

Initiative summary

1177 Care guide e-services

Topics

1177 Care guide e-services has a successful approach to the following topics:

- Execution
 - **Integration with EHR**
 - **Authentication, authorization**
 - **Data security – legal framework**

Introduction

1177 is a secure digital portal to access publicly funded healthcare. Through 1177, residents can communicate 24/7 with healthcare in a secure way and do a variety of functions, for example book an appointment, renew prescriptions or read their medical records. It gives residents the opportunity to gain better insights and an overview of their health and care status. 1177 is available in all regions of the country and is jointly financed by them.

Communication between residents and clinics

All clinics that are financed by a region can let the residents do care cases in 1177. Residents can communicate with the clinic to, for example, receive general advice, order a journal copy or renew a prescription. Clinics are able to create and shape the type of services they want to offer to their residents.

Guardians with children under the age of 13 can choose to be agents and handle the children's care cases using their own login credentials and through their own account.

Self-service for residents

It is possible for residents to search and receive information themselves and perform many tasks. For example, access their medical records and get certificates, book appointments, plan sampling and take part in internet-based support and treatment programmes.

Secure handling of personal data

It is safe to use 1177. Great emphasis has been placed on protecting personal data, so no unauthorised person could get access to the information sent between caregivers and residents.

Residents use e-identification to log in whereas healthcare staff logs in to the professionals-clinicians platform by using a SITHS card.

Let the resident sign up

The listing function allows the resident to register at a preferred clinic into the selected region. Regions could activate the listing function by connecting their listing system with the National Service Platform.

National Service Platform is a technical platform that acts as a hub, or a kind of gear. It simplifies, secures and streamlines the exchange of information between different IT-systems in health and care.

Let the resident book an appointment

Via web time booking, the resident can book, re-book and cancel an appointment at a clinic. The clinics themselves choose which times should be able for booking. The book time function allows the resident to overview booked care visits and times for all clinics in Sweden.

Send messages to the resident's inbox

With the inbox function, it is possible to send messages from external systems such as quality registries and information systems to the resident's inbox in 1177.

Form to fill out

With the form management function, healthcare can retrieve information from residents in a secure and structured way, integrated with the healthcare system. The function can be used in several ways: into own organisation's healthcare information system, into Form Management's web-based personnel tools, or a combination of two.

Inera is a limited company owned by regions, municipalities and Swedish Regions and Municipalities organisation. The mission is to create the conditions for digitalisation, by providing the owners with a common digital infrastructure and architecture. Several of Inera's services can be displayed in 1177 e-services:

- The medical record - where residents can see their own medical record entered by the healthcare professionals.
- Certificates - where residents can read, download and send their digital medical certificates, for example, to the Swedish Social Insurance Agency and the Swedish Transport Agency.
- Sample management - where residents can order and plan their samples and order home sampling kits.
- Support and treatment - where residents can take part in internet-based support and treatment programmes offered by a therapist or start a programme themselves.

Dependencies with other services

In order for a clinic to be able to use 1177 e-services, the clinic needs to be listed in the Catalog Service HSA and the staff needs to have a SITHS card.

Identification service SITHS is used for secure identification and login of the users.

Directory service HSA is used to control users' permissions.

Some facts for residents:

- 200 million visits under 2020 on national level
- 12,5 million logins on December 2020 on national level
- 2,6 million unique logins on December 2020 on national level
- 88,4% of the users logged in with mobile Bank-id authentication method on national level
- 8,1 million resident accounts on December 2020 on national level
- 102.049 resident accounts in Region Jämtland Härjedalen

Some facts for healthcare professionals:

- 551.694 logins on December 2020

Some facts for number of incoming and closed cases and number of active clinics:

- 778.071 incoming cases on December 2020 on national level
- 771.604 closed cases on December 2020 on national level
- Most popular type of cases: renew prescription, book time, contact us, ask for advice, send messages
- 11.374 active clinics on national level and 117 active clinics in Region Jämtland Härjedalen

1177 and handling of Covid-19

At 1177.se you can read about the latest information about [vaccinations](#) and book appointments for vaccinations in the preferred region. Vaccinations are registered through Svevac and there is an automatic reporting to the Public Health Agency's national vaccination register. At 1177.se, visitors can quickly get information at regional and national level about the vaccinations.

[Web time booking](#), to book tests for ongoing covid-19 infection and sampling for antibodies via 1177.se. The resident can easily search for the nearest vaccination center in close area.

[Registration of vaccinations in Svevac](#) record system for registering vaccinations and reporting to the national vaccination registry at the Swedish Public Health Agency. Svevac is used by doctors, nurses and other qualified staff who work with vaccinations. They can also check vaccinations a person has received, how many doses, date and care provider.

[Updated information in Sil - Sil](#) - Swedish information services for medicines, has carried out the work to secure a fast-track approach so that medicine information about each approved covid-19 vaccine must be entered in the medical record systems before vaccination starts.

Access into sampling and results for residents who are [traveling](#) is an important part of reducing the spread of the Covid-19.

Links

<https://www.inera.se/tjanster/1177-varguiden/1177-varguidens-e-tjanster/>

<https://www.inera.se/nyheter/nyheter/sa-hjalper-1177-varguiden-och-inera-till-med-vaccinationerna/>