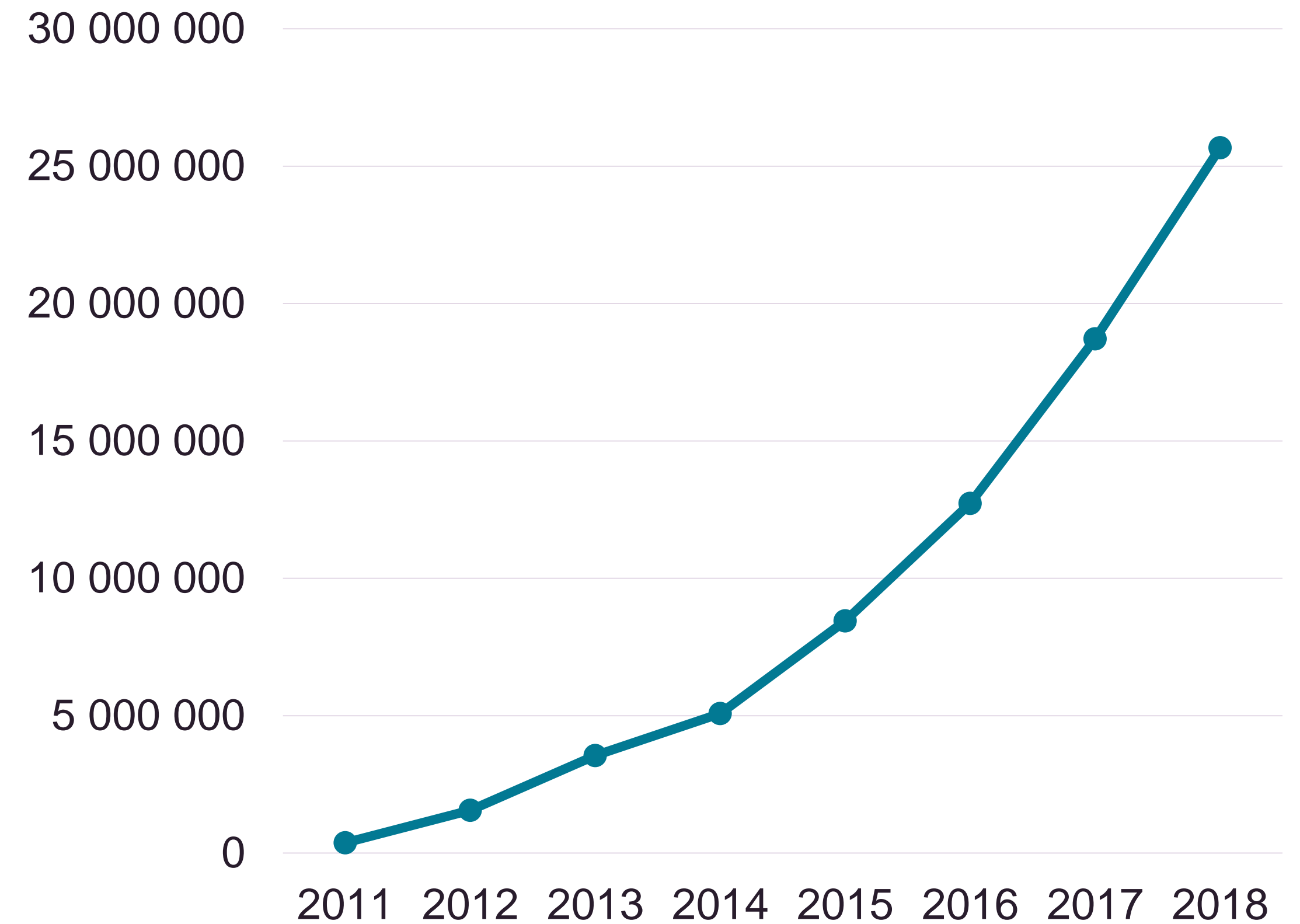


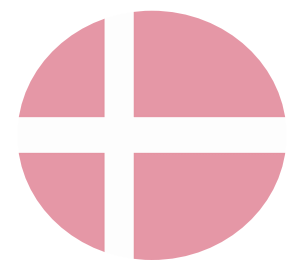
## Innhold A-Å

Finn innhold om sykdom, forebygging og rettigheter i alfabetisk rekkefølge her.

[INNHold A-Å](#)

### Annual visits to Helsenorge





Borger

Fagperson

Log på NEM ID

Menu



- Få fx. adgang til:
- Sundhedsjournalen
  - Behandlinger på sygehus
  - Medicinkortet

## Dine sundhedsdata ét sted

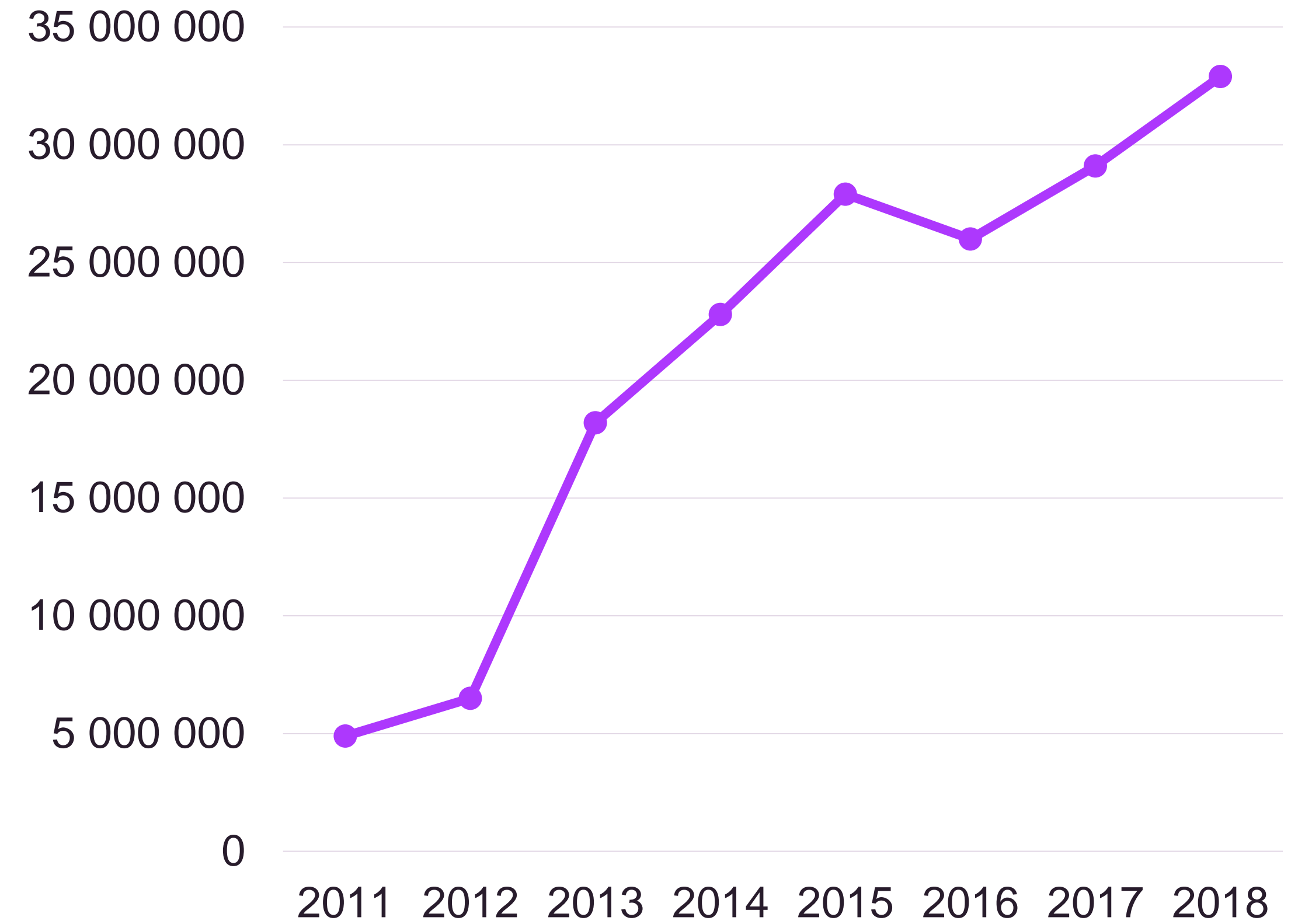
Log på med NemID og se dine sundhedsdata fra det offentlige sundhedsvæsen

Få mere at vide

Log på NEM ID



### Annual visits to sundhed.dk



Kansalaiset | Ammattilaiset | Järjestelmäkehittäjät

Valikko

Kanta

Kirjaudu Omakantaan

## Kanta on kaikkia varten

Kanta-palvelujen kautta tietojasi käsitellään luotettavasti ja turvallisesti terveydenhuollossa. Omakannasta näet omat terveystiedot ja reseptit.

Tiedot Kannassa | Tietoturva

### Ajankohtaista

Teemme parempaa Kanta: Omakannassa mahdollisia käyttökatkoja terveystietojen hakemisessa 19.4. klo 7.00–19.00  
05/04/2019, Huoltotiedote

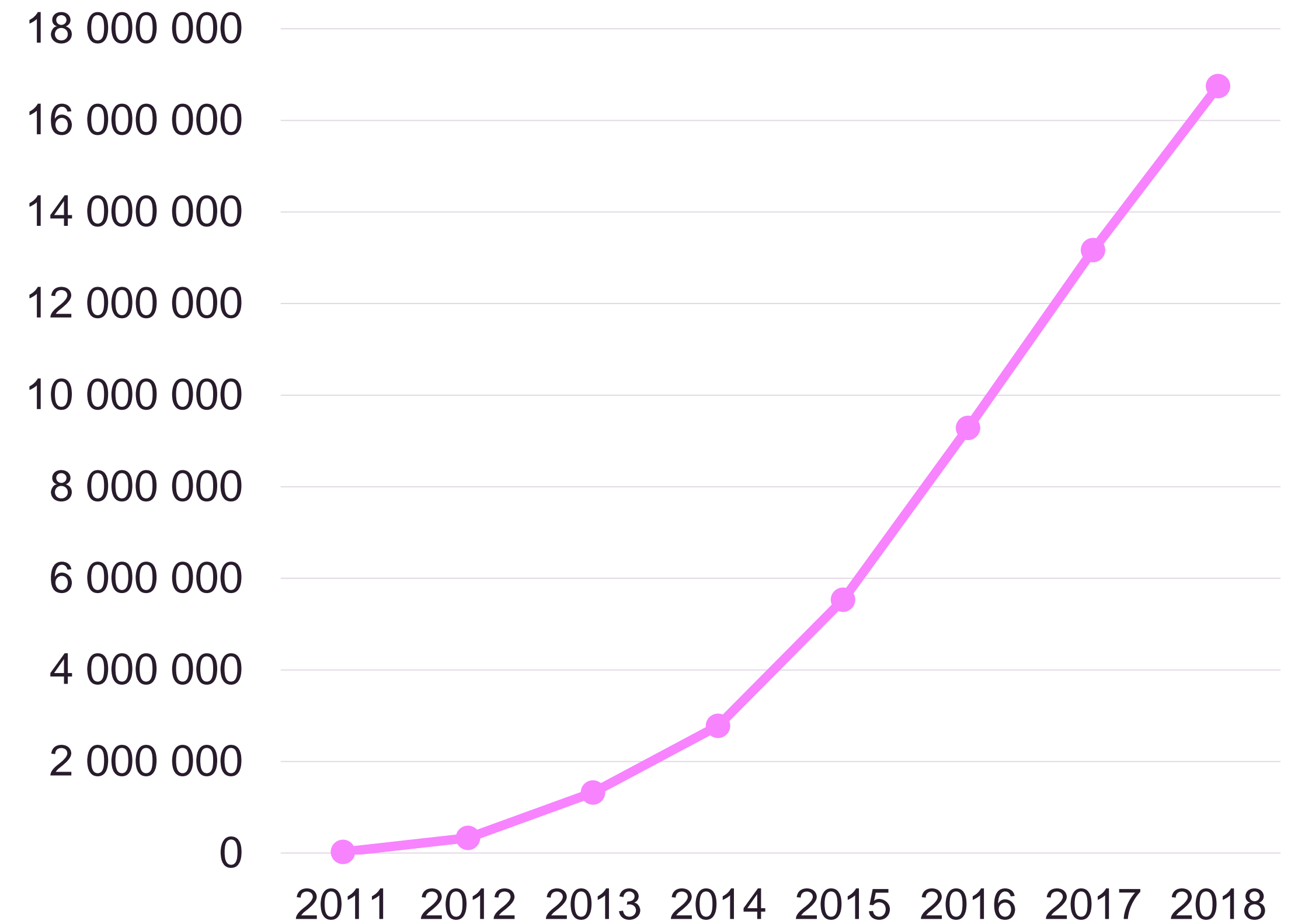
Päivityksiä 6.4.2019 klo 06–09 – vaikutuksia Omakannan toimintaan  
05/04/2019, Huoltotiedote

Omakannan kävijämäärät selvässä kasvussa  
05/04/2019, Blogi

Katso lisää tiedotteita

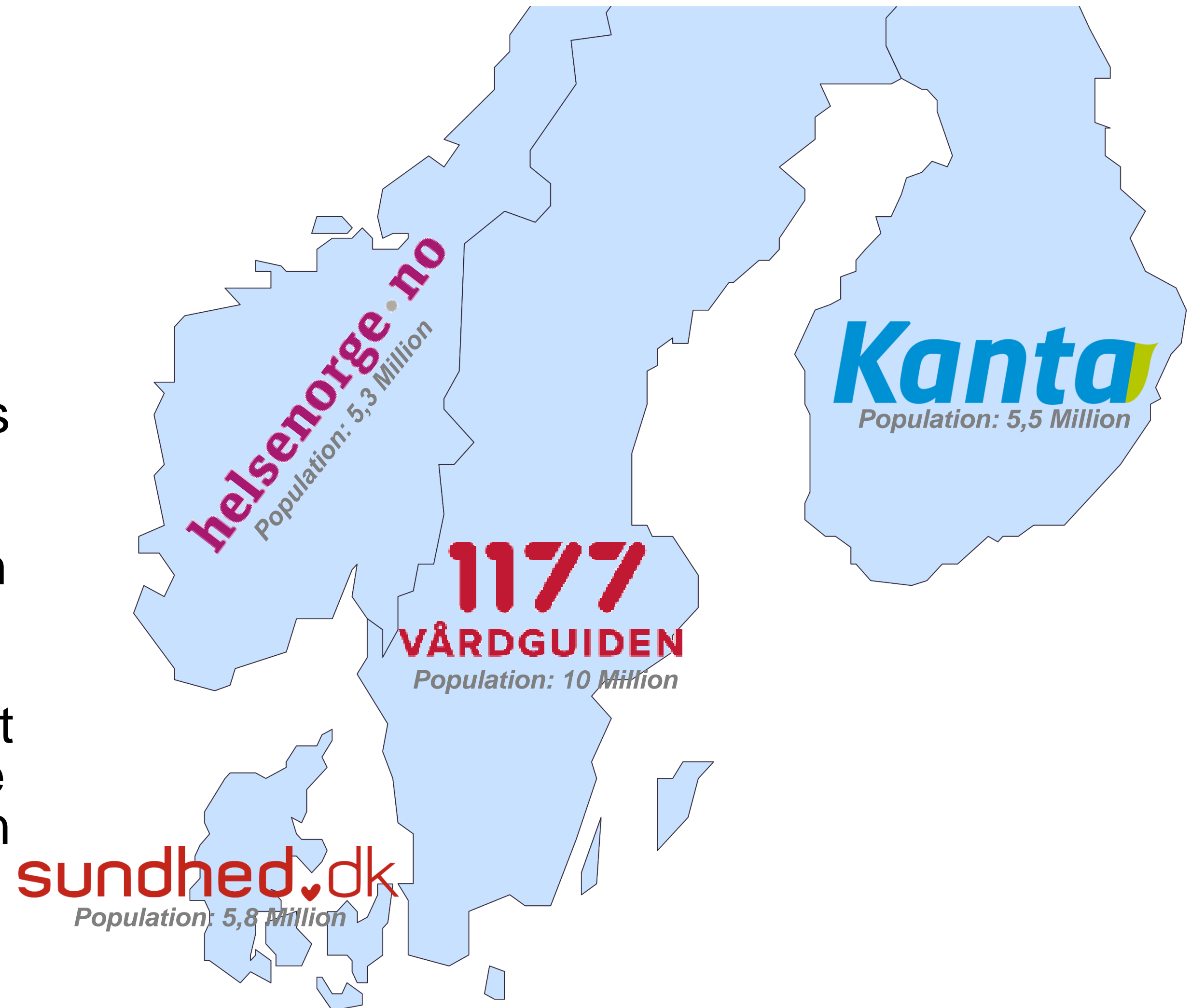
Asiointi ja ohjeet

Annual visits to Kanta

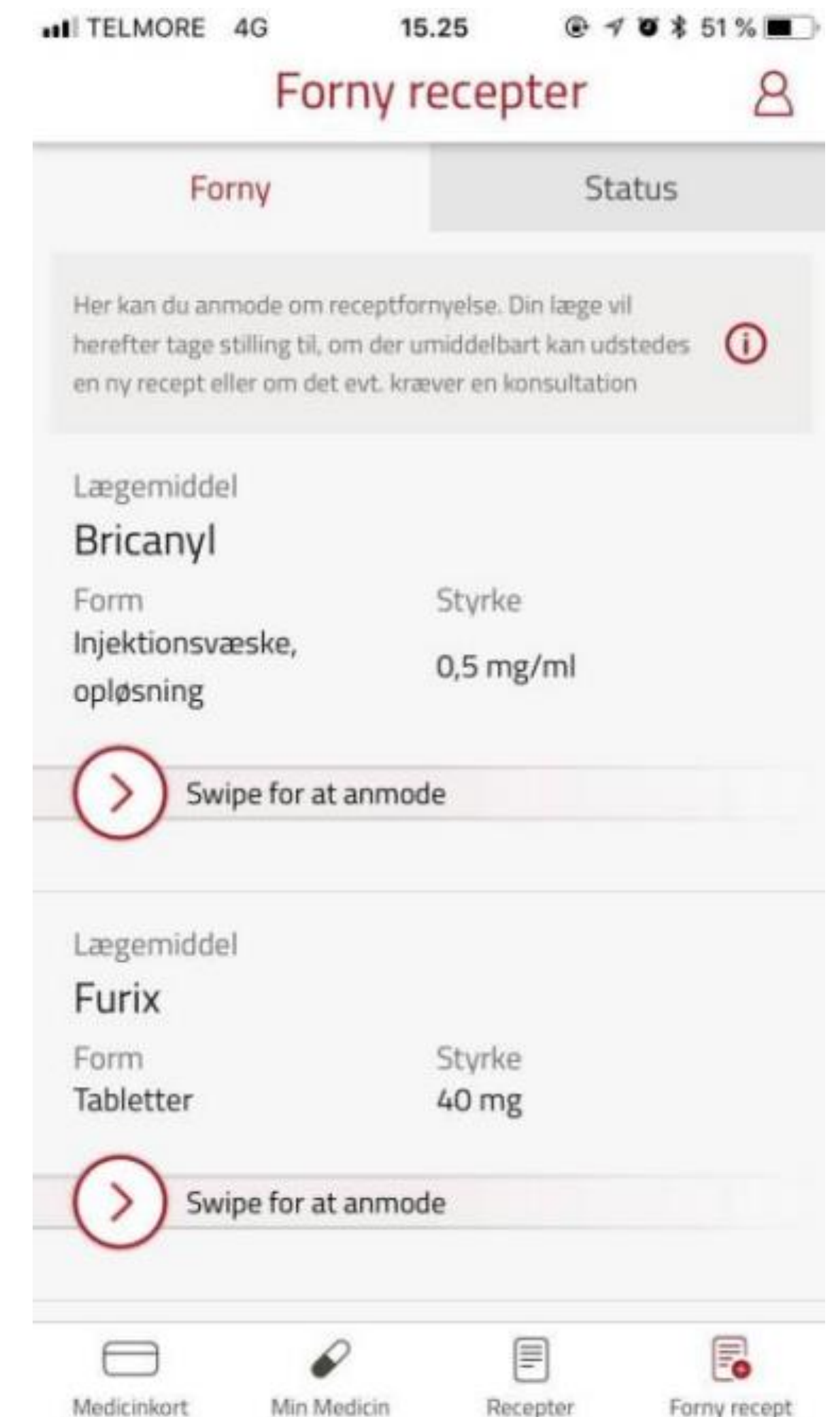
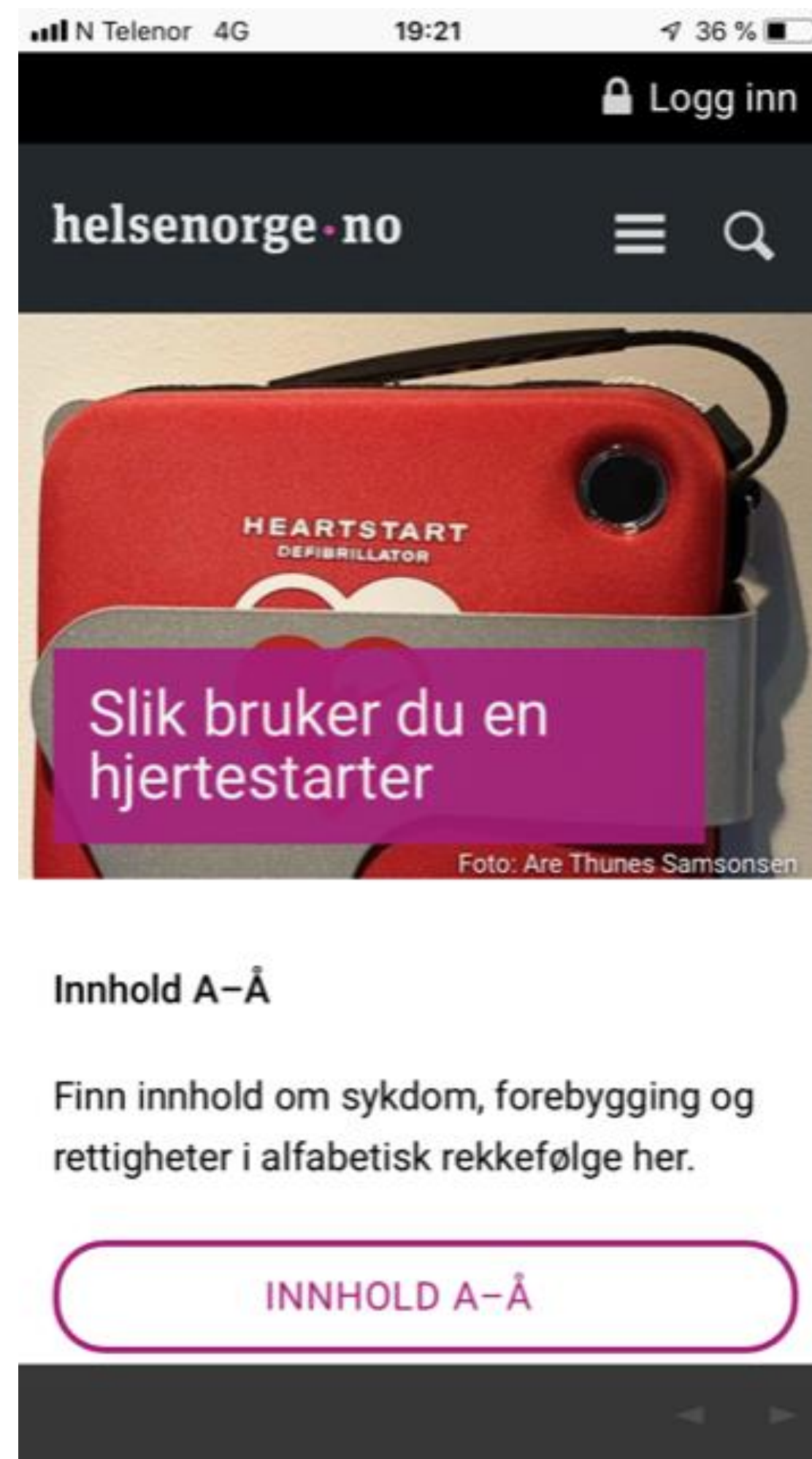


# Norway, Sweden, Denmark, and Finland all have national health portals.

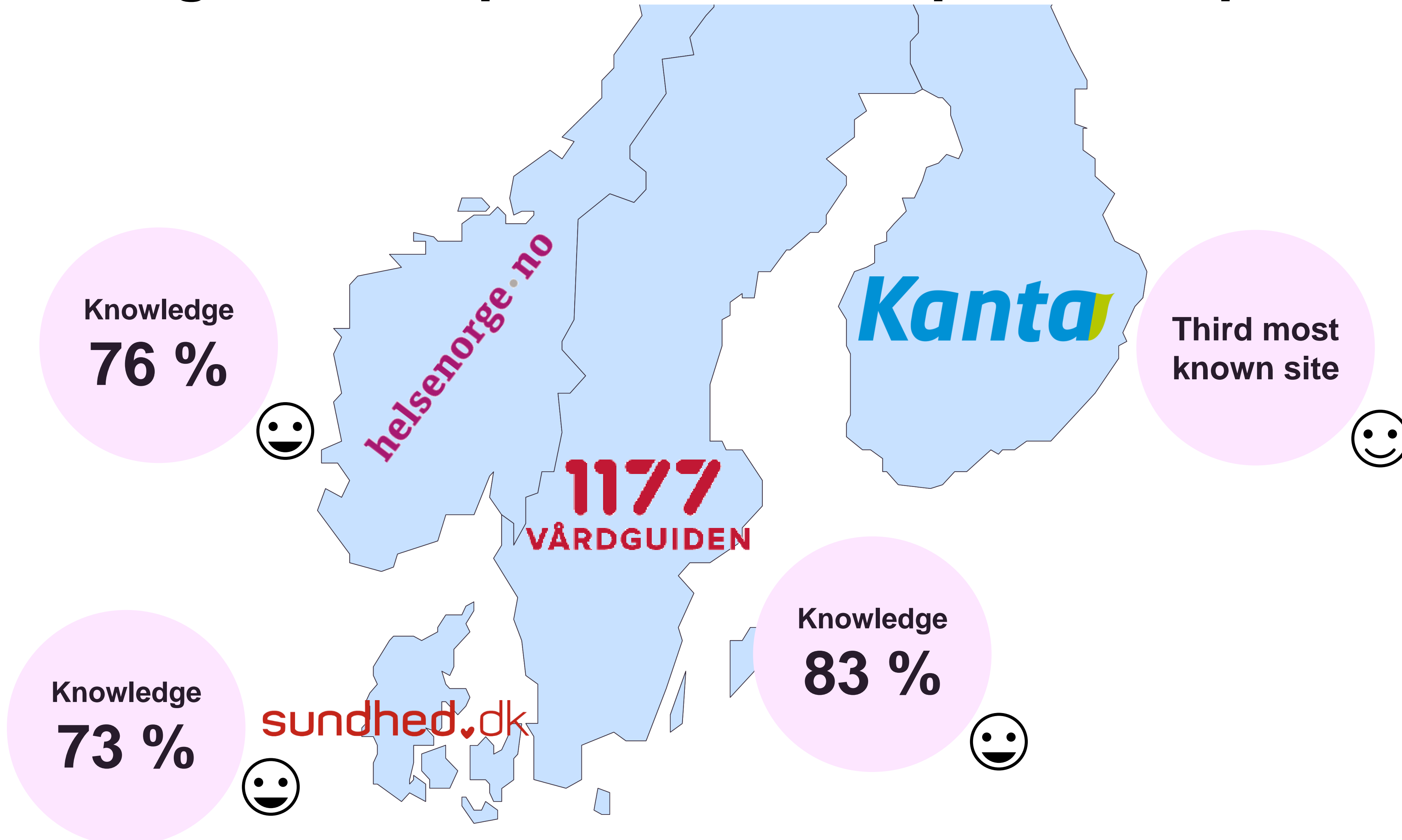
- Denmark and Norway primarily have national services available through the portals, although there are some regional differences in Norway.
- Sweden has a greater degree of regional differences in available services through the portal, as the regions have the autonomy to choose which services they want to offer their residents through 1177.
- In Finland, Kanta is the national health portal, but it has limited services as most cities/municipalities or regions also have their own portals via which residents can access service directories, book services etc.



# Sweden, Norway, and Denmark also have apps with various functionality.

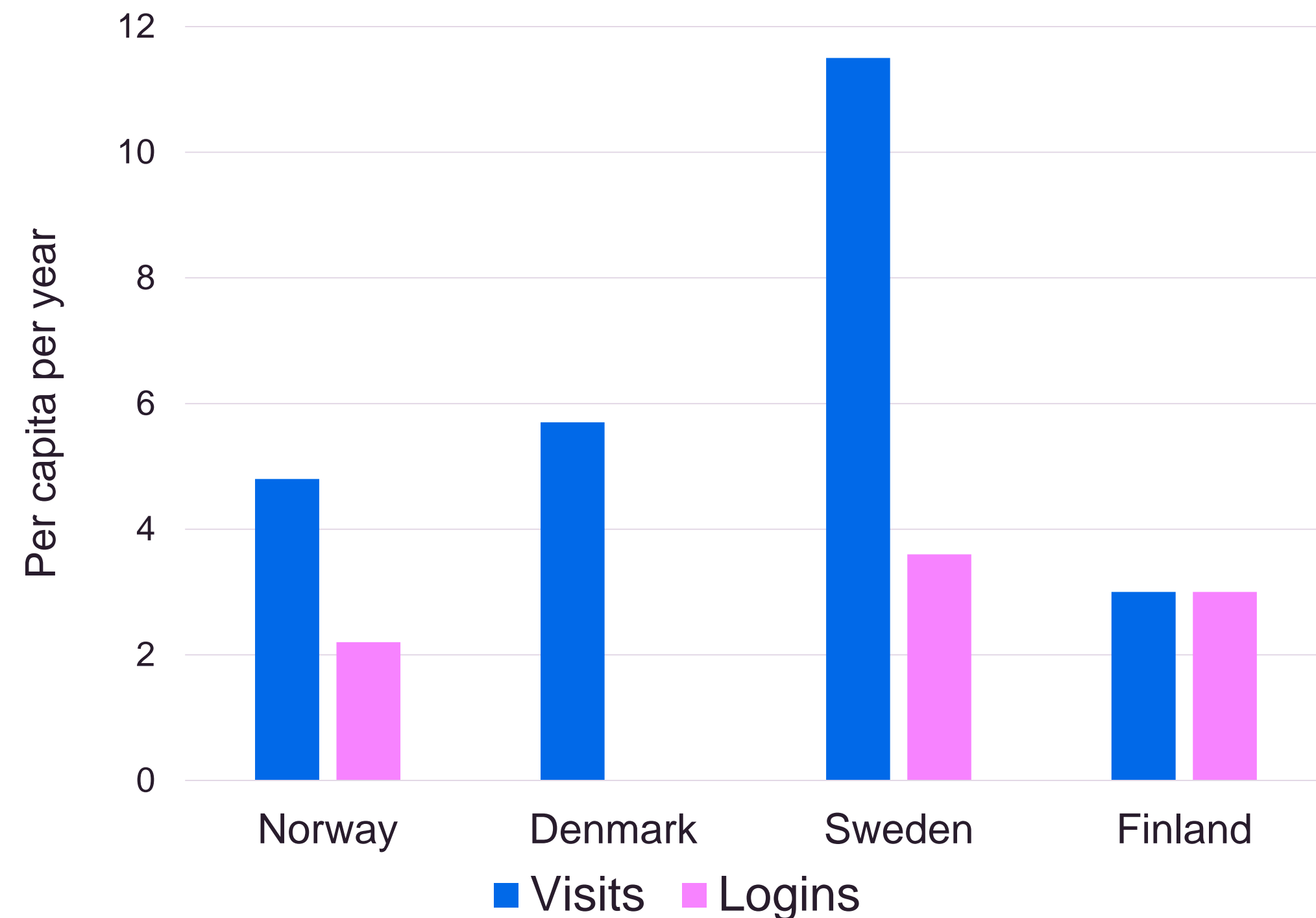


# The portal services are well known to residents, and the residents' general impression of the portals is positive.





# Usage per capita varies between countries and depends on the services available.






The countries use different methods for counting visits and logins, but the numbers give an indication of usage.

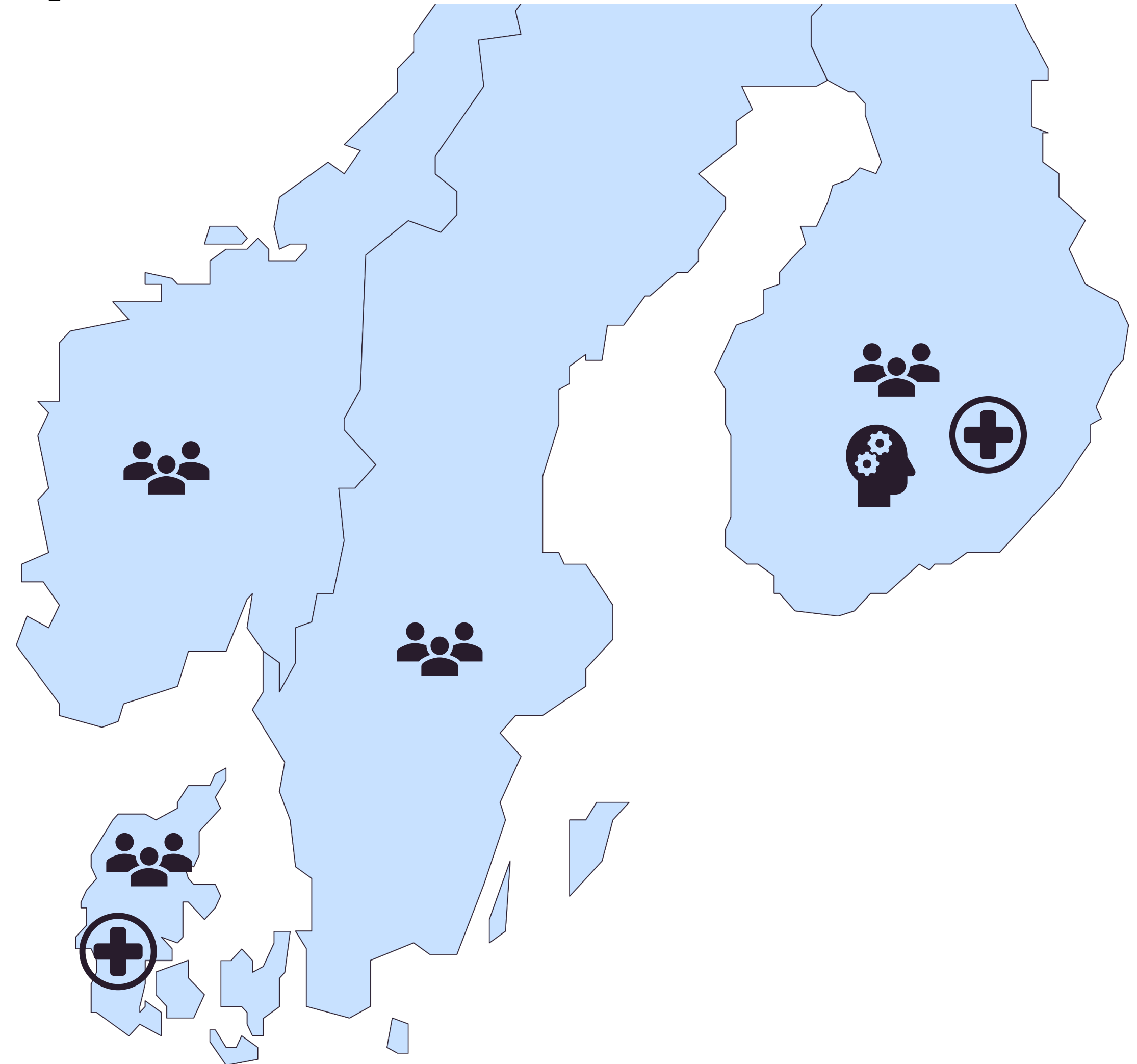
The statistics for Finland do not distinguish between visits and logins: Kanta.fi offers primarily services that require logging in, and does not offer open information pages like the other portals.

Sundhed.dk measures unique visitor logins instead of the total number of logins, but will provide comparable figures from 2019. In 2018, on average 302,000 unique residents logged in to sundhed.dk every month.



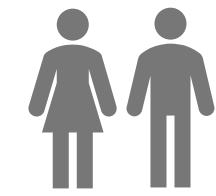
# The portals' main target group is residents, but Finland and Denmark also target other groups.

-  The national health portals are primarily aimed at serving the countries' residents.
-  In Denmark and Finland, there are also services for healthcare professionals, such as access to journal documents and information about diseases and treatment (Doctor's Handbook). Sundhed.dk was originally targeted to GPs\*, and now targets health professionals and residents equally.
-  Finland has in addition service providers as part of the target group, in addition to residents, pharmacies, and health services.



\* GP = General Practitioner

# Women use the portals the most, and the open information pages are the most visited.



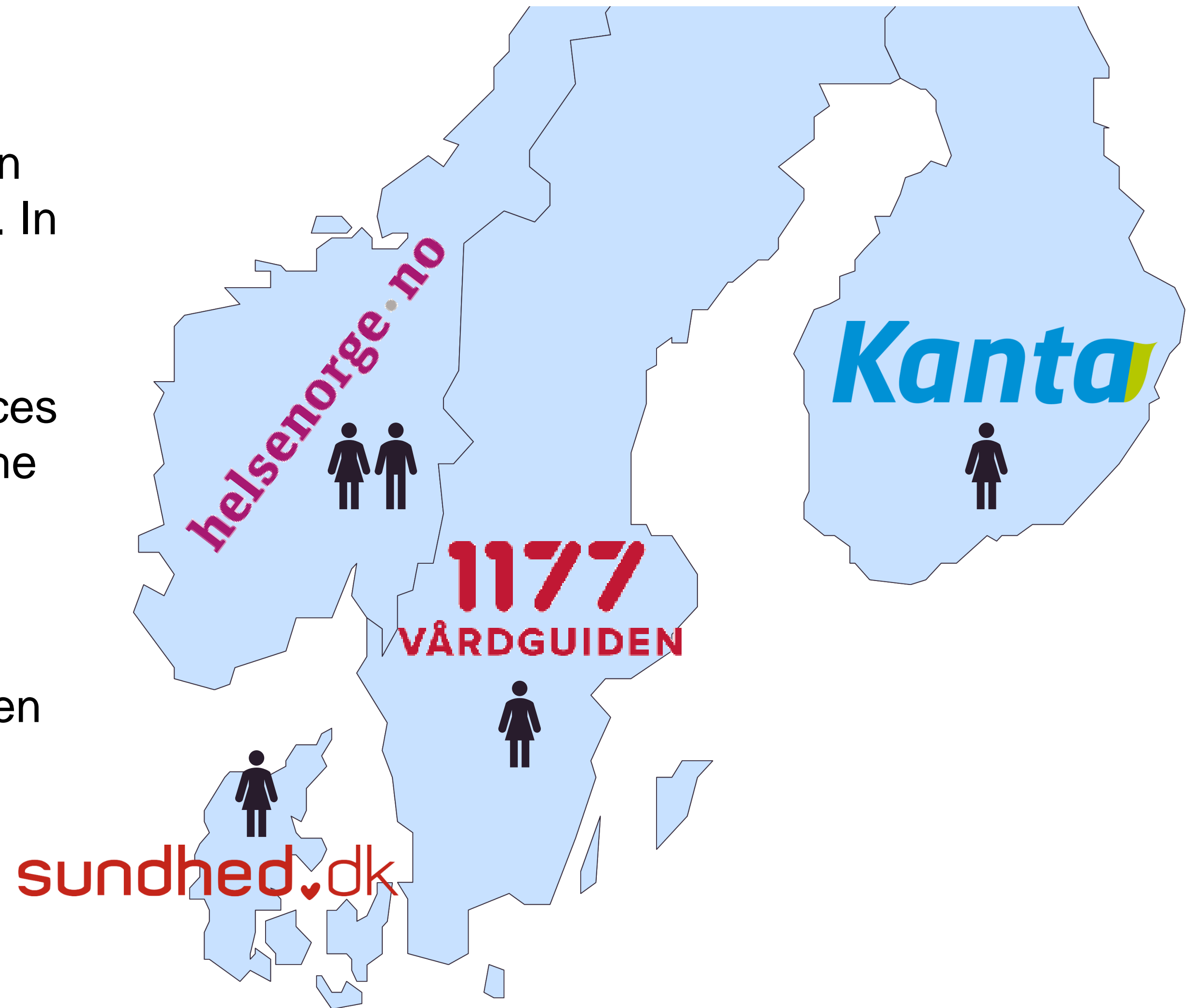
In Finland, Sweden, and Denmark, women are the most frequent users of the portals. In Norway, there are no major gender differences.




In Sweden, younger people use the services the most, while in Denmark and Finland the services are used more by the elderly. In Norway, there are no major differences in usage between age groups.




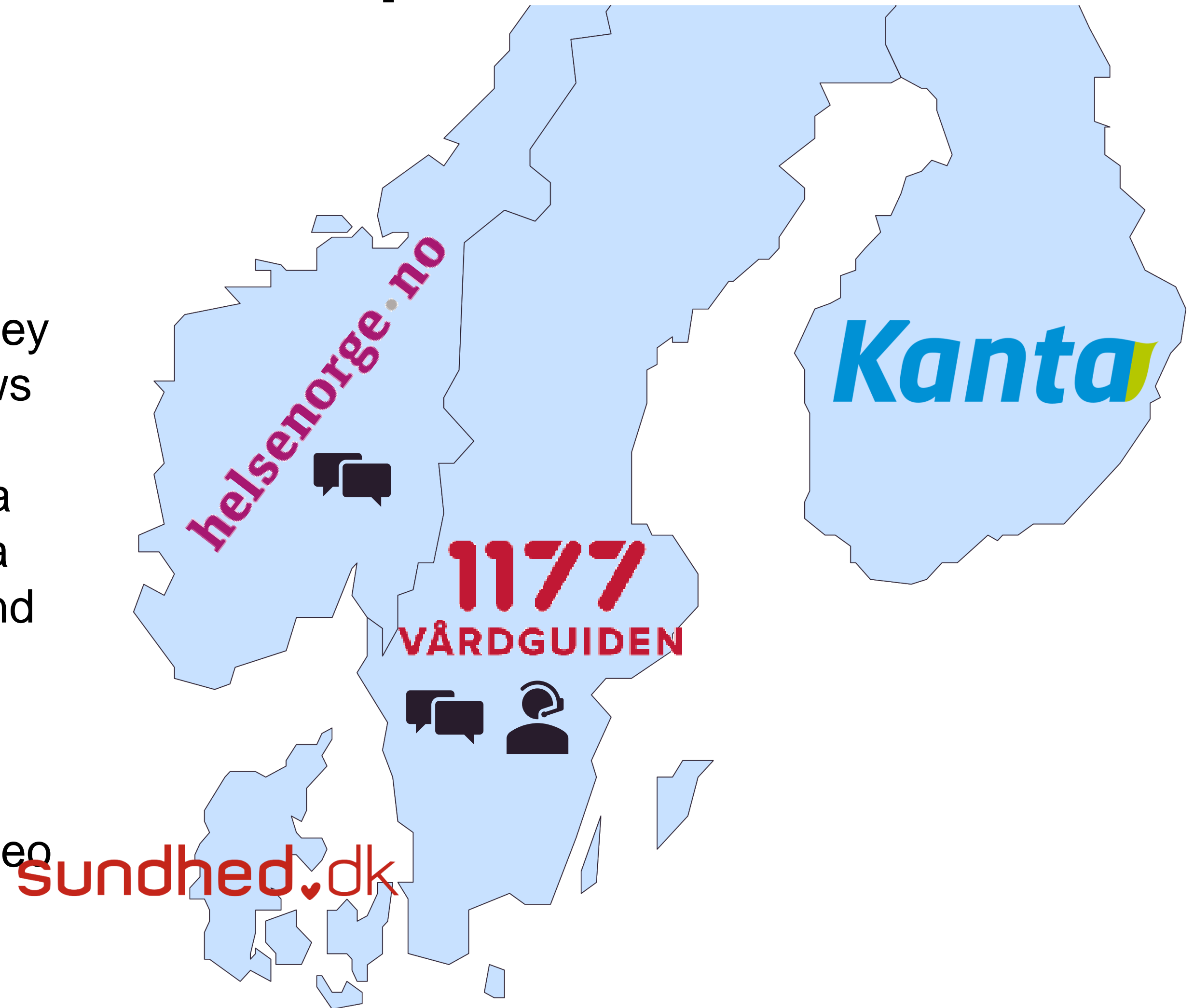
In Sweden, Norway, and Denmark the open information pages have the most visits.



# 1177 offers direct contact with health care professionals. Helsenorge can be used by GPs as a platform for services.

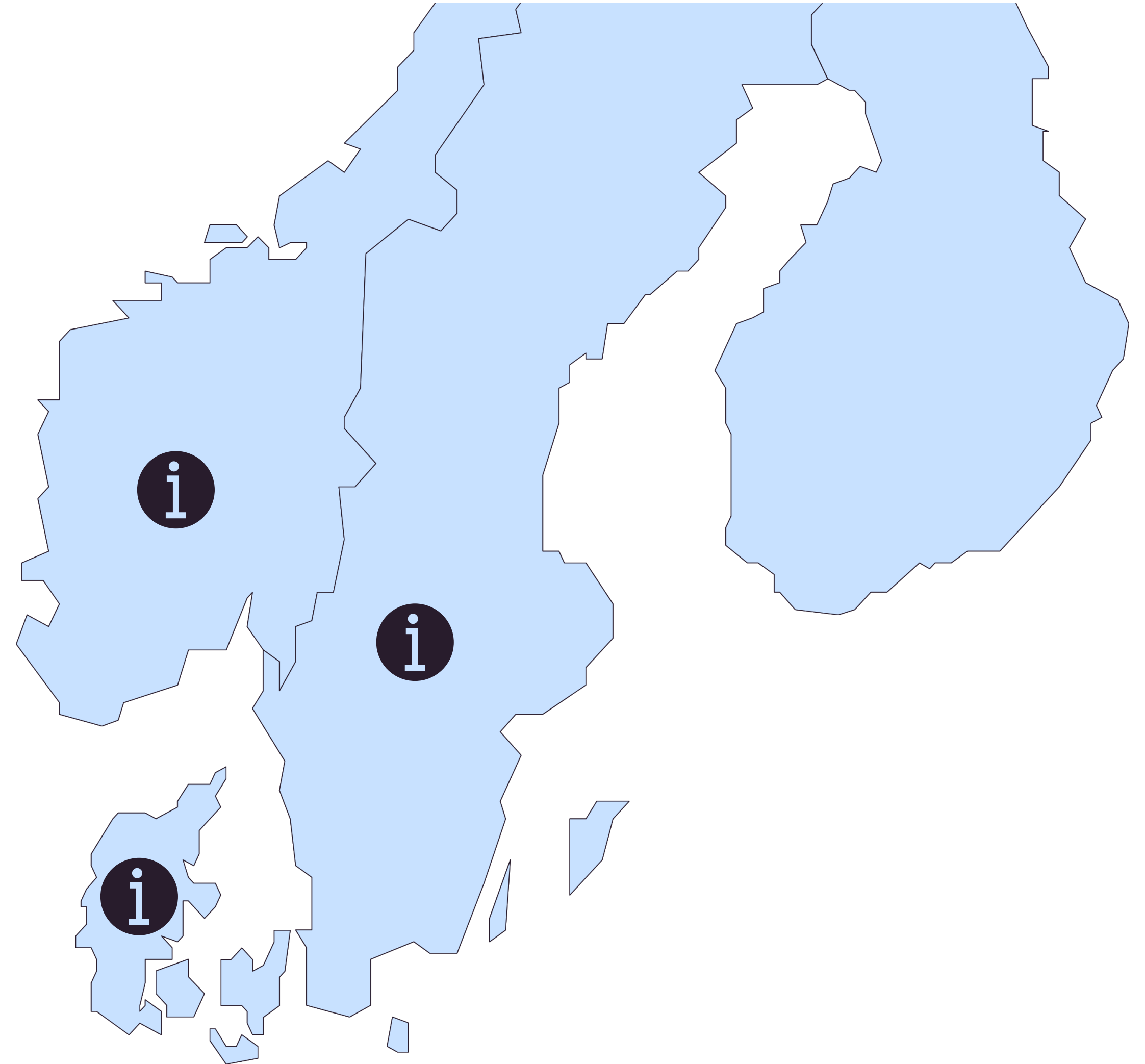
 In Sweden, residents can chat with a healthcare professional directly through the service. 1177 is undergoing testing for synchronous chat and video with nurses. They are also planning to test a solution that allows residents to send photos to nurses during phone calls. In addition, Sweden is testing a chatbot that provides healthcare advice for a limited number of symptoms, can recommend self-care, and can refer residents to further health care if needed.

 In Norway, Helsenorge offers a platform for asynchronous communication with GPs. Video capability is planned.



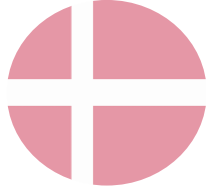
# Norway, Sweden, and Denmark's portals provide informational pages on disease and treatment.


- These pages provide information about diseases, symptoms and treatment. They are the most visited portal pages in Norway, Sweden, and Denmark.
- Kanta in Finland does not have information about diseases or treatment.
- Denmark, Sweden, and Finland provide a list of treatment providers, while Norway only partially offers this.
- Norway, Sweden, and Denmark also provide information about patient rights on their portals.




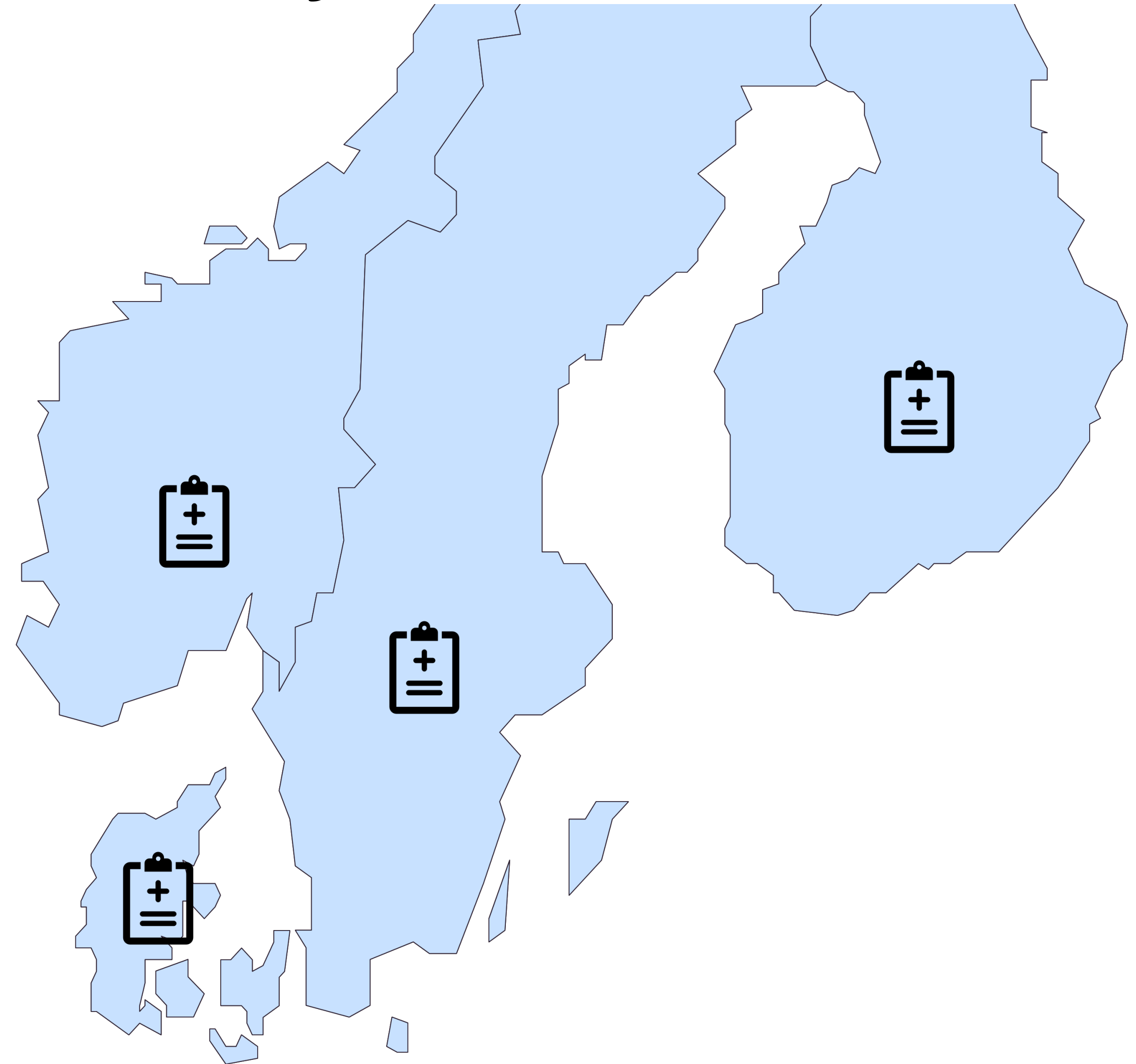
# Sweden, Denmark, and Finland provide access to patient journals. In Norway, this service is only available for some.

 In Finland, the entire journal is available through the portal.

 In Denmark, parts of the hospital journal are available. Journals from GPs and municipalities (care journals) are not accessible yet, but this is in the pipeline.

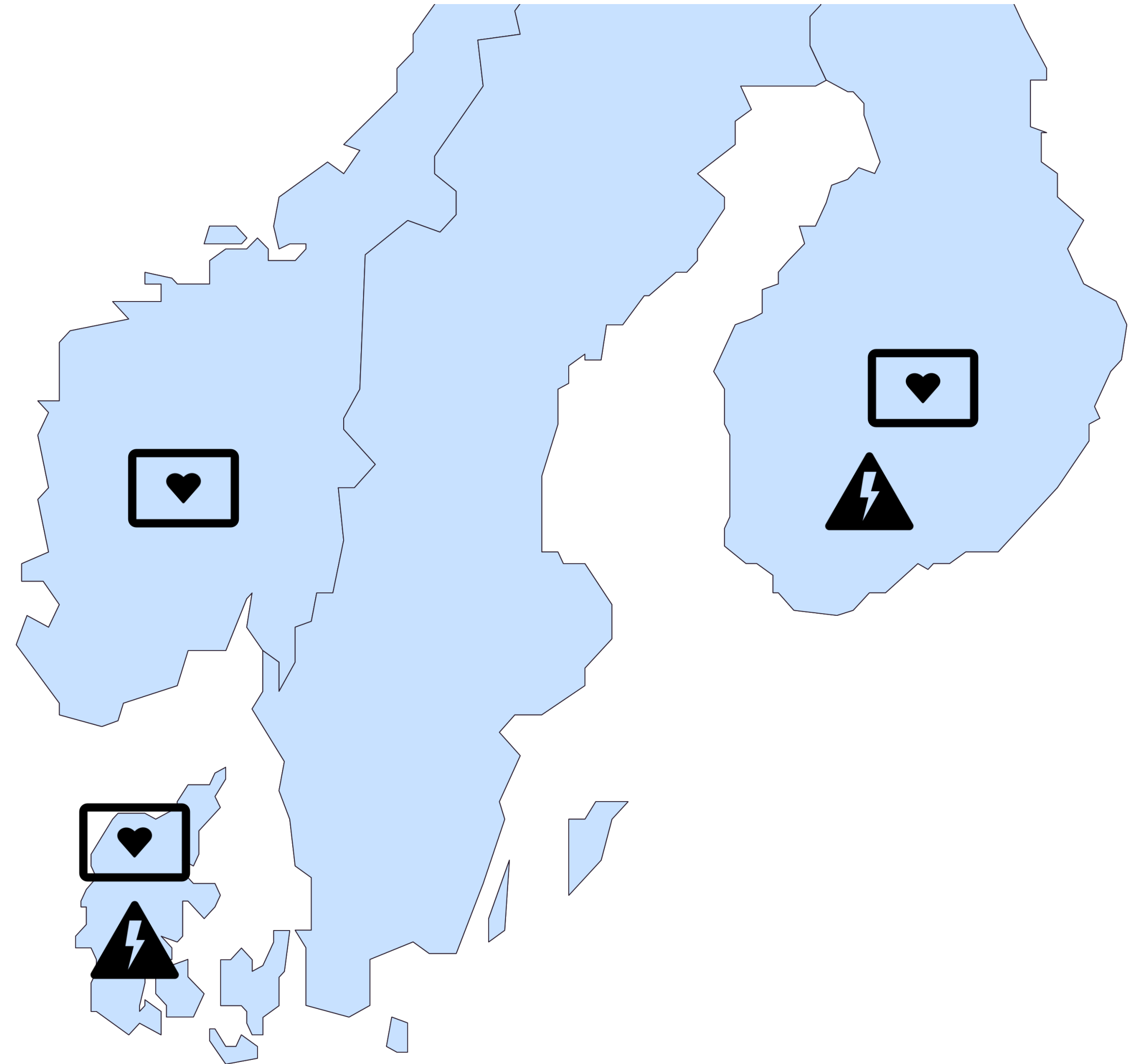
 In Sweden, journals are available, but each region decides what information is shown, and therefore the content varies from region to region.

 In Norway, parts of the journal are available in two out of four health regions. It is planned to expand this to three out of four regions in 2019.



# Donor cards are available in Finland, Denmark, and Norway.

- Donor cards are available in Finland, Denmark, and Norway.
- Denmark and Finland also provide documentation of advance directives, which allow residents to decide in advance whether they want to receive life-prolonging treatment or resuscitation in the event of cardiac arrest.

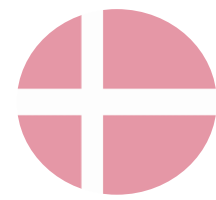


# Information about prescriptions is available in all countries. Overviews of medications and vaccines vary.



## Medication

Prescription renewal and an overview medication is available.



Overview of prescribed medication, prescribed treatments, and prescriptions two years back in time available. Prescription renewal available.



Overview of selected prescriptions for all regions available. Prescription renewal available.



Overview of prescriptions available, but not a complete overview of medications. Prescription renewal not available.

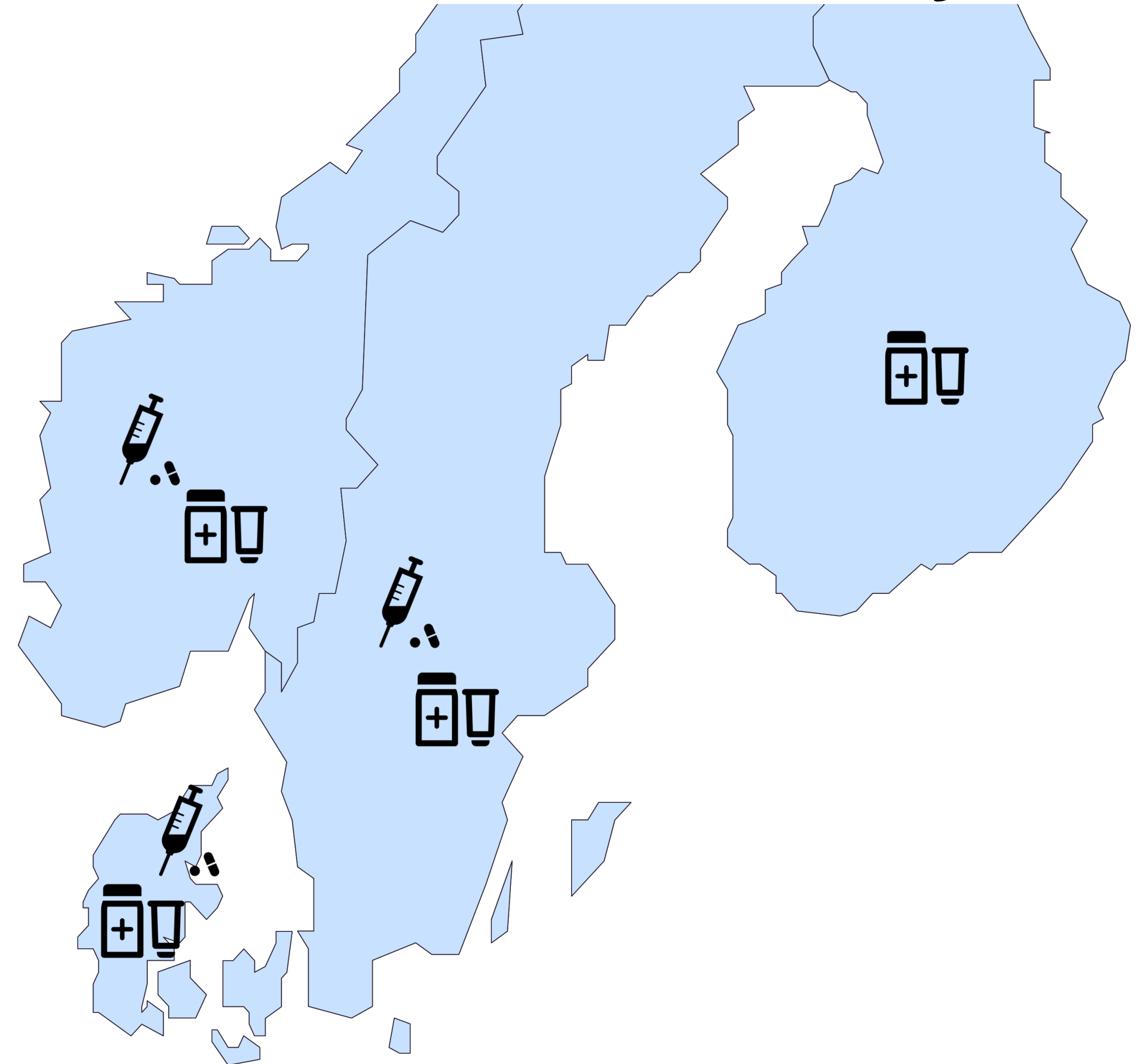
## Vaccines

Vaccination status is not available.

Vaccination status is available. Residents can self-register vaccines, for example vaccines taken abroad but not approved by health care professionals.

Vaccination status is available in 12 of 21 regions.


Vaccination status is available.







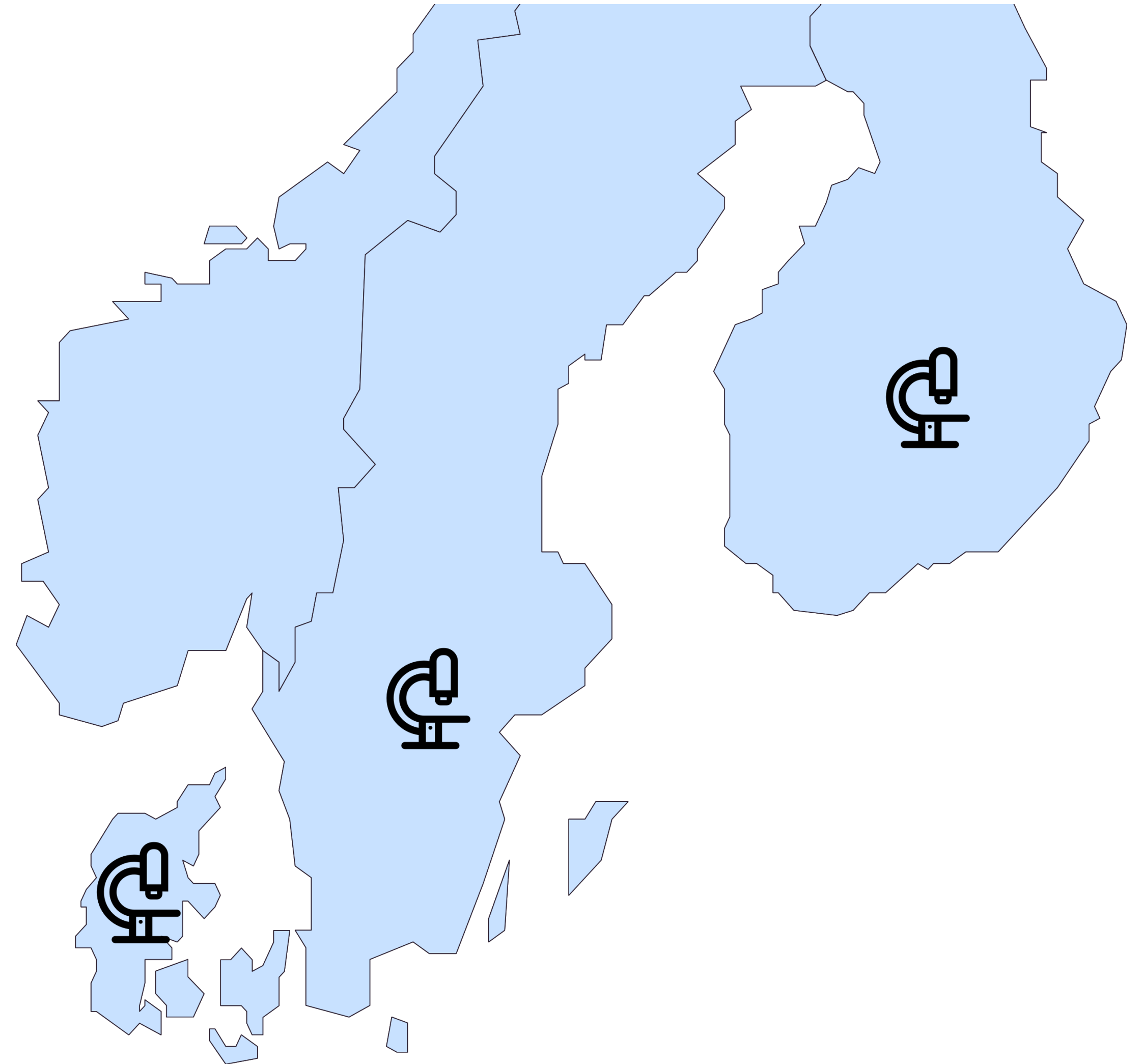
# Laboratory test results are available in Finland, Denmark, and Sweden.

 Yes


 Yes


 Yes, in 17 of 21 regions


 Not available, but planned




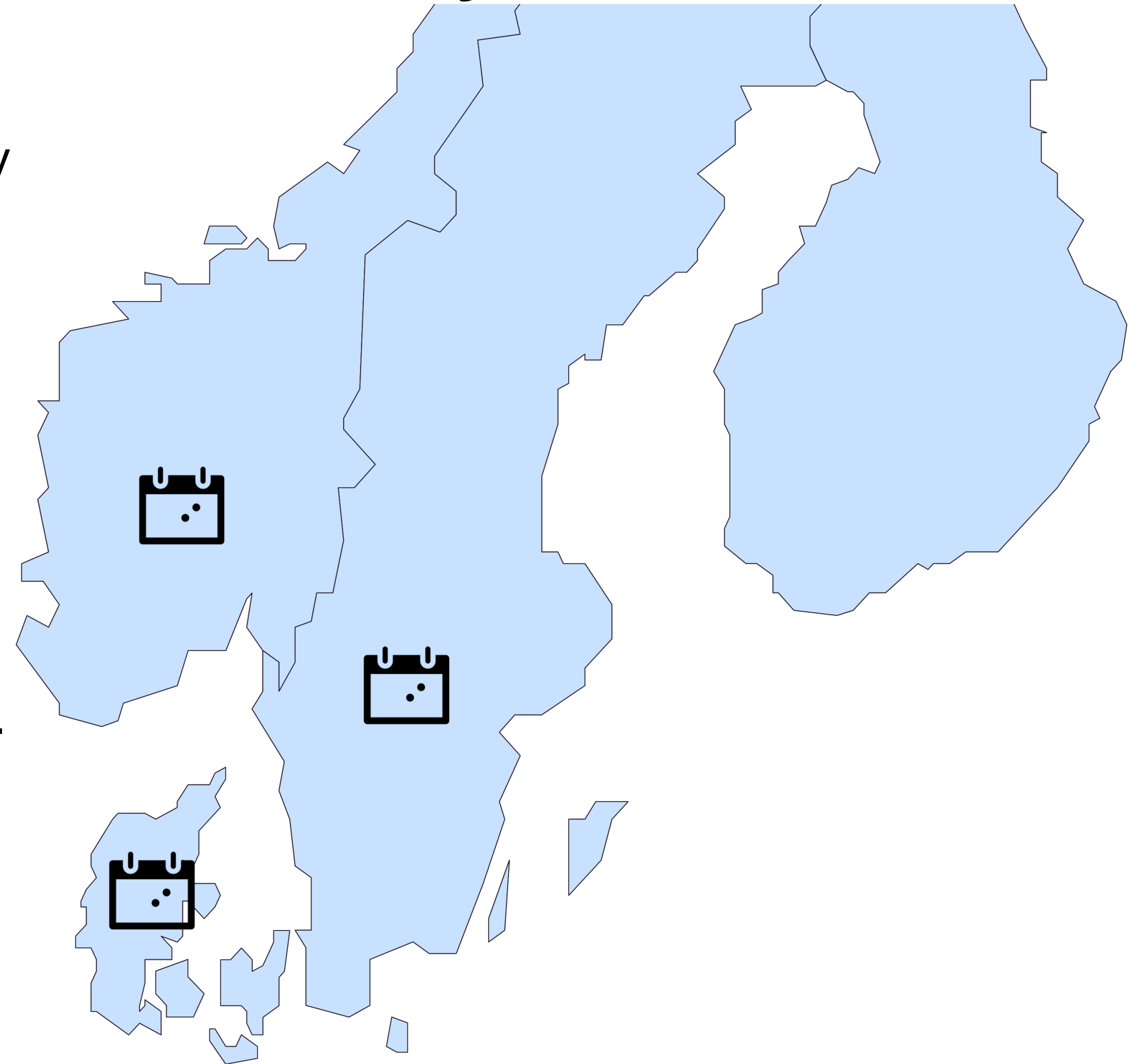
# Overview of appointments with health services is partially available in Denmark, Sweden, and Norway.

 Overview of booked appointments or possibility to book appointments not available.

 Overview of booked appointments available in two of five regions. Possibility to change booked appointments or make new ones not available.

 Access to and possibility to change booked appointments available, but only at some health receptions, as each reception decides which services they want to offer through 1177.

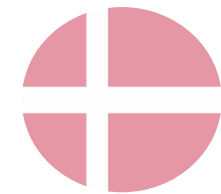
 Overview of booked appointments available in some parts of the health services and some health regions. Possibility to change certain types of appointments in these regions available.



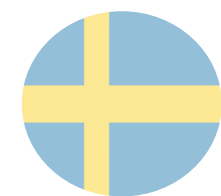
# All countries plan to develop their portals further.



In Finland, the content of the patient data archive is continuously expanded, for example to dental information and on a longer term information from pre-hospital and social services. Self-registering of measurement data will also be possible soon.



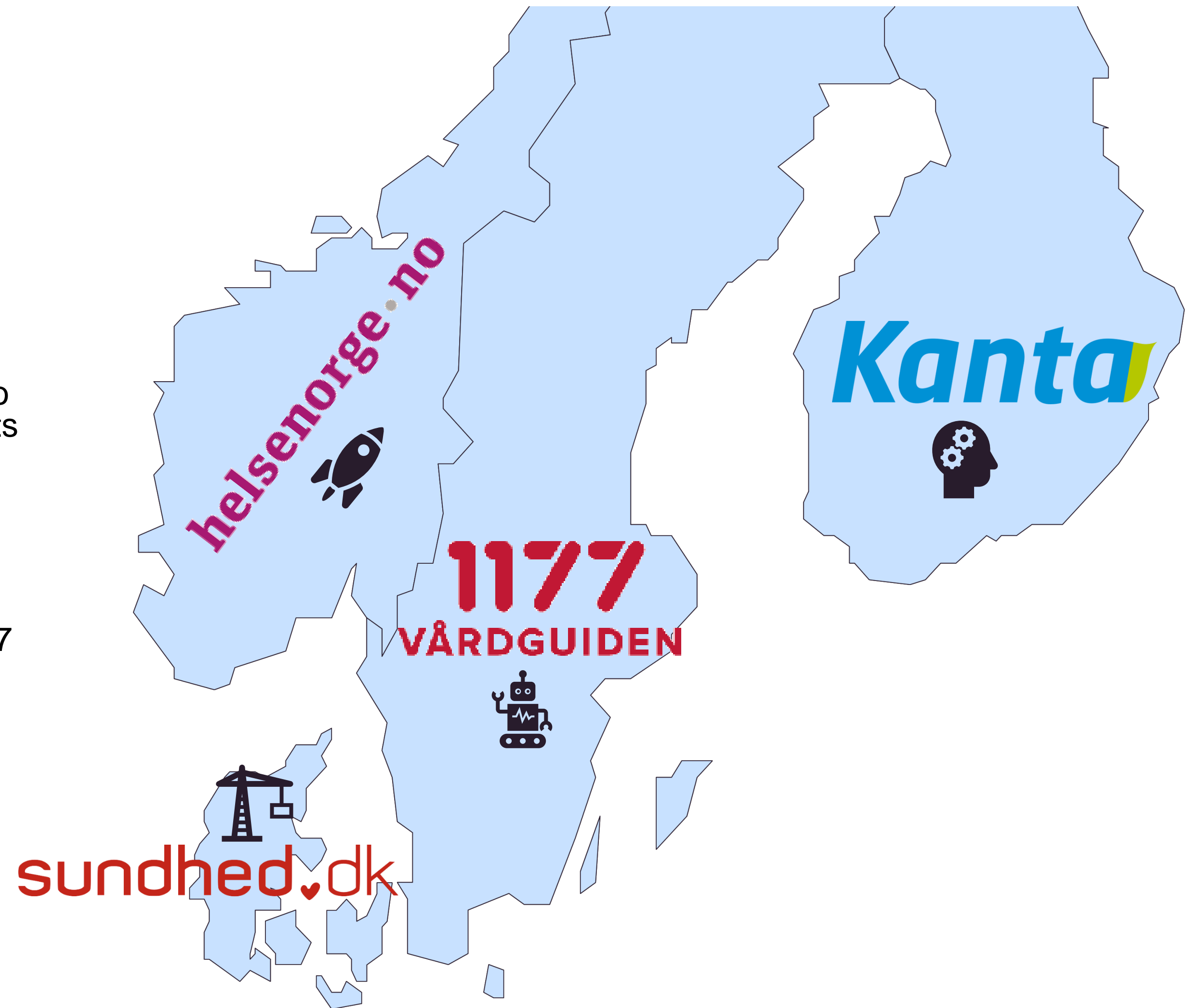
Denmark is working to implement Patient Reported Outcome (PRO), access to health data from GPs, and municipal health data from home care. Sundhed.dk is also working on the possibility to be "the place" where residents can upload or register their own health data generated from personal smart devices. They are also launching a new app this spring.



In Sweden, synchronous chat and video with nurses is being tested, and there are plans to enable patients to send a photo to a nurse during phone calls within the 1177 Vårdguiden portal. A chatbot that can give healthcare advice for a limited number of symptoms and refer to selfcare or further health care if needed is under development. The strategy going forward is to continue developing, improving and connecting the various services to give the resident improved and more coherent health care experiences.

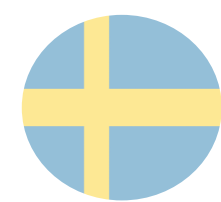


In Norway, journal views and access will be available for three out of four regions in 2019, and laboratory test results and video consultation are planned further ahead.



# The average number of visits per capita grows as services are expanded and new services are launched.

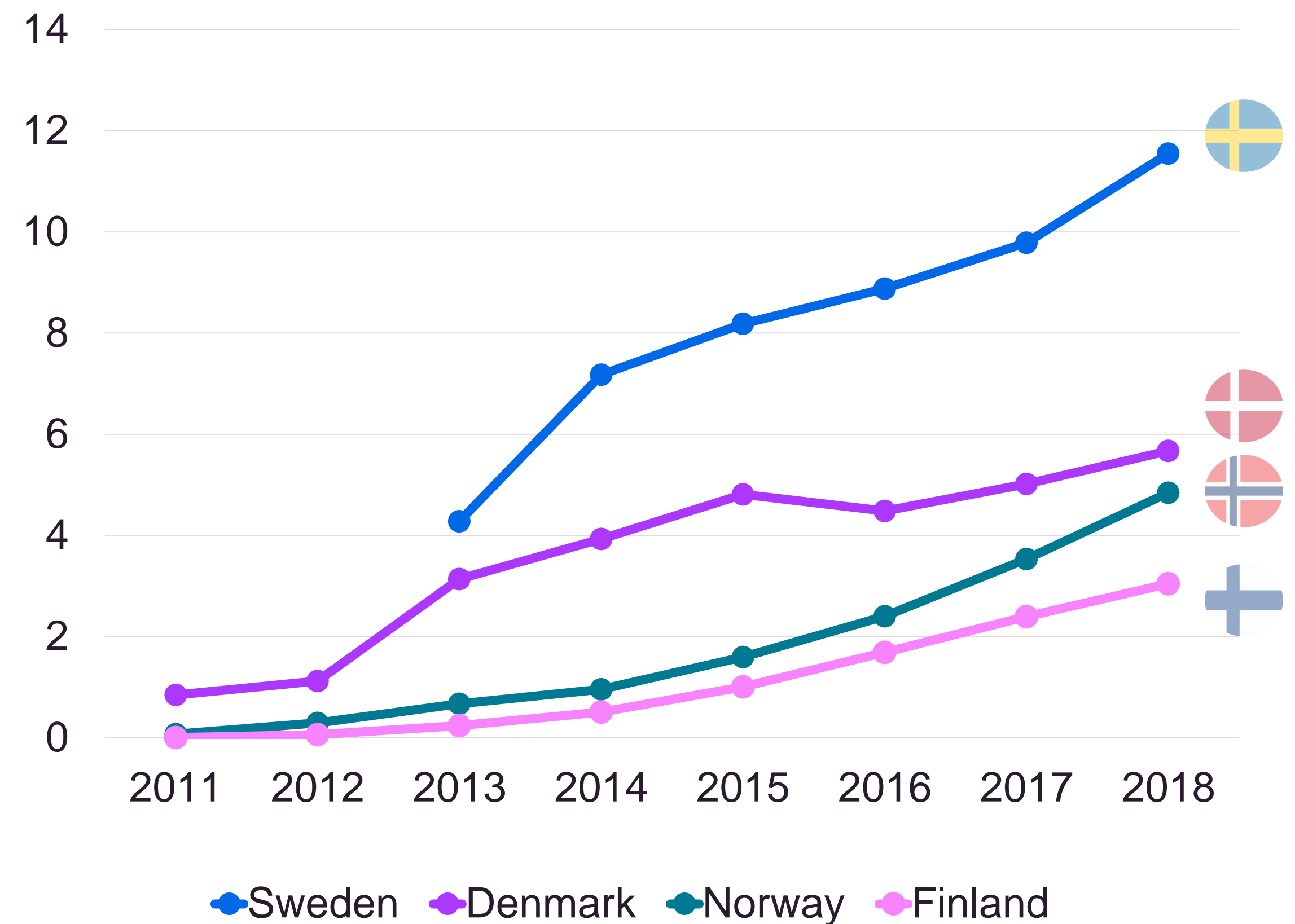
All portals show strong growth in visits. All portals are expanding the number of services offered, and also communicating to the public about the services.



Sweden has the highest number of annual visits per capita, and a strong year-to-year growth. The increase in visits to the Swedish open site could be due to several factors:

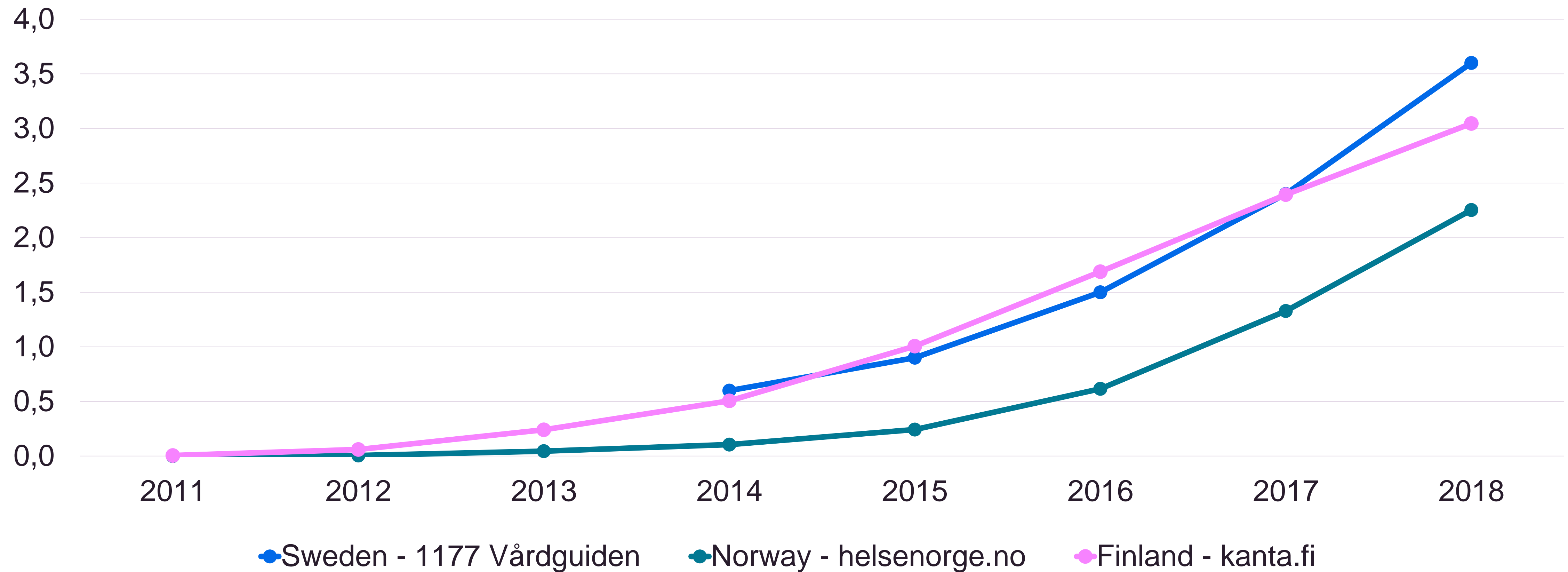
- The vast amount of information about symptoms, diseases, and treatments that is available, as well as a complete catalogue of all health care providers in the country.
- When a resident googles any symptom, disease, treatment, or health care provider, 1177 is almost always among the top search results.
- Most regions refer their patients to 1177 for all healthcare-related information rather than presenting information on their own regional sites.
- Health care staff often also refer to the information on 1177 and suggest that patients read more on the site. Information on the site is often used by the media and referred to when there are articles about health conditions.

Annual **visits** to national health portals per capita



# The average number of logins per capita grows as services are expanded and new services are launched.

Annual **logins** to national health portals per capita

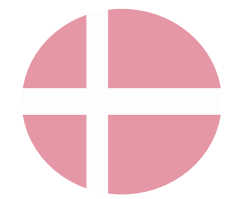


Sundhed.dk measures unique visitor logins instead of total logins, but will provide comparable figures from 2019.  
In 2018 on average 302 000 unique residents logged in to sundhed.dk every month.

# Sources and contacts



- kanta.fi
- National Institute for Health and Welfare (THL), [Vesa Jormanainen](#)



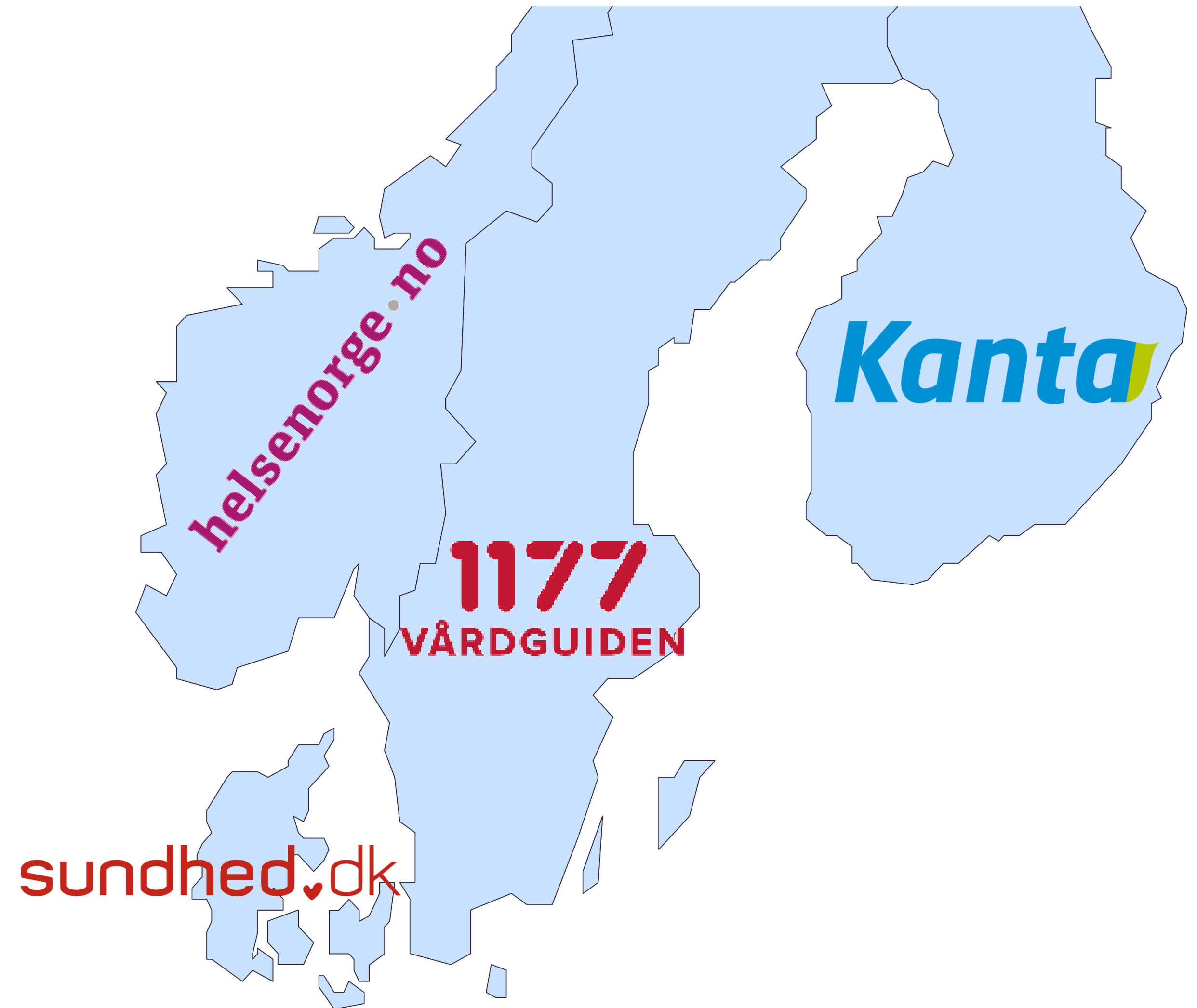
- sundhed.dk
- sundhed.dk, [Therese Kjellerup Thorstholm](#)



- 1177.se
- inera.se, [Anette Thalen](#)



- helsenorge.no
- The Norwegian Directorate of eHealth (NDE), [Ole Bryøen](#)





The Norwegian  
Directorate of eHealth

## Comparative Analysis: National Health Portals in the Nordics

Published: April 2019

Contact information:

Ole Bryøen - [ole.bryoen@ehelse.no](mailto:ole.bryoen@ehelse.no)

[www.ehelse.no](http://www.ehelse.no)

[Nasjonal e-helsemonitor](#)