EHR in Croatia

Patient Access to the Electronic Health Records in Croatia: Experience & Future Developments

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Croatian Healthcare System: Overview

4.3M insured persons
2,300+ GP offices
1,300+ pharmacies
1,000+ specialist health care offices
65 hospitals
1 national health insurance

1 Central Healthcare Information System (CEZIH)
eHealth Services in Croatia

Example eHealth services supported by CEZIH:

- ePrescription,
- eRefferals,
- eBooking,
- Electronic Health Record (EHR)
- Patient Portal:
  - Web-accessible EHR available to patients for administration of personal medical and other health-related data
eHealth Record and eHZZO Patient Portal

In local applications, medical staff have access to data generated by themselves or those sent to them specifically (for example, laboratory results).

A large amount of medical data goes through CEZIH (ePrescription, eReferral, reports from primary healthcare check-ups...)

Centrally stored medical information

The Central eHealth Record is the only place in which authorised users can access lifelong comprehensive medical data on a patient.

The source of data can be any application connected to CEZIH.
Patient Portal

- Part of the eGovernment project „e-Citizen”
- Accessible via Smart Card authorized by the Ministry of Interior
- Available to all Croatian citizens
- Patients are identified by their Health Insurance Number (MBOO)
- Accessible via Web browser

- The records in the Patient Portal are created from data collected from GP’s, gynecologist, pediatrician offices and hospitals and are stored in the Croatian Health Insurance Fund’s central healthcare information network (CEZIH).
- Every update of the record in the CEZIH database is reflected in the Portal.
Patient Access to EHR Data

via the Patient Portal patients are currently able to:

- view prescribed and dispensed medicines,
- view test results and discharge records from inpatient and outpatient hospital and other medical care,
- view names of their elected GP, dentist and gynecologist for women and pediatrician for children,
- restrict access to their data for selected HPs
The Future of EHR in Croatia

- Increase the number of Patient Portal users
- Increase the number of services/data offered to users via the Patient Portal
- Mobile version of Patient Portal is in pilot phase
- CEF eHealth NCPeH implementation for cross-border patient data exchange
Thank you! Questions?

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