


DIGITAL HEALTH FOR ALL

Pocket Guidebook





We've compiled key digital health resources tailored for the region. Publications are divided into **5 categories**:

Guide

Case Study

Databases & Dashboards

Tools

Research

Each page includes a short description, **QR code to access the publication**, and what languages are available.



IDB Health Sector Framework for Development

IDB financing is guided by policies and frameworks. Learn about our Health Sector Framework for Development, which includes key challenges, evidence, lessons learned and IDB's lines of action for the region here:



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PAHO Publications

Discover the regional policies and principles approved by the countries of the Americas:

CE168/10 - Roadmap for the Digital Transformation of the Health Sector in the Region of the Americas



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8 Guiding Principles for Digital Transformation of the Health Sector - A Call to Action in the Americas



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Guide

The Golden Opportunity of Digital Health for Latin America and the Caribbean

If home building were like healthcare, everyone would work with different blueprints with little coordination. To overcome this, IDB prepared an integrated blueprint showcasing five years of work in the region to help countries build their digital strategies based on best practices.

Check out practical guidance and tools here:



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Interactive Version

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Guide

Going Beyond Normal Challenges for Health and Healthcare in Latin America and the Caribbean Exposed by COVID-19

The study concludes with reflections on how the pandemic has altered health policy recommendations for the region, generating a greater sense of urgency to make progress on long-standing agendas such as eliminating fragmentation, integrating care, and pursuing digital transformation while reordering priorities toward investments in emergency preparedness, disease surveillance, resilience, and self-sufficiency.



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Guide

Time for an Upgrade: Using Digital Interventions to tackle Non-Communicable Diseases

Are there digital health investments that governments can make today to curb the growth of NCDs and start countries on the path to sustainable digital transformation? In this guide, we focus on vertical or stand-alone digital health applications that have demonstrated effectiveness in reducing some of the region's greatest burdens of disease: cardiovascular diseases, diabetes, and depression.



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Guide

Governance for Digital Health: The Art of Health Systems Transformation

Governance of digital health directs quality improvement, efficiency and effectiveness of the health system. The triple burden of disease (non-communicable diseases, infectious diseases and external factors); fiscal and financial sustainability; and the need for improved effectiveness and quality of healthcare all require profound changes to the health system that are essential for digital transformation. This document delivers a framework and a discussion on how to analyze and implement governance schemes for digital health.



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Guide

Future State and Critical Success Factors for Digital Health Transformation

What will healthcare be like in your country in the future? What digital tools do you need to support that vision? Read about IDB's methodology to identify and agree on a future vision for the health ecosystem, through in-person or virtual workshops. Build an overarching vision of the future, identify the activities required to achieve this vision, and map out processes to make it a reality. Start here:



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Guide

Regulatory Framework for Telemedicine: Current Status and Next Steps

Did your country deploy telehealth services during the COVID-19 pandemic? Currently, only 13 countries in the region have regulations that enable telemedicine services.

Learn about key areas to consider for legal frameworks for telehealth and the current state of the region here:



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Guide

Regulatory Frameworks for Digital Health in Latin American and the Caribbean - Electronic Health Records: Progresses and Next Steps

To drive digital transformation of health systems, we need strong legal frameworks that guarantee safe transit of digital solutions and data exchange. One key area is regulation for Electronic Health Record Systems.

Check out the regional framework and state of the region here:



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Guide

Protecting Digital Health - A Cybersecurity Guide for the Healthcare Sector

The healthcare industry is the sector most vulnerable to cybersecurity attacks. Protected Health Information (PHI) fetches the highest price of all types of data on the black market, with values tens of times higher than other data like credit card numbers. But it only takes 7 steps to implement effective, efficient and sustainable cybersecurity at your organization. The first step is to scan this (secure) QR code to learn more:



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Guide

Electronic Health Record Systems: Definitions, Evidence, and Practical Recommendations for Latin America and the Caribbean

What should an electronic health record do? How is it defined in your country?

Learn about what features an electronic health record system must have in order to improve quality and efficiency in a health system:



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Guide

Buy, Build, or Adapt – How to decide? A Guide to Open Source Electronic Health Records (EHRs)

So many decisions! This guide focus on examples of open-source software for electronic health record systems and provides a framework to help you answer this key strategic question - should you build, buy or adapt your software?



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Guide

Women Champions in Digital Health

Women in digital health are overcoming stereotypes, stigmas and prejudices from the past. More and more women are joining in leadership roles and defining their needs in health systems, making them truly transformative and inclusive.

Read their inspiring stories and recommendations for inclusive digital health here:



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Guide

Irresistible: Change Management or Digital Health

The health systems of the people, by the people and for the people will not perish from LAC when health organizations are versed in change management of their interdisciplinary teams.

Learn how to motivate your peopleware:



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Guide

Interoperability in Digital Health: Reference Material

Interoperability is a critical element for digital transformation. As a policy maker, it's important to understand the basic concepts of interoperability to unleash its potential for the health system.

Check out our guide for the basics:



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Guide

Digital Technologies for Exposure Notification in times of Pandemic

Did your country deploy an automatic COVID-19 exposure notification app? Many entities including governments, Apple and Google have discussed different models and technologies including Bluetooth, GPS, Wi-Fi, apps and wearables. Which worked out best?

Find out here:



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Guide

Artificial Intelligence in Health Care: Promises and Challenges

Have you heard of Vitalk, an AI chatbot developed in Brazil to provide mental health screening and emotional therapy? AI-enabled software can help healthcare professionals with clear and quick clinical decision-making. However AI requires clear regulations to be implemented safely.

Learn about promises and challenges of AI for health here:



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Guide

From Information to Actionable Intelligence: Adapting Governments to Data Analytics

Governments in New York, Singapore and Mexico have different governance models for data analysis. Is your government's model centralized, federated or eco-systemic?

Find out which strategy your government might take in adapting best data analysis practices:



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Guide

Ethical Data Management

Which countries in LAC have an Artificial Intelligence Strategy? US, Australia and European countries are already ahead with the ethically aligned design in AI, preparing a new era of equity, inclusion and privacy.

Learn about important considerations here:



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Guide

The ABC of Social Services Interoperability: Guide for Governments

On average, US\$ 1 of every US\$ 10 of GDP in Latin America and the Caribbean is spent on social services. However, it is difficult to know if in fact each citizen receives them in a timely and quality way. This can be substantially improved when the information and management systems within the social sector are interoperable. Learn more here:



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Guide

Aging in Latin America and The Caribbean: social protection and quality of life of older persons

Countries in Latin America and the Caribbean are beginning to enlist primary care in preventing and managing chronic health conditions. Some of these initiatives involve promoting physical mobility and health education, creating inter-professional teams specialized in serving a defined population of older people, increasing the number of geriatricians, and developing digital health platforms to connect the medical workforce with long-term residential care settings.

Learn more about aging in LAC here:



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Guide

Uruguay's National Electronic Health Record System

Uruguay's journey to implement the first National Electronic Health Record in the region started in 2012. Today, the Salud.UY portal is a flexible, safe and user-friendly platform in Uruguay, providing 95% of citizens access to their health information from various providers.

Learn about how Uruguay successfully implemented health information exchange over the last decade:



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Case Study

Implementing an Electronic Health Record System in the State of Bahia - Partial Results

Did you know that Bahia State in Brazil has implemented an open-source EHR and online hospital management system as part of Bahia's health sector transformation?

Learn about their community approach to software development and lessons learned during implementation here:



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Case Study

The Implementation of a National Health Information Exchange Platform in Israel

Healthcare Israel's start-up spirit and Health Information Exchange strategy have made this country a leading developer and exporter of life-saving technologies, policies and expertise. In this case study, meet Ofek and Eitan, the Health Information Exchange systems implemented in Israel to coordinate care across providers:



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Case Study

Innovating in Health: 3 Cases of Digital Transformation in Chile

Read about how the Ministry of Health of Chile is using digital tools to reduce wait times, increase access to services via telehealth, and improve the continuity of care of cancer patients in this case study.



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Case Study

Uruguay's Digital Strategy for COVID-19

On March 9, 2020, four days before the first positive cases of coronavirus were reported in Uruguay, the Ministry of Public Health (MSP) launched the National Coronavirus Plan (PNC).

Learn how digital tools supported communication, laboratory integration and care to citizens in this publication:



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Case Study

Social Data

Social Data is a platform for monitoring the demographic, economic and social characteristics of the countries in the region in a harmonized, standardized and comparable manner over time.



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Databases & Dashboards

Regional Normative Map for Telehealth and Electronic Health Records

Did you know that 88% of countries have regulations on protecting health data but only 31% have regulations for EHR in LAC? We developed this map to identify remaining challenges and opportunities.

Check out how your country compares to the rest of the region in our Digital Health Norms Dashboard:



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Databases & Dashboards

COVID-19 Health Services Disruption Surveys in LAC

Which health services were most disrupted at the start of the COVID-19 pandemic and why?

Check out this data for the LAC region:



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Databases & Dashboards

Perceptions of the Use of Digital Tools and Data Sharing during COVID-19 from 10 Latin American Countries

How do citizens in LAC feel about using technology to contain pandemics?

Learn insights regarding citizens' thoughts on use of technology for quarantine, contact tracing, and who they would prefer to develop their applications in this data set:



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Databases & Dashboards

Observatory of Cybersecurity in Latin America and the Caribbean

The great challenges of cybersecurity, like those of the internet itself, are of a global nature. Therefore, it is undeniable that the LAC countries must continue to foster greater cooperation among themselves, while involving all relevant actors, as well as establishing a mechanism for monitoring, analysis, and impact assessment related to cybersecurity both nationally and regionally.

Check out the status of the region here:



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Databases & Dashboards

Social Digital Website

Discover digital solutions, evidence-based publications and technical guides, implementation tools all in one repository!

Visit IDB's one-stop-shop for the social sector for digital transformation and join the Social Digital community today:



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Tools

IS4H Website

One-stop-shop for technical resources from PAHO's Information Systems for Health.

Find toolkits, guides, podcasts, and more to learn about how your country can put Information Systems for Health into practice.



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Tools

IDB Cybersecurity Self-Assessment Tool

To make cybersecurity a priority, evaluations to identify gaps should be conducted to provide a master plan.

IDB developed a self-assessment tool to examine how well your organization aligns with industry best practices.

See how prepared you are today:



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Tools

RACSEL / LACPASS

Learn about how your country can join the American Network for Electronic Health & work in cross-border digital health in LAC, such as LACPASS, to promote safe, standard-based regional data exchange for health.

Help to build the Pan-American Highway for digital health in LAC:



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Tools

fAIr LAC

In Mexico, Colombia, Costa Rica and Uruguay, fAIr LAC hubs are promoting an ethical and responsible use of AI in Latin America.

Observe ongoing collaborations and find resources for ethical use of technology here:



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Tools

Total Cost of Ownership Tool

How much will it cost to maintain a digital health application? How much to scale nationally? Is it more economical to develop a tool in-house or acquire services from a vendor?

Explore different scenarios in IDB's Digital Health Total Cost of Ownership Tool:



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Tools

EHR-S Scorecard

Based on the HL7 Functional Model, this scorecard aims to validate your EHR-S solution and detect possible shortcomings. Is your EHR-S functional, interoperable, safe and usable?

Find out using this benchmarking tool:



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National EHR Maturity Model

Is your country ready for health information exchange?

Review IDB's National Electronic Health Record Maturity Model to evaluate your current state and create a plan for implementation.



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Tools

COVID-19 & Telehealth Tool for assessing the maturity level of health institutions to implement telemedicine services

This tool for assessing the maturity level of health institutions to implement telemedicine services was created by the Pan American Health Organization (PAHO) and the IDB.



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Tools

The ABC of Social Services Interoperability: Conceptual and Methodological Framework

How can a government ensure that pensions are not paid to deceased people or prevent fraudulent use of citizen identity for subsidy allocation? Having an ecosystem of social data where the data and platforms between different social institutions are interoperable allows for these types of analysis and much more! This document offers a conceptual and methodological framework to reach interoperability within the social sector, as well as a guide on how to use the implementation tools.



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Tools

The Gender Dimension in the Digital Transformation of Business in Latin America and the Caribbean

Do you know which countries include the gender dimension or the digital gender gap in their plans and/or public policies focused on the digital sector?

Learn about factors that condition women's participation in digital transformation and much more here:



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Research

Study on International Telemedicine in Latin America: Motivations, Uses, Outcomes, Strategies and Policies

Is the region ready for cross-border telemedicine?

This study presents research on factors that enable international telemedicine trade in Latin America and the Caribbean and outlines strategic and public policy recommendations to promote the adoption of international telemedicine in the region.



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Research

Pandemics, Privacy, and Technology Adoption: Perceptions of the Use of Digital Tools and Data Sharing during COVID-19 from 10 Latin American Countries

Our study shows that people in Latin America report that they are willing to share data and adopt technologies for COVID-19 symptom tracking, exposure notification, and quarantine enforcement during pandemics or health emergencies, particularly to protect their families and themselves, and when designed by international organizations. This research can help inform design and roll out of digital health interventions to improve adoption.



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Research

Pan American Journal of Public Health - Implementation of Telemedicine in the Americas: Barriers and Facilitators

The urgent need for adoption of national telemedicine policies and measures has been echoed during the pandemic. This New Normal is our chance to structure plans that guarantee healthcare quality.

Learn about barriers and facilitators to the adoption of telemedicine in LAC:



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Research

Pan American Journal of Public Health - Toward a Holistic Definition for Information Systems for Health in the age of Digital Interdependence

Discussed with health professionals worldwide in 2015, a new definition of the information systems for health was defined as a holistic process for interoperable applications that is ethical and interdisciplinary. Which conceptual elements would you embrace?

Be part of this new definition:



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Research

Pan American Journal of Public Health - Open Public Health: The way not to leave anyone behind

With the infinite health data and its analysis, it is time to develop an open data repository to begin the era of open public health. How can we make this inclusive and free from infodemic and infoxication?

Learn more here:



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Research

Default Options: A Powerful Behavioral Tool to Increase COVID-19 Contact Tracing App Acceptance in Latin America?

Digital nudges and phrasing can make a big difference in digital health. Learn about an experiment we ran in 10 countries regarding how users viewed contact tracing apps for COVID-19.

These findings are applicable to many other digital health interventions:



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Research

Increasing the Take-up of Public Health Services: An Experiment on Nudges and Digital Tools in Uruguay

When you send an SMS with a link encouraging patients to make appointments online, you get 3 times more appointments scheduled. How would you frame your SMS?

Find out how Uruguay used nudges and digital tools to fight against cervical cancer:



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Research

Effect of a Social Norm Email Feedback Program on the Unnecessary Prescription of Nimodipine in Ambulatory Care of Older Adults: A Randomized Clinical Trial

Can we nudge providers to follow evidence-based protocols and improve prescribing practices? This research explores how to apply a social norm-based behavioral intervention delivered by email to reduce non-evidence-based prescriptions of nimodipine for treating cognitive impairment in older adults.



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Research

Are Behaviorally Informed Text Messages Effective in Promoting Compliance with COVID-19 Preventive Measures?: Evidence from an RCT in the City of São Paulo

Can a well-designed SMS message change your behavior? This research in Brazil showed that individuals who received text messages became better informed about the correct distance they should keep from others and they were more likely to wear a mask.

Learn more about how digital nudges can change behaviors:



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Research

Notes

**because
not everything
can be digital**

Use this side
of the guidebook
to take notes, contacts,
and ideas back home!

