

---

# Index

## A

Application program interface (API), 41, 45, 47, 62, 64, 66, 67, 71, 80, 98, 99, 183, 230–232, 234, 235, 240, 241  
Architecture, 6, 37, 41, 44, 45, 49, 62, 63, 67, 70, 71, 74–76, 79, 86, 89, 118–119, 133, 134, 137, 143, 175, 179, 181, 190, 204, 206, 207, 215, 216, 225–244, 251, 257

## B

Biography of Artefacts and Practices (BoAP), 132  
Bologna, 6, 46, 50, 245–259  
Booking, 6, 42, 43, 46, 48, 50, 183, 184, 188, 200, 203, 213, 215, 237, 245, 246, 248–252, 254–259

## C

Catalonia, 4, 6, 36, 40, 42–45, 47–50, 55, 56, 58–60, 64, 65, 69, 173, 175–178, 180, 181, 183, 184, 187  
CatSalut (the Catalan Health Service), 4, 55–62, 64–69, 71, 173, 174, 176, 179, 184, 187, 188, 190  
Clinical Document Architecture (CDA), 98, 104, 232  
Commercial Off The Shelf (COTS), 5, 39, 130, 131, 140, 144  
Control, 4, 15–18, 27, 37, 40, 44–48, 50, 59, 89, 91, 93, 104, 117, 118, 120, 133–135, 137, 140, 141, 144, 155, 161, 163, 165, 181–183, 188, 190, 207, 214, 217, 221, 232, 235, 244, 247, 248, 252, 256, 258

Coordination, 4, 12, 22, 26, 27, 42–46, 56, 59, 82, 85, 104, 140, 154, 165, 173, 178, 194, 203, 206, 207, 212, 227, 255, 256, 258  
Cost, 1, 2, 4, 15–17, 21, 37, 41, 56, 65, 68, 78, 80, 91, 94–96, 100, 101, 104–106, 115, 131, 134, 138, 142, 151, 155, 156, 159, 160, 164, 166, 199, 206, 214, 227, 243, 247  
Cultivation, 6, 27, 29–31, 89, 105–106, 140, 193–207, 226, 243–244

## D

Data collection methods, 58, 74, 132, 133, 226, 246  
Denmark, 3, 6, 17, 42, 44, 46–49, 155, 156, 158, 209–213, 217, 219, 220, 222

## E

E-booking, 6, 42, 43, 46, 48, 49, 245–259  
eHealth infrastructures, 3, 4, 6–7, 12–14, 21, 22, 28, 35–51, 225–244  
Electronic health record systems (EHRs), 13, 14, 16, 18, 35, 93, 175–177, 225, 231–235, 239, 241–243  
England, 36–39, 109–126, 129–133, 135–139, 142–145  
Enterprise systems (ES), 130, 132, 135, 139–143, 145, 146  
E-prescription, 2–5, 11, 12, 14–18, 21, 25, 26, 30, 35–41, 47, 55–86, 89–107, 109–126, 151–153, 157, 160–162, 164, 165, 176, 180, 194, 195, 205, 211, 216, 230, 233, 250  
Evolution, 2–6, 18, 26–31, 42, 43, 45, 50, 55, 58, 65–69, 71, 85, 86, 90, 94, 98–103, 131, 132, 139–142, 146,

- 161, 165, 173, 177, 178, 186, 187, 193, 203, 204, 206, 210, 212, 222, 223, 225, 226, 230, 231, 233, 235–242, 246, 248–251, 257
- G**
- General practitioners (GPs), 12, 16, 19, 36, 42, 46, 47, 64, 73, 75–79, 81–85, 90–94, 110, 111, 113–120, 124, 125, 130, 145, 157, 165, 194, 198–202, 205, 206, 210–211, 213, 215, 217, 220, 227, 245, 246, 249, 250, 254, 258
- Germany, 3, 5, 17, 36, 37, 151–167
- Governmental patient-oriented eHealth infrastructures, 6–7
- Governmental patient-oriented web platforms, 2, 3, 30
- Greece, 3, 5, 17, 36, 37, 89–107
- H**
- Health information, 18, 29, 43, 46, 71, 92, 93, 144, 145, 154, 186, 195, 197–202, 205, 209, 212, 214, 216–218, 225, 231, 232, 240–243
- Health records, 15, 18, 44, 45, 93, 115, 125, 181, 203, 235, 239, 249, 250
- Heterogeneity, 4, 44–48, 175, 233
- Hospital, 2, 15, 26, 36, 55, 73, 90, 110, 129–147, 166, 174, 194, 210, 227, 245
- Hospital electronic infrastructures, 130–133
- I**
- Information infrastructures (IIs), 1–6, 11–22, 25–31, 38, 40, 42, 73–86, 103, 132, 140–141, 145, 146, 152, 159–161, 165, 186, 190, 207, 222, 243, 246
- Innovation, 2, 3, 6, 21, 25, 28, 30, 31, 36, 45, 50, 65–69, 71, 126, 144, 145, 154, 156, 161, 162, 164–166, 181, 207, 210, 225, 229, 231, 234, 239–241, 243, 245, 246, 250, 252, 259
- Installed base, 3–7, 18, 25–31, 35–45, 49–51, 55, 57–58, 60–63, 68, 69, 71, 73, 74, 79, 84–86, 89–107, 110, 111, 114, 126, 132, 140, 146, 151, 152, 161–165, 173, 175–178, 181, 186, 193–195, 200, 204–207, 210, 212, 216–222, 225, 226, 230, 231, 239, 241, 243, 244, 246, 252–258
- International Classification of Diseases (ICD), 104
- Interoperability, 2, 14, 27, 45, 49, 98, 104, 131, 175, 181–184, 189, 190, 226, 231, 232, 243
- Inter-organizational information systems, 2, 25
- Italy, 3, 6, 17, 41–44, 46, 48, 49, 245, 247, 248, 250
- M**
- Medication management, 5, 13, 36, 39–41, 151, 154–157, 161, 164, 166
- Messaging, 13, 44, 66, 176, 177, 197, 237
- Municipality, 6, 41, 46, 50, 56, 76, 77, 82, 245–259
- N**
- National Health Service (NHS), 5, 36, 39, 50, 109, 110, 113–120, 123–126, 129–131, 136–139, 147, 245, 247, 248, 250
- National project, 231, 235, 238, 239
- Network, 3, 13, 19, 21, 25–27, 39, 43, 44, 61, 63, 74, 78, 85, 92, 93, 96, 103, 115, 116, 118, 120, 126, 174, 176, 177, 180, 194, 195, 217, 222, 235, 237, 239, 247, 248
- Norway, 3, 5, 17, 36, 37, 39, 41, 42, 44–50, 73–86, 156, 194–196, 199, 202, 203, 206
- P**
- Paper-based, 4, 15, 26, 30, 38, 55, 57, 58, 65–68, 96, 100, 115, 151, 154, 199, 205, 246, 248, 252, 255
- Patient Administrative Systems (PAS), 13, 217
- Patient-centered/patient-centred, 4, 20, 110, 144
- Patient medication records (PMRs), 115, 120, 155
- Patient-oriented eHealth platforms, 25, 30, 31, 35, 41–50
- Patient-oriented eHealth services, 3, 18–19, 21, 36, 41–43, 46, 49, 193
- Pharmacy(ies), 4, 14–17, 35–39, 41, 43, 46, 55–72, 74–82, 84, 85, 90–92, 95, 96, 98, 102, 103, 106, 110, 113–118, 120, 124, 125, 129, 133, 134, 145, 152, 156–163, 165, 166, 194, 211, 248–250

- Picture archiving and communication systems (PACS), 12–13
- Pilot, 17, 41, 42, 58, 64–66, 69–71, 75–84, 93, 94, 102, 110, 115–116, 151, 153, 157–166, 178–180, 184, 187–189, 198, 202, 237, 250
- Platform, 2–4, 6, 11, 12, 14, 19, 21, 25, 26, 30, 31, 35, 40–50, 74, 78–80, 84, 85, 115, 132, 165, 177, 185, 186, 188, 190, 193–207, 214, 226, 227, 230–232, 234, 235, 237–242
- Portal, 6, 19, 46–50, 71, 173–191, 196, 198, 200, 201, 203, 204, 206, 209–223, 225–244
- Practices, 3–6, 14, 19, 26, 28–31, 35, 37–41, 46, 55–57, 59, 62, 65, 67, 68, 71, 75, 84, 85, 89, 90, 92, 98, 103, 104, 106, 110, 111, 114–120, 123–126, 130–132, 135–138, 141, 143–145, 152, 155, 156, 158, 160–166, 183, 186, 194, 204–206, 209, 211, 230, 234, 237, 238, 246, 249, 251, 254–256, 258
- Prioritizing, 48, 137, 219, 221
- Process, 5, 6, 15, 22, 27–30, 35, 37–40, 45–49, 51, 58, 59, 67, 73, 80, 83, 96, 98–102, 104–106, 110, 115, 119, 120, 125, 130, 134, 135, 137, 141, 144–146, 152, 154, 155, 157, 158, 179, 184, 185, 188–190, 196, 197, 199, 204, 205, 213, 214, 221, 228, 230–232, 235, 237, 240, 242–244, 246, 251, 254, 256, 259
- Project, 16–18, 20–21, 26–29, 36–41, 45–49, 57–59, 61–64, 68, 69, 73–80, 82, 86, 89, 95, 98, 102, 110, 111, 115, 118, 131, 133, 140, 151, 153, 160–162, 164, 166, 176, 178, 185, 190, 195, 196, 198, 199, 201–203, 205, 207, 214, 217, 220, 221, 226, 230, 231, 233, 235, 237–240, 242–244, 246, 248, 250–257
- Q**
- Quality-of-care, 1
- Quality of service, 37
- R**
- Regulation, 6, 7, 14, 16, 22, 29, 31, 51, 56, 68, 70, 72, 83, 86, 91, 92, 100, 107, 121, 126, 147, 156, 161, 162, 164–167, 178, 186, 189–191, 205, 207, 209, 218, 223, 225, 244, 258, 259
- Reimbursement, 13, 17, 35, 83, 94, 96, 100, 101, 116, 154, 157, 159–161, 164, 165, 199, 205, 218
- Repository, 13, 16, 45, 96, 176, 177, 186, 214
- Rollout, 31, 39, 63–66, 69, 70, 83, 175, 179, 180, 187, 237, 242
- S**
- Scaling, 64, 82, 156, 161, 165, 183–188, 242
- Security, 13, 17, 47, 57, 63, 70, 71, 79, 91, 93–106, 176, 178, 185, 190, 198, 200–202, 206, 215, 230, 232, 233, 243
- Standardization, 28, 93, 125, 181, 238
- Stockholm, 42, 45, 226, 230, 232–235, 237–239, 242
- Strategy, 5, 29, 36, 38, 43, 47, 49, 68, 73, 84–86, 102, 120–122, 131, 177, 180, 181, 195–197, 200, 203, 205–207, 212, 215, 219, 226–228, 235, 238, 243
- Summary Care Record (SCR), 47, 73, 83, 84, 117, 118, 124, 125, 194, 198, 202
- Sweden, 3, 17, 42–50, 156, 226, 227, 230, 231, 235, 237, 239, 242–244
- T**
- Transformation, 4, 12, 22, 40, 49–51, 110, 126, 151, 152, 161, 164, 165, 174, 244, 247, 253
- U**
- Uncertainty, 4, 6, 27, 44, 48–49, 78, 131, 139, 143, 190
- United Kingdom (UK), 3, 5, 17, 36, 37, 39, 109, 110, 129–147
- Uppsala, 45, 239, 242
- V**
- Vendors, 5, 37–39, 41, 43, 45–47, 49, 57, 62–68, 71, 74–77, 79, 82–86, 114, 118, 119, 130, 132, 136, 139, 140, 142–146, 181, 185, 200, 201, 206, 213, 221, 225, 226, 230, 238–240
- W**
- World Health Organization (WHO), 11, 14, 17, 91, 227