



## Begoña Otalora Ariño

<p><b>Presentation of the Speaker</b></p>	<ul style="list-style-type: none"> <li>-Graduated in law from Deusto University (1989)</li> <li>-Master in Legal Business Consultancy from Deusto University (1990)</li> <li>-Diploma in Legal Practice from Deusto University's School of Legal Practice (1990)</li> <li>-From 1990 to 1999 held a number of positions in the Basque government such as head of Administration and General Services.</li> <li>-Since July 1999 has been the director of Services and Finance in the Basque Department of Health.</li> <li>-Since 1999 has been a board member of the Osakidetza (Basque Health Service) and the EJIE (the Basque Government's Information Society).</li> <li>-Delegate for the Basque Country on the Board of the Spanish Health-IT Association.</li> <li>-Has spoken at a number of ICT and eHealth conferences and congresses.</li> </ul>
<p><b>Institution / Organization represented</b></p>	<p>The Basque Government Department of Health</p>
<p><b>Thematic Workshop</b></p>	<p>Thematic Workshop 4: eHealth 10 November 2005: 15.00 – 16.45</p>
<p><b>Title of the presentation</b></p>	<p>eHealth Strategies in Euskadi</p>



<b>Executive summary of the presentation</b>	<p>The relationship between government and the general public has developed from face-to-face contact restricted to specific times and places to an electronic relationship that citizens can engage in 24 hours a day.</p> <p>Instead of having to go to a counter for certain enquiries and procedures we can now carry them out online. It is for this reason that we must bring in online public services such as electronic eHealth services.</p> <p>The introduction of information and communication technologies to health services has undoubtedly contributed to improving quality of service to users and the efficiency of health institution management systems, opening up a broad range of opportunities in the process.</p> <p>Objectives in terms of the promotion and development of the Information Society in the Basque Health System focus on both the internal relationships between the system's professionals and on relationships with patients and the users of the service. These objectives can be reached by introducing new technologies into the service's infrastructure as well as information systems and systems developing services and contents.</p> <p>The main initiatives implemented by the Basque Government in this area are as follows:</p> <ul style="list-style-type: none"><li>-The electronic health card</li><li>-Electronic medical records</li><li>-The electronic prescription</li><li>-The health portal</li></ul>
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