



# SLOVENIAN EHEALTH SYSTEM



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# Background of Slovenian eHealth:

The project for digitalization of the Slovenian health care system (eHealth) was managed by the Ministry of Health of the Republic of Slovenia from 2008 to November 2015. It was one of the largest national information and communication technology (ICT) projects in the Slovenian history and was co-financed by the EU through the European Social Fund.

# Role of National Institute of Public Health:

- National Institute of Public Health (NIJZ) has taken over the governance of the eHealth project solutions on 1<sup>st</sup> of December 2015.
- NIJZ has taken over the governance of 20 national eHealth solutions, i.e. ePrescription, eReferral, eAppointment, Central register of patient data (CRPD), patient portal zVEM etc.

# Starting points:

- All eHealth solutions in Slovenia are implemented on the national level.
- All people living in Slovenia have a health insurance card. It is an official identity document of persons insured, issued by the Health Insurance Institute of Slovenia (ZZZS). The health insurance card also represents an official patient identifier for the use of eHealth solutions in Slovenia.

# eHealth is Centralised and accessible:

- Central platform for exchanging electronic health records.
- All public and private healthcare providers are obliged to participate.
- All authorized healthcare professionals can access the data at any point of care.
- Patients can access their eHealth data safely via web portal and mobile application zVEM, by means of electronic identification (national ID card, digital certificate or mobile ID).
- Parents can access the data on behalf of their minor children, legal guards have access to the data of their wards. Patients can grant and manage authorizations, allowing trusted persons to access their health data or act on their behalf.

# Greatest achievement:

- The most important achievement is the coverage of the entire population. No patients are left behind.
- Great example is implementation of EU DCP (digital covid certificate).
- Standardisation of data models and technical specifications enable interoperability of diverse and multi-vendor clinical information systems.

# Slovenian eHealth at a glance:

- up and running since 2015, full population coverage
- patient access: cca 550.000 registered users of patient web portal and mobile application zVEM, more than 750.000 connected persons.
- health professionals access: 2000 business users - public and private healthcare providers, 50.000 end users - health professionals
- central electronic health record exchange services, standard application programming interfaces (API)
- healthcare providers are free to chose clinical information systems: > 35 different local hospital information systems/electronic medical record systems

# Slovenian National eHealth solutions:

- **ePrescription**
- **eAppointment** and **eReferral**, waiting lists
- **Central Registry of Patient's Data** – national EHR platform
- **patient portal** and **mobile app zVEM** <https://zvem.ezdrav.si>
- **portal zVEMPlus** for healthcare professionals
- **eRCO** electronic vaccination registry
- **TeleRadiology**: exchange of digital images
- **TeleStroke**: telemedicine service for acute treatment of stroke

# Recovery and resilience facility by EU:

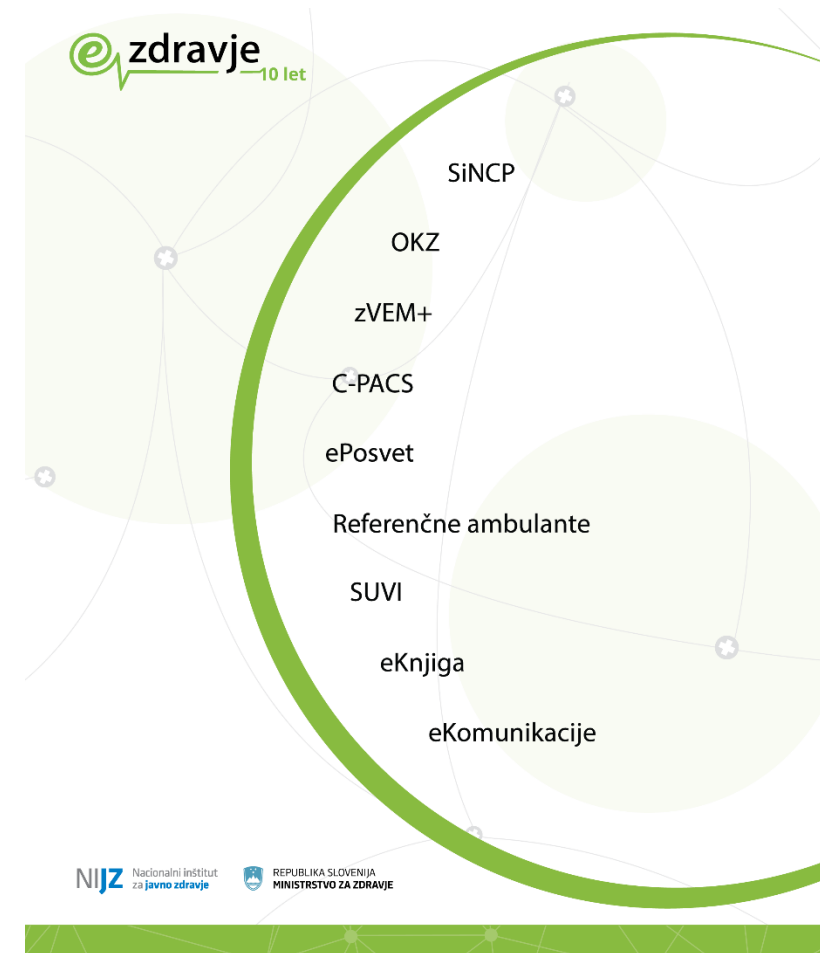
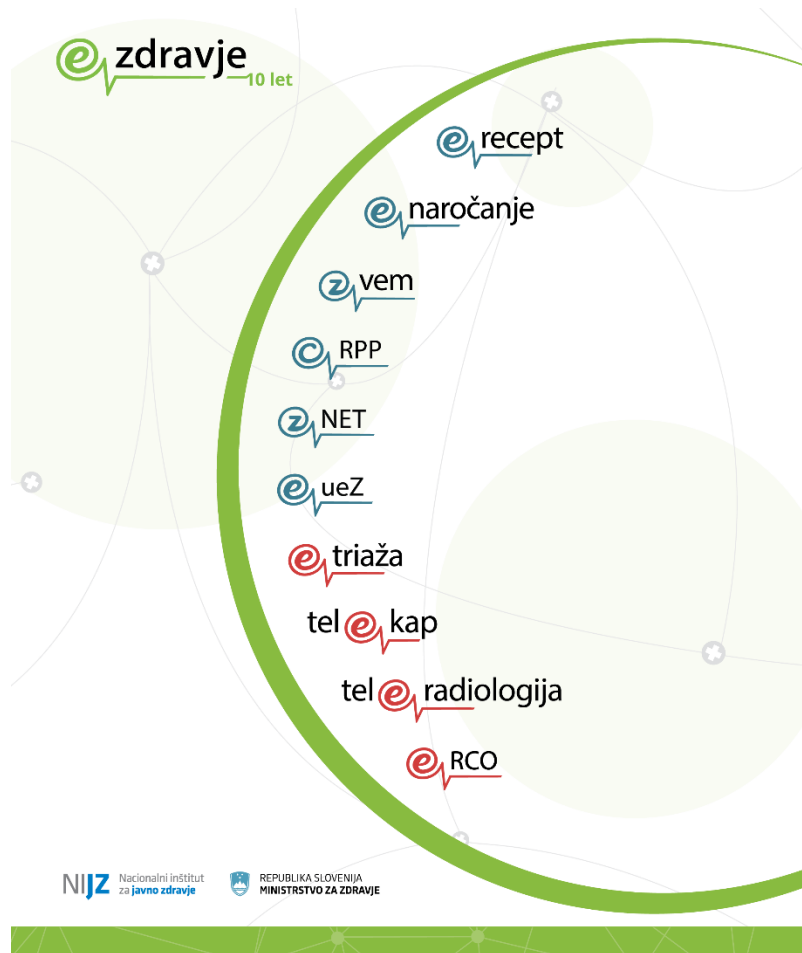
- **C-PACS (Central Radiology Server)**
- **eRecord (Pediatrics, Gynecology, Family Medicine, Dentistry, Home Nursing)**
- **Telehealth on zVEM**
- **Paperless Operations**
- **Robotization of Medicine Distribution**
- **Automation of Schedules in Clinics**
- **Central Medication Database**
- **Strategic Data Resources**
- **Information System for Dispatcher Services and Emergency Medical Services**

# 10 years of eHealth at NIJZ

<https://nijz.si/informatika-v-zdravstvu/ezdravje/10-let-ezdravja-v-sloveniji-digitalne-storitve-ki-vsak-dan-povezujejo-paciente-in-zdravstvene-strokovnjake/>

It has been exactly ten years since the National Institute of Public Health took over the management of national eHealth solutions, marking the beginning of a period of accelerated digitalization of the Slovenian healthcare system. Since December 1, 2015, eRecept, eNaročanje, CRPP, and the zVEM portal have become an indispensable part of healthcare delivery, used every month by millions of patients and thousands of healthcare professionals.

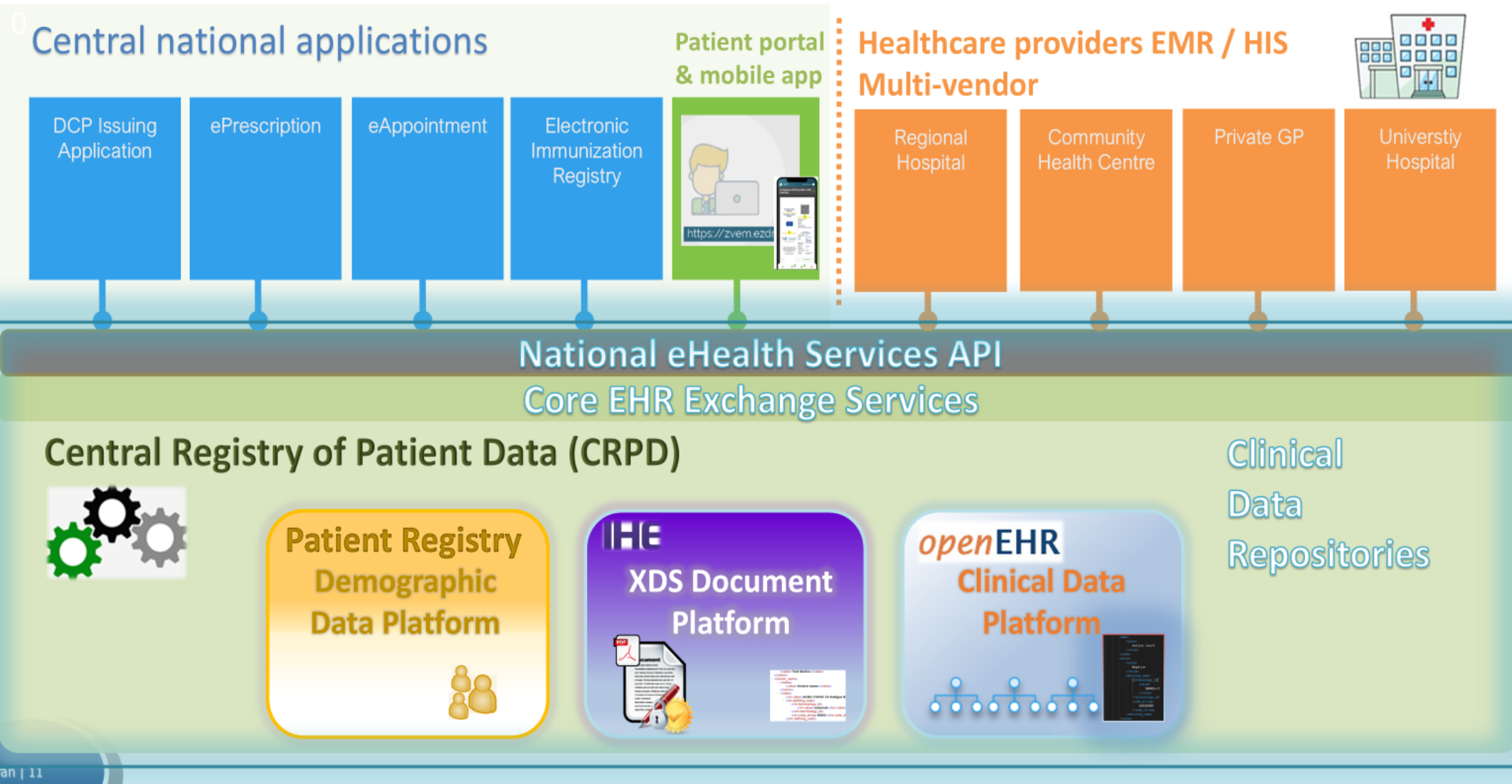
# 10 years of eHealth at NIJZ



# National eHealth solutions and infrastructure:

- **eHealth users database**
  - based on **National Registry of Healthcare Providers and Professionals**, data on professional's qualifications and employment status
- **secure network zNET and cybersecurity monitoring center**
  - dedicated communication network (WAN)
  - active monitoring and safeguarding 24/7/365
- **hardware infrastructure and data centres**
  - 2 data centers, hosted by Ministry of Public Administration
  - eHealth data is kept on the territory of Slovenia
- **helpdesk** call center for eHealth users

# Slovenian eHealth services

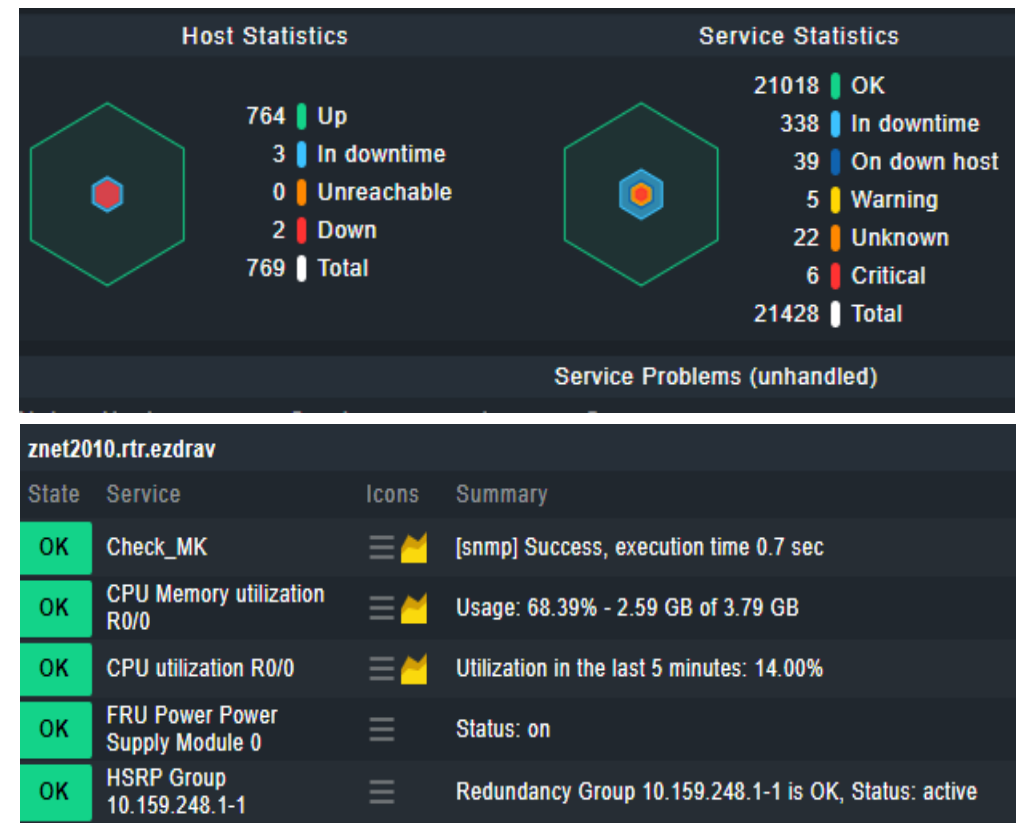


# Baseline building blocks:

- Secure and reliable ICT infrastructure
- Identity management
- Authentication and authorisation

# Monitoring and securing ICT infrastructure:

- Ensuring continuity and availability (99.95)
- Secure communication network
- > 750 devices
- > 21.000 services
- 24/7/365
- Notification and alarming
- Resolving 2000 incidents / year



# Personal identification management:

## Patient identification in eHealth

- health insurance number; electronic health insurance cards issued by Health insurance institute, or
- citizen ID; central register of the population

## Health professional identification

- health professional ID (registry of healthcare providers and professionals)
- health insurance number

# Registry of healthcare providers and professionals:

- **Registry of healthcare providers and professionals**
- **all public and private healthcare providers (legal persons) are obliged to register**
  - healthcare provider's ID
- **all health professionals (natural persons) are obliged to register**
  - professional qualifications (medical doctor, dentist, nurse, pharmacist, etc.)
  - healthcare providers need to register all health professionals, health professional ID is linked to the ID of healthcare providers
  - single health professional may work at different healthcare providers
  - healthcare activity types; practice settings assigned to health professional at a given healthcare provider (emergency care, internal medicine, general practice etc.)

# eID – implementation in eHealth:

- digital certificates, mobile ID (SMS-pass) and electronic ID are available to all citizens (<https://www.si-trust.gov.si/sl/>)
- **patient access** to their records
  - digital certificate, mobile ID or personal ID card (eIDAS notified)
- **health professional access:** digital certificates
  - Health insurance institute is issuing professional cards with 2-step authentication (6 digit PIN)
  - eHealth services are only accessible upon to health professionals that are actively employed by registered healthcare providers and are in possession of an eID
- Future plan: common use of personal ID card in healthcare

# eHealth users database (security scheme):

- eID linked to personal identifiers; patients, health professionals
- Link to Registry of healthcare providers and professionals
  - Organisations – healthcare providers
  - Active employments and professional qualifications of health professionals
- Link to Health insurance institute database
  - Assignment of some specific user roles for ePrescription, eAppointment (e.g. authorisation for issuance of ePrescriptions, eReferrals)
- Automatic assignment of user roles where applicable (for the given application, role)
  - E.g. All doctors have access to CRPD/ Patient Summary, doctors with certain practice settings can access other documents
- Administrative assignment of user roles on an individual basis
  - Administrator appointed by healthcare provider, NIJZ as master administrator



# Audit trail – transaction log:

Filter

Action   Document type  Document title

Document unique id  Referral unique id  Encounter unique id

From  at  To  at  Patient id  Class code

Context

Organisation  User id  Class code  Outcome code from  to  Duration from  to

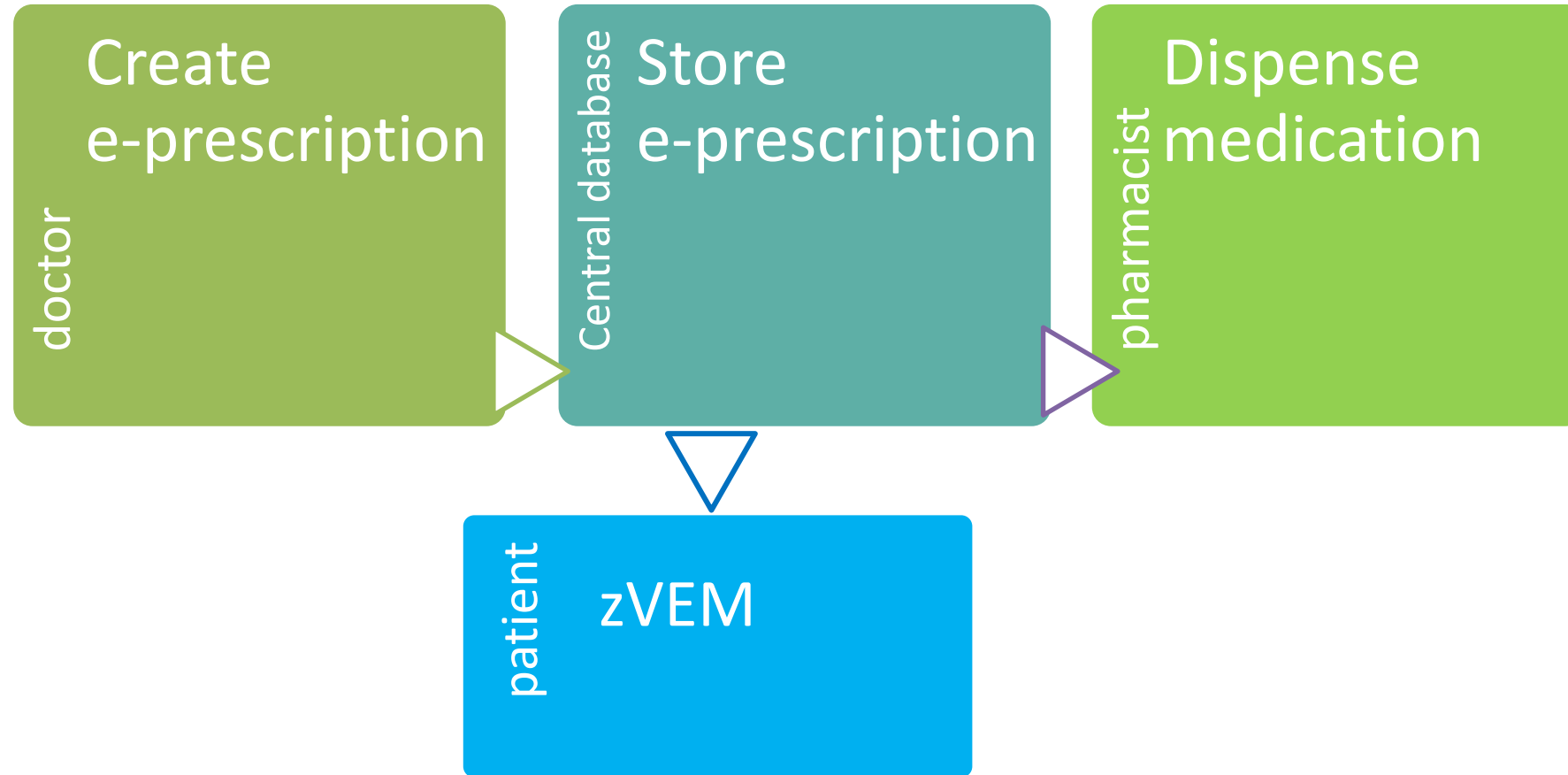
Export limit

Date	Event	Patient id	Document id	Organisation	Outcome	User id	User	Application	Duration
04.09.2023 09:04:16	queryDocuments@lhAdapter	903000665@KZZ		08051   UKC MARIBOR	251	13893@BPI	M05255 (ZAVAROVANEC OSEBA106)	Medis (Pinna d.o.o.)	86ms
04.09.2023 09:02:06	queryDocuments@lhAdapter	903000665@KZZ		08051   UKC MARIBOR	251	13893@BPI	M05255 (ZAVAROVANEC OSEBA106)	Medis (Pinna d.o.o.)	66ms

# ePrescription:

- ePrescription and eDispensation
- 14 mio e-prescriptions / year
- 2,7 mio transactions / month
- Interactions and contraindications

# ePrescription process:



# Interactions – example:

## Poročilo o interakcijah

Št.	1. ZDRAVILO	2. ZDRAVILO	OT	OPIS
Int.	ŠIFRA NAZIV	ŠIFRA NAZIV	T I	NASTOP
1	031747 Marevan 3 mg tbl. 100x	086584 Femoden 0,03 mg/0,075 mg obl.tbl. 21x	D	
2	031747 Marevan 3 mg tbl. 100x	042706 Ketonal 100 mg film.obl.tbl. 20x	D	

### OCENA TVEGANJA:

- A - ni interakcije
- B - ni potrebne spremembe
- C - spremljajte terapijo
- D - spremenite terapijo
- X - kontraindikacija

### JAKOST INTERAKCIJE:

- BELA - zanemarljiva (W)
- RUMENA - majhna (Y)
- ORANŽNA - zmerna (O)
- RDEČA - velika (R)

### OCENA ZANESLJIVOSTI:

- 25% - slaba
- 50% - dobra
- 75% - zelo dobra
- 100% - odlična

### 1. INTERAKCIJA [031747 Marevan 3 mg tbl. 100x – 086584 Femoden 0,03 mg/0,075 mg obl.tbl. 21x] [D]

Lexi-Comp Interaction Monograph

**Title** Vitamin K Antagonists / Contraceptives (Estrogens)

**Risk Rating** D: Consider therapy modification

**Summary** Contraceptives (Estrogens) may diminish the anticoagulant effect of Vitamin K Antagonists. In contrast, enhanced anticoagulant effects have also been noted with some products. **Severity** Moderate **Reliability Rating** Good

**Patient Management** It is generally accepted that concomitant therapy with estrogen-containing contraceptives and coumarin derivatives should be avoided in order to eliminate the risk of thromboembolic disorders. If a coumarin derivative must be used in a patient desiring effective birth control, methods other than combination contraceptives should be used (i.e., nonhormonal). If concomitant therapy is used, diligently monitor for changes in coagulation status when the contraceptive is added or discontinued, or either agent is changed in dose.

**Vitamin K Antagonists Interacting Members** Acenocoumarol, Warfarin

**Contraceptives (Estrogens) Interacting Members** Ethinyl Estradiol\*, Mestranol\*

\* Denotes agent(s) specifically implicated in clinical data. Unmarked agents are listed because they have properties similar to marked agents, and may respond so within the context of the stated interaction.

**Discussion** The clearance of single doses of phenprocoumon was increased 7 in 7 women receiving oral contraceptives compared to matched controls receiving no oral contraceptives.<sup>1</sup> The

**Interakcije**

Dodaj    Briši

Šifra	Naziv	Status
118362	Medikinet MR 30 mg trde kaps.s prirej.sprošč. 30x	OK
007927	Depakine chrono 300 mg tbl.s podaljš.sprošč.100x	OK
001384	Aspirin protect 100 mg gastrorezist.tbl. 30x	OK
007943	Depakine chrono 500 mg tbl.s podaljš.sprošč.30x	OK
055468	KEPPRA 500 mg film.obl.tbl. 60x	OK
INN	** Nelastniško ime	OK
036153	Haldol 2 mg tbl. 25x	OK

**Ocena tveganja (T)**

A - ni interakcije  
 B - ni potrebne spremembe  
 C - spremljajte terapijo  
 D - spremenite terapijo  
 X - kontraindikacija

**Izbrana stopnja tveganja**

A   B   C   D   X

**Jakost/zanesljivost (Z)**

- zanemarljiva  
 - majhna  
 - zmerna  
 - velika

25% - slaba  
 50% - dobra  
 75% - zelo dobra  
 100% - odlična

1. zdravilo		2. zdravilo		Interakcija		
Šifra	Naziv	Šifra	Naziv	T	Z	Nastop
057517	Helex 0,5 mg tbl. 30x	029971	ZALASTA 10 mg tbl. 28x	X		
<i><b>Povzetek</b> OLANzapine may enhance the adverse/toxic effect of Benzodiazepines.</i>						
036153	Haldol 2 mg tbl. 25x	072508	REGLAN 1 mg/ ml peroral.razt. 120 ml	X		
<i><b>Povzetek</b> Metoclopramide may enhance the adverse/toxic effect of Antipsychotics.</i>						
029971	ZALASTA 10 mg tbl. 28x	072508	REGLAN 1 mg/ ml peroral.razt. 120 ml	X		
<i><b>Povzetek</b> Metoclopramide may enhance the adverse/toxic effect of Antipsychotics.</i>						
018023	Aspirin protect 300 mg gastrorezist.tbl. 30x	059765	Naklofen duo 75 mg kaps. 20x	D		
<i><b>Povzetek</b> NSAID (Nonselective) may enhance the adverse/toxic effect of Salicylates. An increased risk of bleeding may be associated with use of this combination. NSAID (Nonselective) may diminish the cardioprotective effect of Salicylates. Salicylates may decrease the serum concentration of NSAID (Nonselective).</i>						
072907	Aspirin protect 100 mg gastrorezist.tbl. 100x	059765	Naklofen duo 75 mg kaps. 20x	D		
<i><b>Povzetek</b> NSAID (Nonselective) may enhance the adverse/toxic effect of Salicylates. An increased risk of bleeding may be associated with use of this combination. NSAID (Nonselective) may diminish the cardioprotective effect of Salicylates. Salicylates may decrease the serum concentration of NSAID (Nonselective).</i>						
018023	Aspirin protect 300 mg gastrorezist.tbl. 30x	042706	Ketonal 100 mg film.obl.tbl. 20x	D		
<i><b>Povzetek</b> NSAID (Nonselective) may enhance the adverse/toxic effect of Salicylates. An increased risk of bleeding may be associated with use of this combination. NSAID (Nonselective) may diminish the cardioprotective effect of Salicylates. Salicylates may decrease the serum concentration of NSAID (Nonselective).</i>						

OK    Draagle    PD

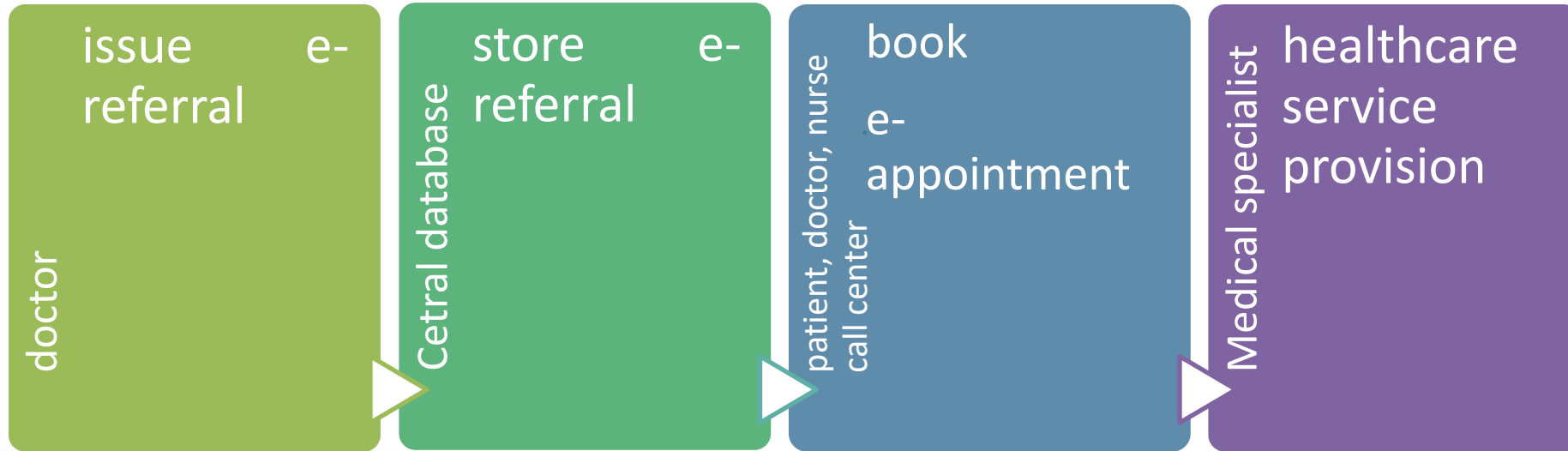
# eAppointment:

- eReferral, eAppointment and online booking
- waiting lists
- always hot political topic
- key performance indexes: proposed waiting time, actual waiting time, number of patients over acceptable limit

# eAppointment goals:

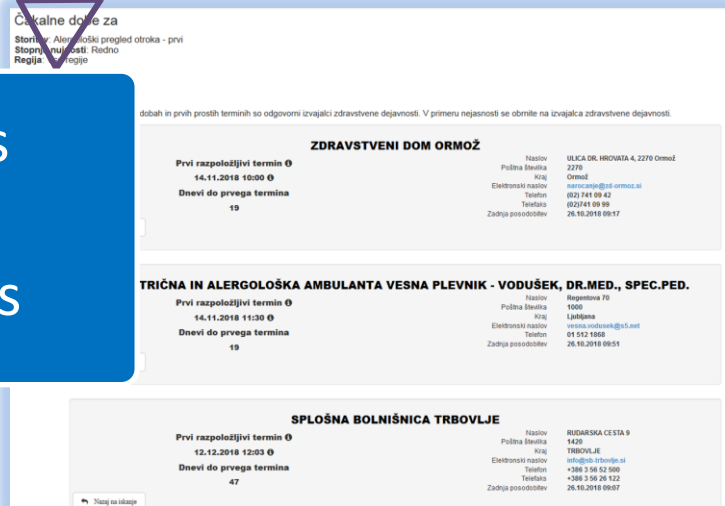
- **Capacity and accessibility monitoring**
  - Gatekeeping system by health insurance rules; general practitioners referring to medical specialists; increasing demand, limited capacities
- **Digitalization of documents and processes**
  - Paperless referral
- **Healthcare providers announce healthcare service types and timeslots (appointments)**
- **Digital booking of appointments via a central national application**
  - Healthcare providers are obliged to report booked appointments per healthcare services
- (Average) waiting lists are calculated

# eAppointment process:



patient  
zVEM

Waiting lists  
Healthcare  
service types



<https://narocanje.ezdrav.si>

<https://cakalnedobe.ezdrav.si>

# Healthcare service types:

- **Unified coding standard on a national level**
- <https://www.nijz.si/sl/podatki/sifrant-vrst-zdravstvenih-storitev-vzs>
- Purpose: standardisation of services
- Waiting lists reporting on a daily basis
- Patient online booking enabled where appropriate (> 700 healthcare service types)
- **Waiting times calculated** for > 1.900 health service types
- **Healthcare providers are responsible for the accuracy of data**

# Central Registry of Patient Data (CRPD):

- Store and exchange of **Electronic Health Records (EHR)** on a national level
- Diverse healthcare provider's information systems connected via standardized **IH Adapter API** performing document management operations
- Building blocks orchestrated by the central CRPD application
  - **IHE Document Platform**: Structured (xml) and unstructured (pdf) documents, digitally signed
  - **OpenEHR platform**: Management of structured EHR, clinical data
  - **Demographic platform**: Patient Registry connected to Central population registry, enriched with health insurance data
- Baseline standards: [Integrating the Healthcare Enterprise \(IHE\)](#) , [openEHR](#)

# CRPD content – documents:

- List of document types: [https://sifranti.nijz.si/CRPP/?sif=CRPP\\_TD](https://sifranti.nijz.si/CRPP/?sif=CRPP_TD)
- Unstructured pdf documents: specialist's reports, hospital discharge letters, laboratory results, digital imaging reports
- Structured xml documents: Patient Summary, eReferral & eAppointment, Covid test results
- Documents affecting access policies: patient consent, prohibition to access Patient Summary, emergency access note
- Patient declarations, advance directives: informed refusal of medical treatment, power of attorney

*Note: eDispensations are transferred from ePrescription (recorded directly to the OpenEHR server). Similarly, appointment records are recorded directly via eAppointment system)*

# Patient Summary (PS) – structured and coded

## Patient Summary sections

- Allergies and adverse effects
- Vaccination records
- Dispensed medications
- Diseases and conditions
- Medical procedures
- Pregnancy (due date)
- Implants

### • Alergije in ostale preobčutljivosti

**59037007** | Preobčutljivost za zdravilo

Datum	Manifestacija	Ime alergena
01.01.2000	angioedem	Hiconcil 250 mg/5 ml prašek za peroralno suspenzijo

Terminology  
standard  
SNOMED CT

### • Bolezni in stanja

**E10** | Insulin-dependent diabetes mellitus

Datum	BPI	Zavod
20.01.2017	10321	ZD Kamnik
20.01.2017	10321	ZD Kamnik

International  
Classification  
of  
diseases  
MKB ICD -10-  
AM

**K35** | Akute Appendicitis

Datum	BPI	Zavod
04.03.2015	10321	ZD Kamnik

# CRPD documents and data - governance and access rules:

## Documents - IHE

- Common [Rules on authorizations for data processing in CRPD](#) based on original document metadata
- Data access controlled via
  - On-Demand documents
  - Middleware eHealth Applications
- Healthcare providers have generic access to documents but no direct access to data

## Data - Open EHR

- Specific analytical reports
- Export bulk / statistical data
- Dedicated APIs / services: Immunization registry, Covid registry, DCC issuing application
- Individual queries on request
- Selective data access according to stakeholder - specific legal base and technical infrastructure

# Restrictive legal base for health data processing:

**Personal data protection is a constitutional right** (Constitution of the rep. of Slovenia, Art .38)

**Current legal base:** [Healthcare databases Act](#) (2015)

**Law is a mandatory legal base for public sector;** [Personal data Protection Act](#)

**Patient consent is not an adequate legal base** for processing health data unless explicitly stipulated by law *for the respective database*

**Legal definitions of healthcare databases are content specific;** explicit description of *data items* collected *per database*; [Healthcare databases Act](#)

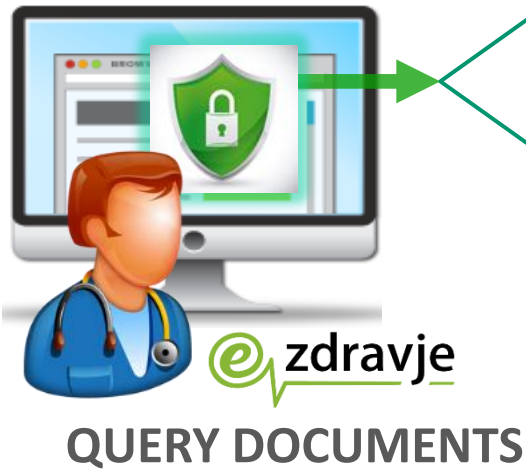
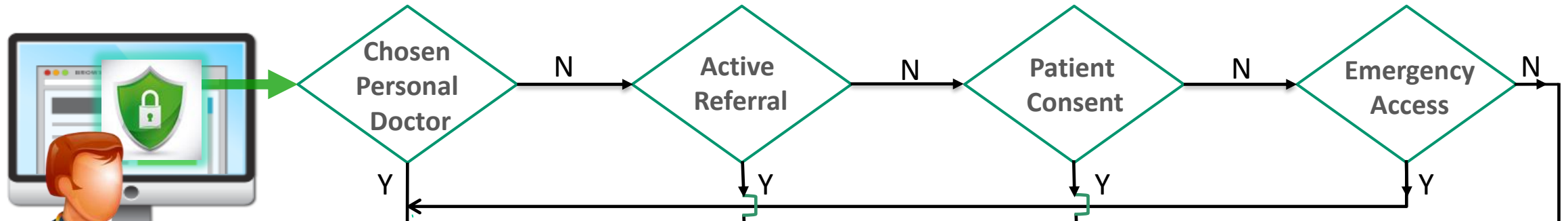
Legal definitions of healthcare databases are **purpose specific;** explicit description of eligible purpose and eligible users;

Specific **data subjects** and eligible **users (processors)** are defined *per database*

**Data exchange between databases (linking) not allowed** unless explicitly stipulated by law *per database and data element*

Restrictive subordinate regulation [Rules on authorisations for data processing in the CRPD](#), [Rules on the prohibition of access to Patient Summary](#)

**New Digital Health Act** [Healthcare Digitalisation Act](#) (2025)



# CRPD Lawful Access Control

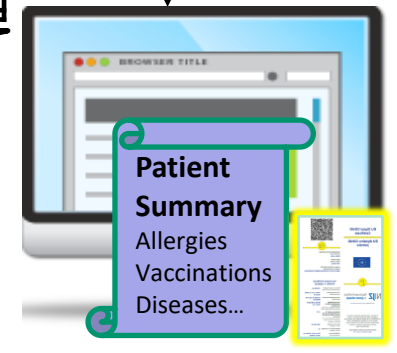
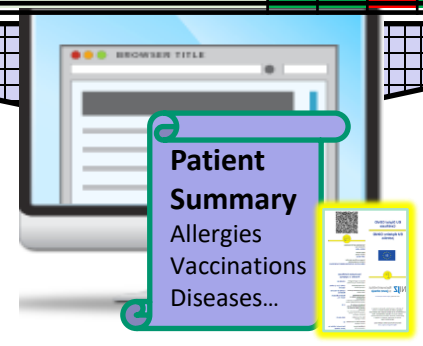
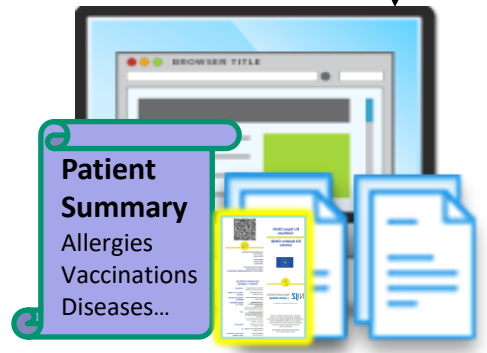
UNRESTRICTED ACCESS

Central Registry of Patient Data  
 Authorisation Matrix on Access to Medical Documentation  
 QUERYING DOCTOR'S PRACTICE SETTING

DOCUMENT AUTHOR'S PRACTICE SETTING*	Abdominal Surgery	Anaesthesiology, Intensive	Gynaecology, Obstetrics	Dental Medicine	Microbiology	Dermatovenerology	General Practice	Psychiatry	.....
Abdominal Surgery	Green	Red	Green	Green	Green	Green	Green	Green	Green
Anaesthesiology, Intensive Care	Green	Green	Red	Green	Green	Green	Green	Green	Green
Dental Medicine	Green	Green	Green	Green	Green	Green	Green	Green	Green
Psychiatry	Green	Green	Green	Green	Green	Green	Green	Green	Green
General Practice	Green	Green	Green	Green	Green	Green	Green	Green	Green
Internal Medicine	Green	Green	Green	Green	Green	Green	Green	Green	Green
.....	Green	Green	Green	Green	Green	Green	Green	Green	Green

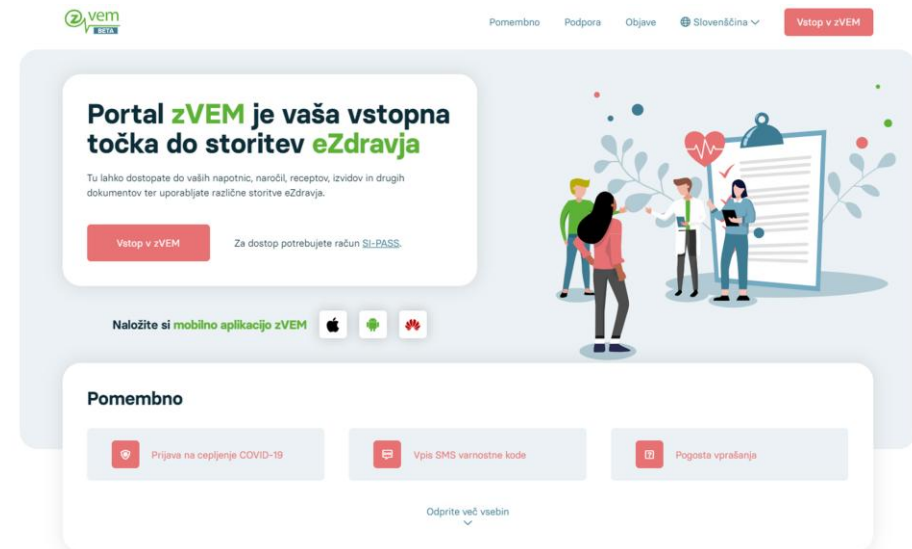
DOCUMENTS COMPLIANT WITH AUTHORISATION MATRIX

PATIENT SUMMARY



# Patient portal zVEM:

- <https://zvem.ezdrav.si>
- patient portal
- mobile application
- secure access to eHealth services
- patient's data stored in eHealth databases



# Mobile zVEM

Naložite si mobilno aplikacijo zVEM



Mobile app available for iOS, Android, Huawei

Communication features enabling direct and secure interaction between patients and healthcare providers. Patients can receive notifications, messages, and important health-related information through the portal.



# Patient portal zVEM content

- ePrescriptions and dispensations
- eReferrals and on-line booking of eAppointments
- Central Registry of Patient Data
  - patient summary, hospital discharge letters, examination reports, microbiology reports, digital imaging reports, etc.
  - advance directives, patient consent
- link to health insurance database (ZZZS)
  - eBOL (sick leave report), past insurance payments

# zVEM patient portal features:

Proxy access for parents of minor children and legal guards for their wards. Patients can grant and manage authorizations, allowing trusted persons to access their health data or act on their behalf.



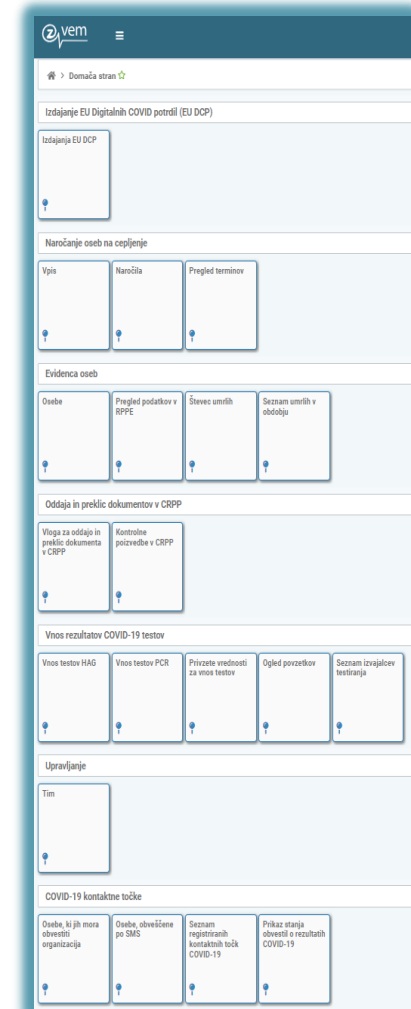
Access to audit trail.

The screenshot shows the 'Insights into data' interface with search filters and a table of audit events.

Date and time	Application	Organization	Operation	Event description
14.07.2023 23:03:58	IhAdapter	ZVEM	queryDocuments	Poizvedba po dokumentih
14.07.2023 23:03:58	IhAdapter	ZVEM	queryDocuments	Poizvedba po dokumentih
14.07.2023 23:03:58	IhAdapter	ZVEM	queryDocuments	Poizvedba po dokumentih
14.07.2023 23:03:49	IhAdapter	ZVEM	queryDocuments	Poizvedba po dokumentih
14.07.2023 23:03:49	IhAdapter	ZVEM	queryDocuments	Poizvedba po dokumentih
14.07.2023 23:03:49	eNarocanje	ZVEM	GetAppointmentsForPatient	Izpis seznama eNaročil
14.07.2023 07:46:26	IhAdapter	00131 - ZDRAVSTVENI DOM NOVA GORICA	replaceWithSignedDocument	Nova različica dokumenta
14.07.2023 07:45:45	IhAdapter	00131 - ZDRAVSTVENI DOM NOVA GORICA	storeSignedDocument	Posredovanje (shranjevanje) dokumenta
14.07.2023 07:40:47	IhAdapter	00131 - ZDRAVSTVENI DOM NOVA	retrieveDocument	Vpogled v dokument Referral 2023050500289

# Portal zVEMPlus for health professionals:

- <https://zvem.ezdrav.si/plus>
- accessible within secure network zNET
- authorised users only, eID (digital certificate)
- internal applications for National Institute users
- free applications for health professionals
  - recording of covid-19 test results, booking of vaccination appointments,
  - issuance of DCC, **pharmacy consultations note (seamless care)**



# Key challenges – (non) participation:

- Not all healthcare providers are (fully) participating.
- Messages to justify inadequate participation:
  - I can't access the data that I need and am entitled to.
  - There is no data there for me to use, because others are not providing it.
  - I have no clear instructions who needs to record allergies. Is it GP or alergologist?
  - I have no time to record / read the EHR.
  - I (private doctor) have no money to integrate with eHealth.
  - Data protection and security risks are unacceptable, patient - doctor confidentiality is sacred, other doctors aren't to be trusted and aren't entitled to see my documents.

# Challenges in digital health:

- rigidity of the healthcare sector
- changes are extremely difficult to implement
- health professionals must take time for EHR recording
- recording structured and coded data is an additional and unwelcome task
- factual complexity and instability of the scope
- Health status of a human being is difficult to describe in a “machine readable” manner.
- Treatment methods and processes are constantly evolving (scientific findings, diagnostic methods, therapies,...). Structures and coding standards are constantly evolving >> rapidly changing requirements for ICT applications

# Challenges in digital health – regulation:

- Healthcare sector is highly regulated, national customizations of ICT systems are required (organization, reimbursement, etc.).
- Interpretation and implementation of GDPR and national data protection regulations in healthcare sector.
  - challenging balance of legal rights and obligations of patients, healthcare providers health professionals, public health authorities
  - interactions with other regulations need to be considered
- *Regulation on European Health Data Space*
  - *expected to facilitate standardization of EHR and harmonized mechanisms for primary and secondary use in EU*

# Key challenges in Slovenian eHealth:

- **extreme** shortage of human resources in healthcare and ICT
  - critical shortage of doctors, nurses and administrative workforce
  - comparing to other sectors, healthcare is unattractive for ICT professionals
- lack of content-specific digital health competences
  - expertise in business rules pertinent to EHR recording and processing
  - expertise for standardization of clinical content; structured reports and discharge letters, laboratory test coding, SNOMED-CT application, etc.
- adopting and enforcing standards
  - even if standards exist, adoption and enforcement is challenging

# Closing remarks:

- Considerable results are achieved with very modest financial and human resources.
- Slovenian eHealth is built on a sound, comprehensive, inclusive and sustainable infrastructure.
- There is a solid foundation for accelerated development and expansion of digital health in Slovenia.
- **New RRF funded digital solutions to be adopted into eHealth ecosystem in 2026.**