Una manera de hacer Europa

BUENAS PRÁCTICAS
Actuaciones Cofinanciadas

HEALTH APPLICATIONS: APP GVA+ SALUT
Conselleria of Universal Health and Public Care

Programa Operativo de la Comunidad Valenciana

Año 2019

Fondo Europeo de Desarrollo Regional

HEALTH APPLICATIONS: APP GVA+ SALUT

Presentation   **September 2019**

The action presented as Good Practice is a computer application for mobile devices called **GVA+Salut** aimed at citizens, who have benefited from the opportunities offered by Information and Communication Technologies (ICT) to improve medical care, provide immediacy and fluidity in the treatment between professional-patient and streamline bureaucratic procedures. Its implementation has been possible thanks to the investment made by the Generalitat Valenciana and the ERDF Operational Programme, within the framework of technologies applied to health.

The IT infrastructure that supports the GVA+Salut App is included in the operation **Provision of equipment and infrastructure to support the health information system** and within it, its line of action **Promoting digital public services in e-health** in the territory of the Comunitat Valenciana. This operation has been promoted by the Conselleria of Universal Health and Public Care and has involved an investment of 34,438,956. 70 euros, of which 50% (17,219,479 euros) is co-financed by the Operational Programme of the European Regional Development Fund of the Comunitat Valenciana 2014-2020.

.

The first version of the App appears in May 2017 and downloads have been growing ever since. By April 2018 it had been downloaded by **118,322 users**, and one year later, in April 2019, the number of downloads had reached a total of **404,438**, a percentage **increase** of **241. 7%**.

If we also take into account that each download allows to include more users, the beneficiary population increases considerably.

The arguments that make this action a Good Practice according to the defined criteria are presented below:

1. High dissemination among beneficiaries, potential beneficiaries and the general public.

This action has been widely disseminated among the general population through different information and publicity media. For the launch of the App, an **advertising campaign** was carried out in different media during the second half of 2018, including advertisements in the press, on TV, radio, city buses and in cinemas in the Comunitat Valenciana.

The EU-REDF logo is inserted in the application itself

Social networking

GVAsanitat's Twitter account

Video on YouTube
https://www.youtube.com/watch?v=jI6asIt5KBM

Captures of the promotional videos of the App GVA+ Salut and advertisement in an intercity bus

The application was also disseminated on the website of the Conselleria of Universal Health and Public Care and in the **press releases** of the Communication Office of the Generalitat.
http://www.san.gva.es/app-gva-mes-salut

News in the press


3
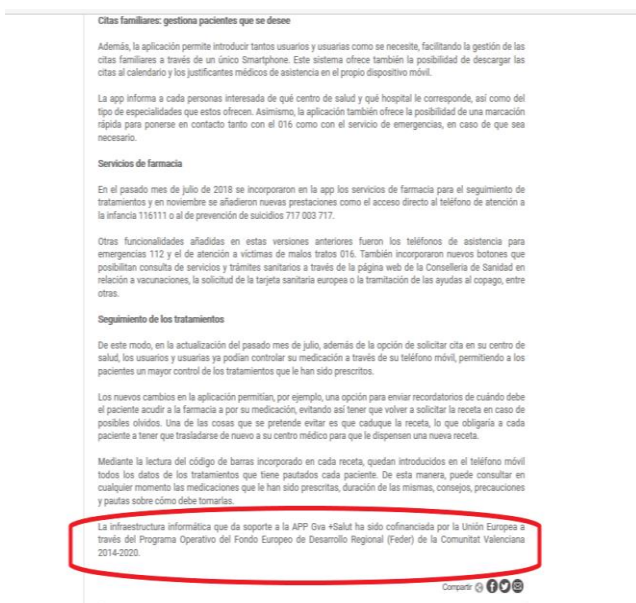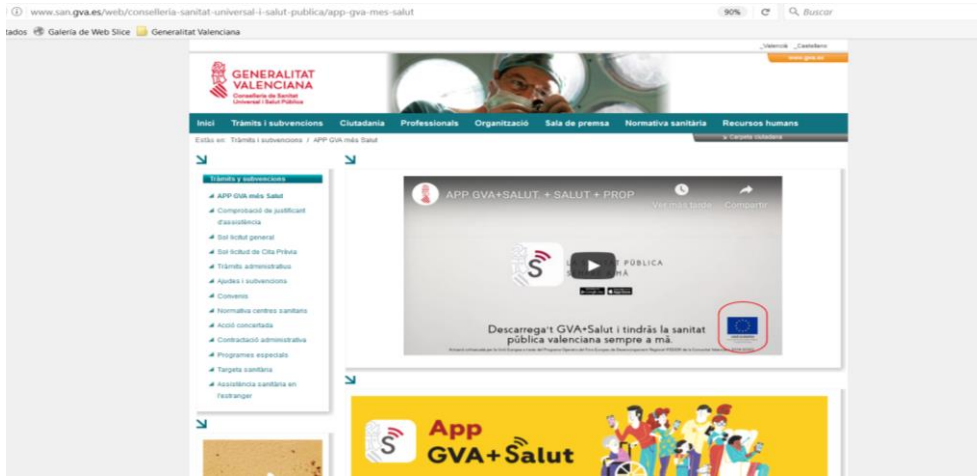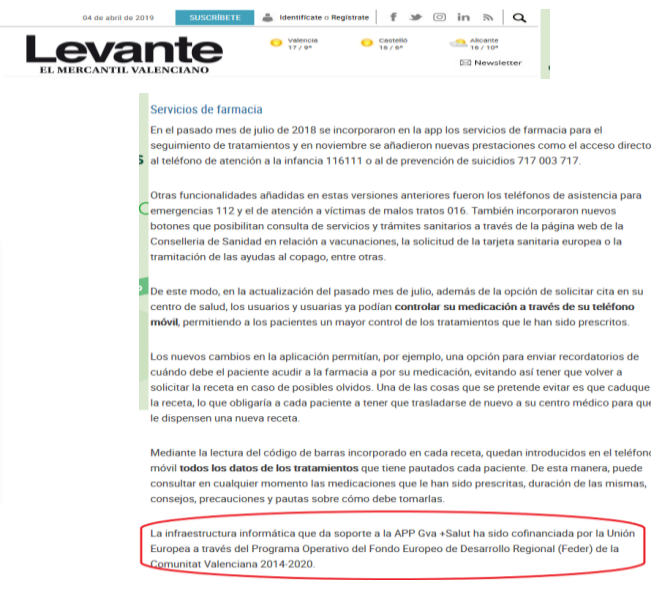
Other diffusion tools such as:
Merchandising

In coffee vending machines distributed by different public centers dependent on the Generalitat such as hospitals, consellerias, etc., the **glasses** have screen printed information on the App GVA+ Salut and its co-financing by the ERDF Operational Programme.

2. Incorporation of innovative elements.

The first GVA+Salut App was launched in May 2017 and, since then, it has been updated with new versions, expanding and improving its functionalities to optimize the services it allows.
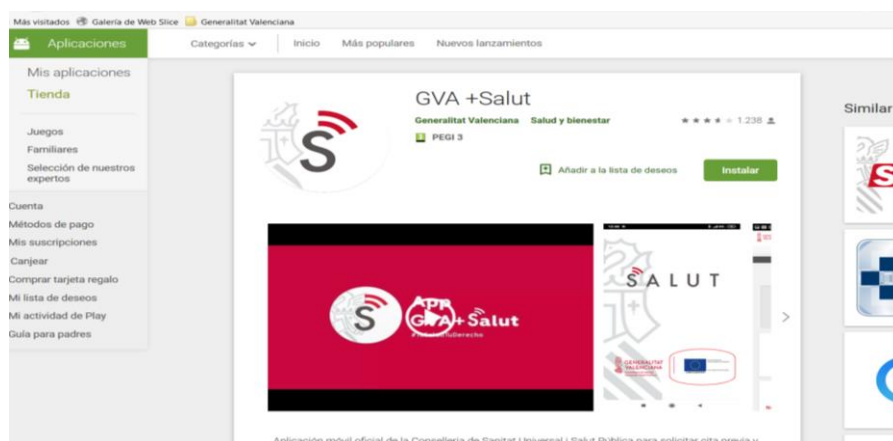
The application can be downloaded and/or updated from the PlayStore (Android devices) and the AppStore (for iOS).

Once downloaded, access is made by entering the data of the SIP health card number and the user's birth date. It also allows you to include other people, whether relatives or not.

First, the App allows you to request **a face-to-face appointment** with your family doctor, pediatrician or health center nurse, cancel it, modify it and create a reminder **alert**. If necessary, it gives you the possibility to generate and download the corresponding **receipt**.

We can also make an **appointment by telephone** with the doctor or nursing staff for consultations on medication guidelines, or doubts that can be resolved quickly without having to go to the health Centre.

3 Seleccionar el tipo (PRESENCIAL/TELEFONICA) fecha y hora y pulsar el botón de VER CITAS

GENERALITAT VALENCIANA ✚ S A L U T

✕ Nueva cita ☎

SERVICIO*
MEDICINA FAMILIAR >

TIPO DE CITA*
Presencial | Telefónica

DÍA*
8 nov 2018

HORA DE INICIO | HORA LÍMITE

Ver citas disponibles **3**

5 Pulsar sobre el botón GUARDAR. Se guardará en la galería de imágenes

GENERALITAT VALENCIANA ✚ S A L U T

← Justificante generado

EL/LA PACIENTE
Migracion Migracion,Migracion
FUISTE ATENDIDO/A EN LA INSTITUCIÓN SANITARIA CORRESPONDIENTE DE
Centro De Salud De Vilamarxant
EL DÍA | A LAS
11/10/2018 | 17:00
PERMANECIENDO EN LA CONSULTA HASTA LAS
15:29
Y PARA QUE CONSTE, LO FIRMO:

GENERALITAT VALENCIANA
Conselleria de Sanitat Universal i Salut Pública

CÓDIGO DE VERIFICACIÓN
222d-aa5a-b5a5-48az

Guardar en el dispositivo **4**

6 Al volver a entrar en la App verás tu justificante en la pestaña "JUSTIFICANTES"

GENERALITAT VALENCIANA ✚ S A L U T

👤 Nombre 0001012 ⚙

JUSTIFICANTES

✚ GENERAR JUSTIFICANTE

222da.a5ab5a548az
11 de octubre de 2018 a las 17:00 **5**
⬇ Justificante descargado 08/11/2018

CITAS | FARMACIA | JUSTIFICANTES | INFO

The App GVA+Salut not only allows you to make an appointment, but also incorporates other very useful features that we will describe briefly:

It has the **PHARMACY** button, where through the scanned reading of the barcode incorporated in every recipe, all the data of the **treatments** that the user has been prescribed, their dosage, duration, advice or precautions are entered in the mobile. In this way, it is possible to go to the pharmacy **without having to print the corresponding prescription on paper**. With this novelty, the medical prescription in paper format is finally terminated.

It also incorporates **warnings** to withdraw the medication from the pharmacy within the time limit set by the doctor.

And finally, the **INFO** section allows, on the one hand, to consult which hospital or health center corresponds to the user and its geo-location and, on the other, to access the consultation of services and sanitary procedures through links to the website of the Conselleria of Universal Health and Public Care. In this way, we can, for example, consult the waiting lists and the vaccination schedule, obtain information on organ donation, manage co-payment assistance, etc.
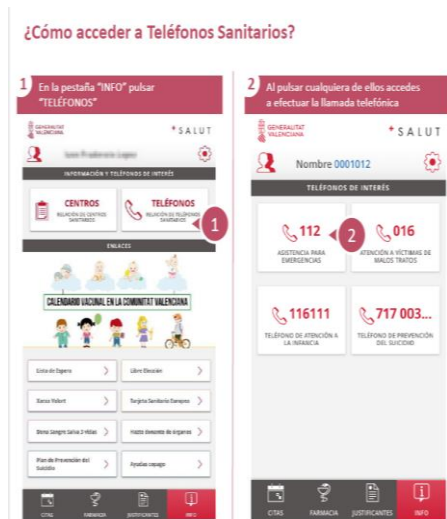
The GVA + Salut App incorporates in this latest version, in addition to the **112**, emergency assistance telephone number, and to the **016**, assistance to victims of abuse telephone number, which the previous application already had, the child care and suicide prevention telephone numbers. From the application you can call by speed dial.

3. Adequacy of the results obtained to the established objectives.

The objectives that the Conselleria of Universal Health and Public Health wants to achieve with its App are, in a broad sense, to take advantage of the new technologies by applying them to the health field in order to **optimize healthcare resources**, making it **easier for users to access** public health and thereby improve its functioning.

Since the application has been launched, users who have downloaded it do not have to go to their health center or contact by phone to make an appointment, modify or cancel it. The PHARMACY section allows users to have greater control over the treatments they have prescribed and the medication withdrawal notices prevent the prescription from expiring and have to make an appointment with their doctor for this reason. These advantages also extend to the users added in the App.

The **different information** offered by the application on health services such as vaccinations, health card, waiting lists and speed dialing for emergency services and victims of abuse from the application itself, are an **added value** that speeds up the operation by bringing resources closer to the people.

4. Contribution to the resolution of a regional problem or weakness

The development of the GVA+Salut application responds to the need to bring the health services closer to the population that benefits from the public health of the Valencian Community. Since its creation, it has made it possible to speed up and personalized patient care, avoid trips to request appointments or information on procedures or doubts, and reduce absenteeism thanks to alerts. It should also be remembered that appointments that are modified or cancelled **can be used by other patients immediately**, which contributes to making the system more agile.

A problem with the current health system is the lack of assistance of patients to medical appointments, mainly because they **forget** about them. This generates a waste of time in the queries and increases the waiting lists. If we have set the alert, the application **will remind us of the appointment** and therefore, this problem will be greatly reduced. It should be added that, the telephone consultation to resolve doubts without having to go to the Health Center, and the system of warnings on the prescribed medication, also help to decongest the health resources and **reduce costs**.

According to the data collected, in May 2017, with the first version, the **number of appointments** through the App was **22,193**, in March 2019 it was **198,808**. The trend is positive and has clearly been in progression, as the percentage increase between the two records is **795.8%.**

In short, the application helps to improve healthcare resources and achieve a more efficient health, without forgetting the user's satisfaction for the speedy procedures and the comfort that it provides.

5. High degree of coverage of the target population.

Although the application is aimed at the entire population using the public health system of the Valencian Community that has a smartphone with an iOS or Android operating system, the beneficiaries of the operation are, due to the advantages it offers, the Valencian health system itself as a whole, both its professionals and its users and, in general, Valencian citizens.

Since its appearance in May 2017, the App GVA+Salut has been incorporating new functionalities with each update and the number of downloads has increased considerably as we have indicated above (a 241.7% increase between 2018 and 2019).

6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, accessibility and environmental sustainability.

This action respects the principles of equality, non-discrimination, accessibility and environmental sustainability.

The possibility of using the resource is **extended to all Valencian citizens** who use public health services without distinction of gender and without any form of discrimination.

Thanks to the incorporation of this new technology in the health field, access to the different public health services and procedures is easier. The App GVA + Salut allows the communication with the health services at any time of the day and from any place of the Comunitat Valenciana. It is therefore a resource that provides comfort, freedom and **accessibility** to users.

Likewise, the action contributes to **environmental sustainability** as it avoids displacements to make arrangements that can be resolved through the application, streamlining and optimizing processes and resources, and also because the elimination of the printed recipe helps to reduce the environmental impact.

7. Synergies with other policies or instruments of public intervention

According to the **Strategic Plan of the Generalitat in ICT Technologies (2016-2020)**, one of the main trends in the field of ICTs that has been observed in recent years is the digitalization of society. Citizens are increasingly consumer of ICTs: smartphones, tablets, Apps, e-commerce, etc. This circumstance favors and encourages the development and application of digital services that facilitate communication between the population and the administration.

On the other hand, the Generalitat Valenciana promotes the so-called **digital administration** in order to improve the offer of digital public services and the implementation of electronic procedures for citizens. In this area, the **Digital Agenda of the Comunitat Valenciana (2014-2020)**, is committed to improving and strengthening technological applications in the field of e-health with the aim that citizens can gradually incorporate into the digital society.

Una manera de hacer Europa

BUENAS PRÁCTICAS
Actuaciones Cofinanciadas

Fondo Europeo de Desarrollo Regional