



Improving availability of medical information and counseling

MEDINF

Priority 3 Promotion from people to people cooperation

Measure 3.1 Development of local initiative, increasing administrative capacities of local and regional authorities



Short summary of the project

The Project aims to increase the availability of medical advice via telephone, internet and other means by using ICT solutions (algorithm-based counseling software and Counseling Centre) in the border areas of Estonia and Russia. In Estonia, new forms of medical counseling via internet and other means will be developed. In Russia, the medical consultation system will be developed and launched, consisting of the following modules:

- ✚ counseling via telephone
- ✚ counseling via internet
- ✚ other means.

Overall objective

Medical counseling services are effectively and efficiently available for clients in border areas in Estonia and Russia. The concrete benefits of the developed service are:

- ✚ Gives each individual irrespective of their social status, financial condition or physical location the feeling of security, as medicinal consultative aid is guaranteed 24/7
- ✚ Gives primary consultative health care to persons without medical insurance as well
- ✚ Decreases the work-load of family doctors and specialist doctors
- ✚ Guarantees readiness for crises and epidemic situations
- ✚ Optimizes the work-load of rescue services and emergency aid by more than 50%

Specific objective

In Estonia, new forms of medical counseling via internet and other means will be developed.

In Russia, the medical consultation system will be developed and launched.

Quality medical counseling services are created in the target regions.

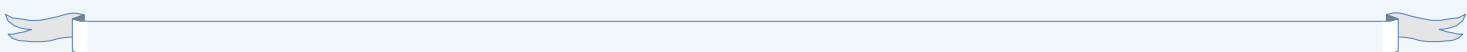
New (remote) workplaces will be created to back up the service.

Beneficiary

Estonian Advice Centres (North-East Estonia)

Partners

- **Kohtla-Järve Town Government** (Estonia)
- **St.Petersburg State University of Information Technologies, Mechanics and Optics** (Russia)
- **Medical Centre "Healthy World"** (Russia)
- **Municipal Institution of Health Care: Station of Emergency Service of Pskov** (Russia)





Expected results

- ✚ **Increased awareness** about medical consultation opportunities in border areas of Estonia and Russia. Dissemination activities are organized and the results of the Projects are widely known and used both in Estonia and in Russia.
- ✚ **Conception** for modification of **medical counseling** via internet and other means. In Estonia 2-3 new forms of ICT counseling developed. In Russia new form of counseling via phone established;
- ✚ **Database** of Russian-language algorithms created and ready for use (for Russia ca 1000 algorithms are adapted and the software for using it is functional);
- ✚ **Service programme** is online and linked with relevant medical institutions;
- ✚ **Counseling centres** ready for work & piloted in Estonia and Russia;
- ✚ The use new forms of medical counseling has a strong positive impact on **diminishing sick-leave days** in border areas, as the professional services are easily and quickly accessible to clients. As a consequence the GDP of cross-border areas will be higher thanks to the fact that **workforce is healthier**;
- ✚ The long term impact is that new forms of services (phone counseling in Russia and new forms of using ICT means in Estonia) will help to **diminish the medical expenses and working time** at a family doctors /general practitioners level, as a consequence it enables to use more resources at special doctors and hospital level.

Final beneficiaries

- ✚ Residents of North-Eastern and South-Eastern Estonia (ca 500 000 residents)
- ✚ Residents of St. Petersburg, Leningrad and Pskov Regions (ca 2 000 000 residents)
- ✚ Medical counseling service providers (advisors) in both countries
- ✚ Experts in the field of health care and ICT

Duration

27 months

Budget

Total budget: **333 330,00** EUR

Programme co-financing: 299 997,00 EUR (90%)

Project co-financing: 33 333,00 EUR (10%)

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