



# MediConnectSys

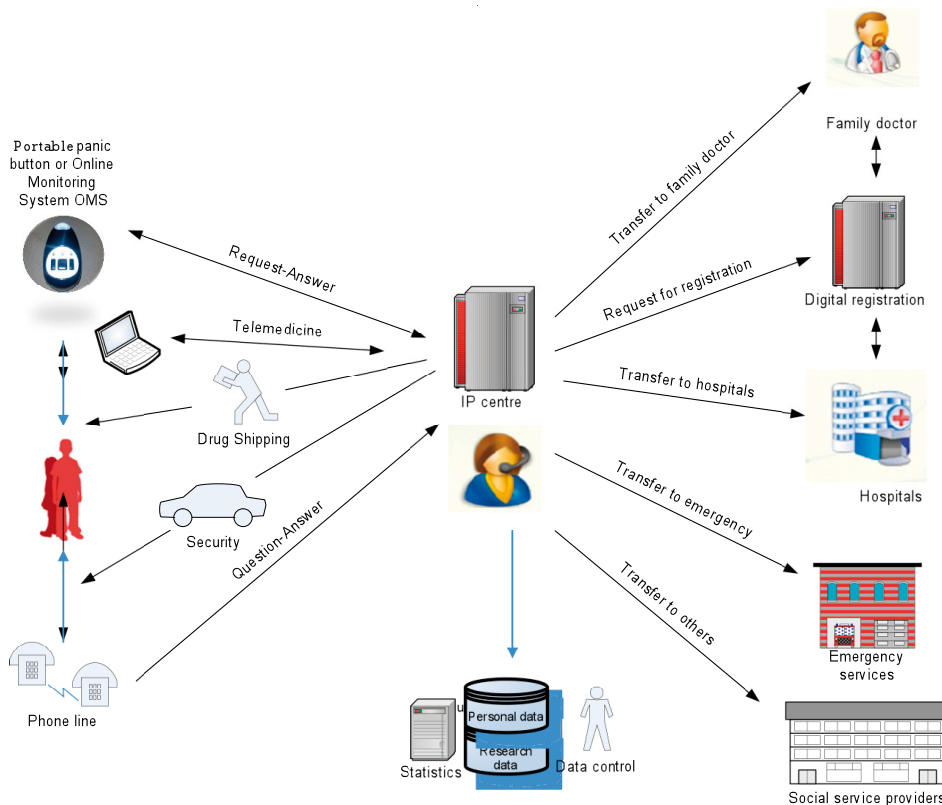
## Service/solution

The objective of the service is to offer algorithm-based integrated counselling in social and health care related matters using the call-in-one operational model.

The solution consists of:

- an algorithm-based counselling model;
- a technical and technological system (IT infrastructure, hardware and software) for counselling.

The service can be easily introduced in other countries using our expert knowledge and developed systems: adjusting the algorithms and technical solution to the situation and needs of the country concerned.



## Benefits

**Public.** Gives each individual, irrespective of social status, financial condition or physical location, a feeling of security, as the consultative aid is guaranteed 24/7.

**Other agencies.** Decreases the work-load of doctors, both general practitioners and specialists. Optimizes the work-load of rescue services, social services and emergency aid by more than 50%. Guarantees readiness for crises and epidemic situations.

**Financing agencies.** Improves access to professional services. Cuts costs in social and health care systems. Helps to map related problems and collect data for evidence-based policy making.



## References

The service is fully acknowledged and recommended by Estonian authorities (the Ministry of Social Affairs and the National Health Insurance Fund). The fame of service and satisfaction of clients is high. For further details, see [www.mediconnectsys.eu](http://www.mediconnectsys.eu).

## History, Facts and Future Development

The system was launched in 1997. The number of clients has increased annually, reaching every seventh Estonian inhabitant in 2009. The number of clients has increased by 65% compared with 2006. The system is easy to introduce as, besides the developed solution and a training programme for counsellors, communication and information dissemination models have been developed.

To the best of our knowledge, the service described is unique (in terms of scope of service, integration with other systems etc.). In 2009, a patent application for the system and method was filed. Future development is aimed at further integrating the service with other agencies and systems.

## Technologies

The electronic system consists of technical and technological devices: client modules, infrastructure modules, service provider modules and communication networks.

## Budget and Price

The price for the service includes the costs of the individual modules described above, and is based on the scope of the services offered to particular clients.

## Partners and software development experience

The solution was developed by and can be obtained from Mediconnect LLC.

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### Republic of Estonia

Population – 1,34 million

Area – 45,228 km<sup>2</sup>

