European Commission

2030 DIGITAL DECADE

2024 DIGITAL DECADE EHEALTH INDICATOR STUDY

ANNEX – COUNTRY FACTSHEETS

A study prepared for the European Commission, DG Communications, Networks, Content and Technology by

Capgemini invent

CNECT/2022/OP/0036

EUROPEAN COMMISSION

Directorate-General for Communications Networks, Content and Technology
Directorate H – Digital Society, Trust and Cybersecurity Unit H.3 – eHealth, Wellbeing and Ageing

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Digital Decade eHealth indicators

2023

Austria

State-of-play at a glance

Austria's composite maturity score remains the same as in 2022; no changes were reported. In Austria, all data categories investigated in this framework, except medical devices/implants and medical images, are made available to citizens in a timely manner. Citizens can access these data through an online portal; a mobile application is not available. However, only a limited range of categories of healthcare providers are supplying health data, which is the main gap in Austria's eHealth maturity.

RECOMMENDATIONS:
- Make the data types of medical devices/implants and medical images available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Austria has an overall eHealth maturity score of 88% in 2023. This compares to a maturity score of 88% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Austria.

Austria scores 87% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 75%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 3 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Austria scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

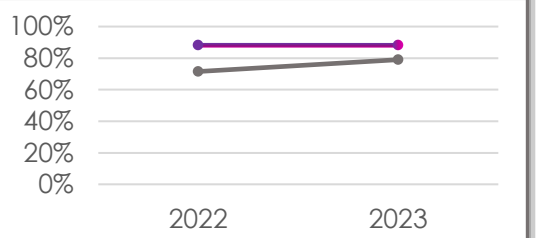
State of play on access eHealth data – 2023

Austria

MATURITY LEVEL RATING

OVERALL

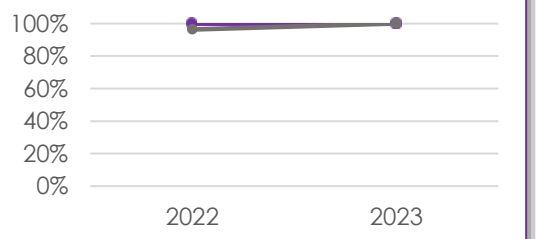
Maturity



Ranking Austria

FOUR LAYERS

Services



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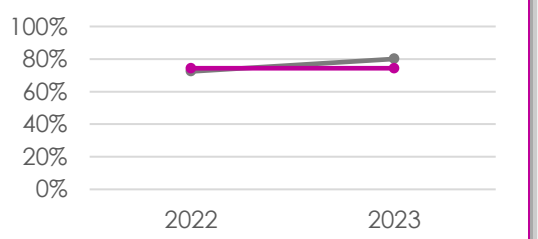

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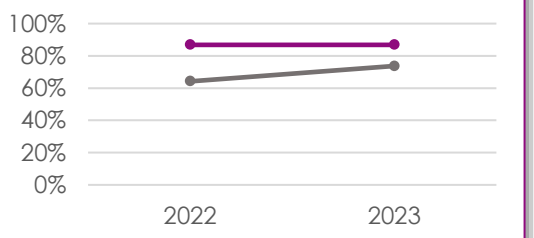

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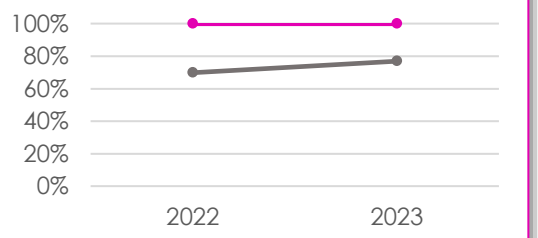
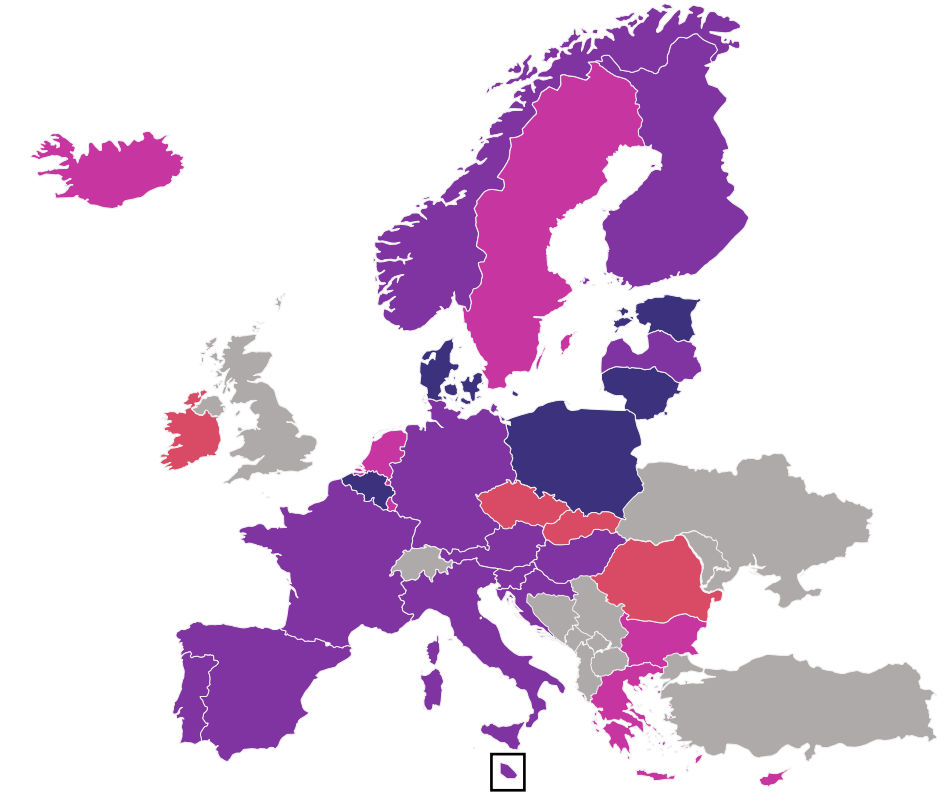
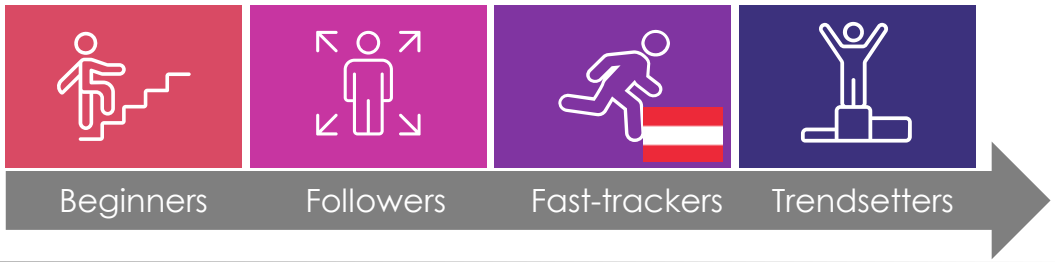


EU-27 Average Austria (AT) # Ranking 2023 AT

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Austria

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	**Sub-data categories**	Available and updated timely	Available	Not available	
Individual information	**Identification**	●			86% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants			●	
	Procedures/operations	●			
	Medicines	●			
Results and reports	**Laboratory test**	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	**ePrescription**	●			100% / 83%
	eDispensation	●			

Austria

EU-27 Average

State of play on access eHealth data – 2023

Austria

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	27%		27% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private		•	
Secondary and tertiary hospitals and clinics	Public	•		
	Private		•	
Rehabilitation centres	Public		•	
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public		•	
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Austria EU-27 Average

Digital Decade eHealth indicators

2023

Belgium

State-of-play at a glance

Belgium is the first participating country in the eHealth study to report a maturity score of 100%. The main improvement from 2022 is that available health data is now confirmed to be made available in a timely manner. In Belgium, rehabilitation centres and geriatric nursing homes do not process electronic health records; this is done by the individual healthcare providers chosen by the citizens in these facilities. While there is no nationally provided native mobile health application, such applications enabling access to health data are made available for free in the app stores by different actors in the ecosystem.

RECOMMENDATIONS:
- Go beyond the requirements of the eHealth methodology and monitor the supply of a diverse set of health data by all categories of healthcare providers.
- Establish a feedback system for citizens, enabling them to report any limitations in access to their data.

Key statistics

Belgium has an overall eHealth maturity score of 100% in 2023. This compares to a maturity score of 85% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Belgium.

Belgium scores 100% on categories of health data, compared to a European average of 74%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 7 out of 7 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Belgium scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

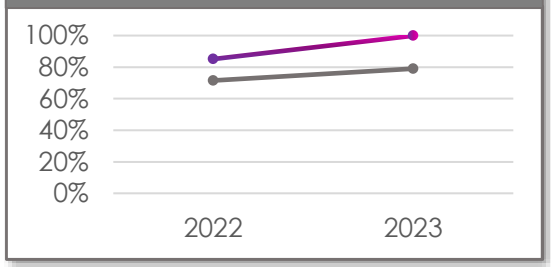
State of play on access eHealth data – 2023

Belgium

MATURITY LEVEL RATING

OVERALL

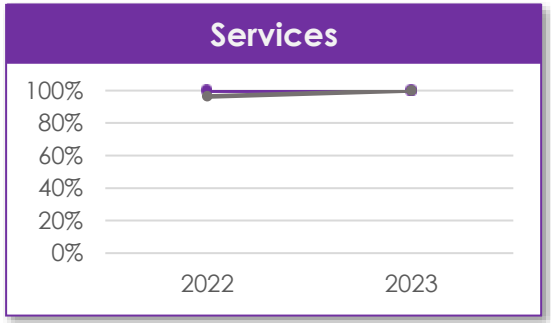
Maturity



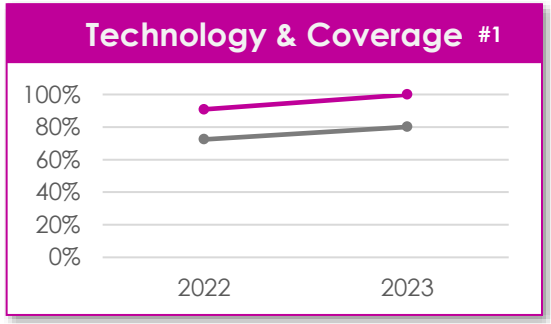
Ranking Belgium

FOUR LAYERS

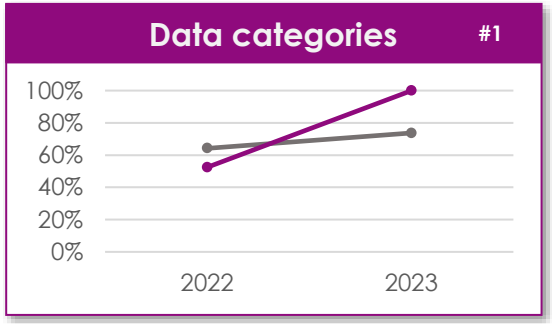
Services



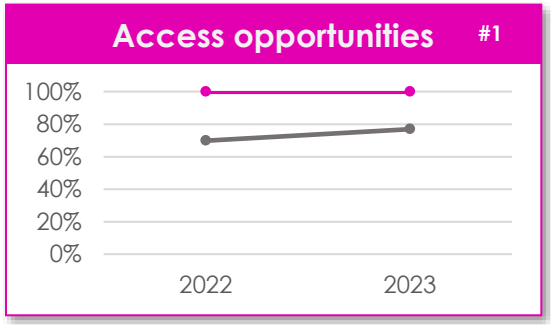
Technology & Coverage #1



Data categories #1

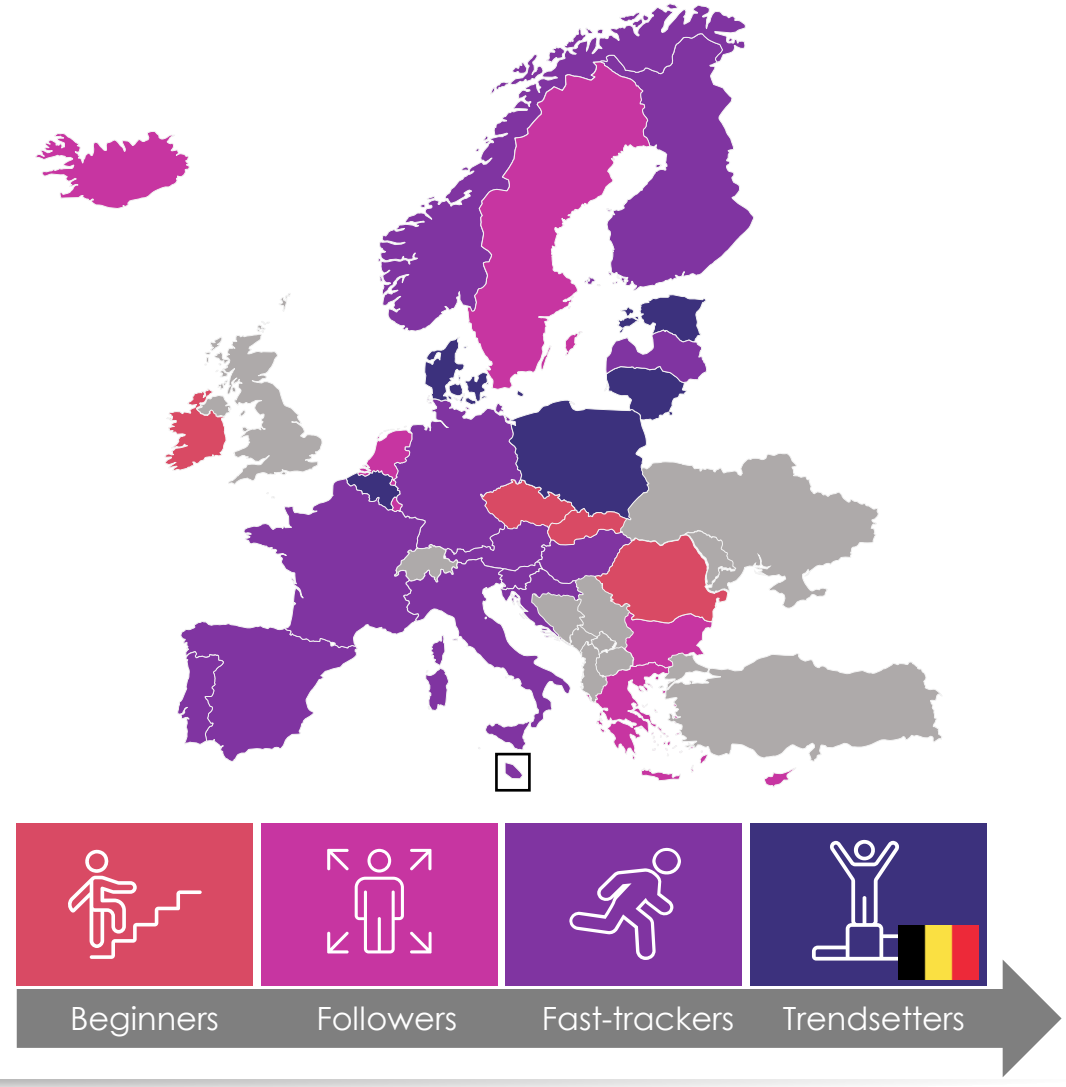


Access opportunities #1



EU-27 Average Belgium (BE) # Ranking 2023 BE

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Belgium

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			100% / 62%
	Medical imaging reports	●			
	Medical images	●			
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Belgium

EU-27 Average

State of play on access eHealth data – 2023

Belgium

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public			●
	Private			●
Geriatric nursing homes	Public			●
	Private			●
Mental health facilities	Public	●		
	Private	●		
Pharmacies		●		

Access for categories of people

Sub-indicator	Answer options + answer (●)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	●				100% / 83%
Authorised persons	●				100% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Belgium EU-27 Average

Digital Decade eHealth indicators

2023

Bulgaria

State-of-play at a glance

Bulgaria's composite maturity score remains the same as in 2022; no changes were reported. In Bulgaria, all categories of healthcare providers investigated in the eHealth survey, except geriatric nursing homes, supply relevant data to the online access service for electronic health records. In addition, all data categories investigated in this framework, except medical images, are made available to citizens, though not necessarily in a timely manner. With 40-59% of the national population is technically able to access the service, facilitating nationwide access to the entire population remains the main gap in Bulgaria's eHealth maturity.

RECOMMENDATIONS:
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.
- Make the data type of medical images available to citizens through the online access service.
- Ensure that all data types are made available in a timely manner.

Key statistics

Bulgaria has an overall eHealth maturity score of 77% in 2023. This compares to a maturity score of 77% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Bulgaria.

Bulgaria scores 48% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 38%.

40-59% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 9 out of 11 applicable categories of healthcare providers supply relevant data.

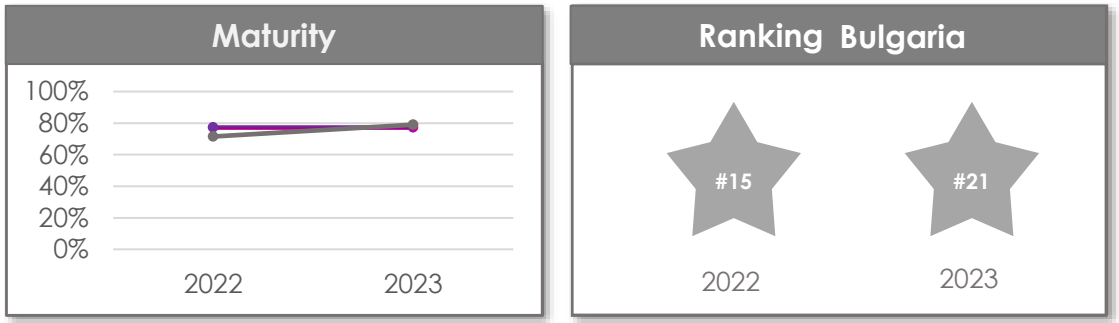
Regarding access opportunities for certain categories of people, Bulgaria scores 88% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

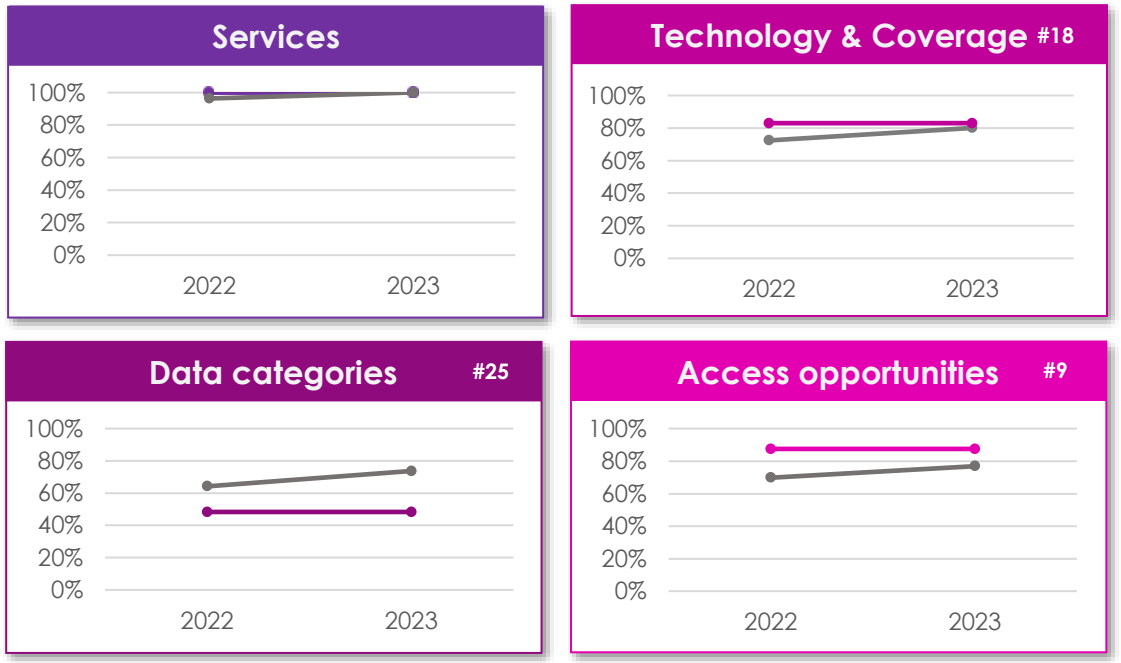
Bulgaria

MATURITY LEVEL RATING

OVERALL

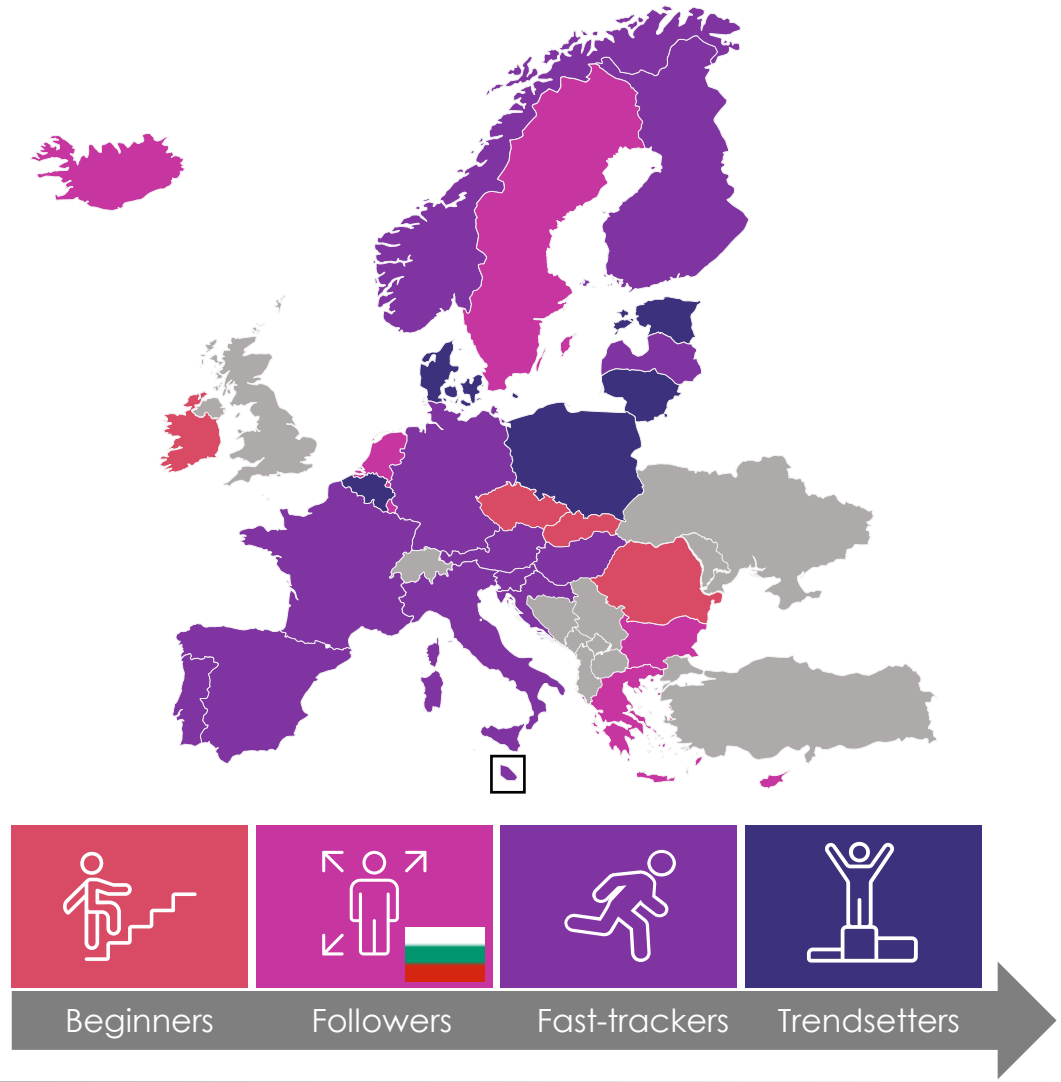


FOUR LAYERS



EU-27 Average Bulgaria (BG) # Ranking 2023 BG

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Bulgaria

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			57% / 76%
	Personal information		●		
	Allergies		●		
	Problems		●		
	Medical devices/implants		●		
	Procedures/operations		●		
	Medicines		●		
Results and reports	Laboratory test		●		38% / 62%
	Medical imaging reports		●		
	Medical images			●	
	Hospital discharge		●		
Other	ePrescription		●		50% / 83%
	eDispensation		●		

Bulgaria

EU-27 Average

State of play on access eHealth data – 2023

Bulgaria

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	40-59% of the national population		50% / 86%
Healthcare providers connected and supplying data	82%		82% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private	●		
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public	●		
	Private	●		
Pharmacies		●		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	●				100% / 83%
Authorised persons		●			50% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Bulgaria EU-27 Average

Digital Decade eHealth indicators

2023

Croatia

State-of-play at a glance

Croatia's composite maturity score remains the same as in 2022; no changes were reported. In Croatia, all data categories investigated in this framework, except medical images, are made available to citizens in a timely manner. In addition, all categories of healthcare providers investigated in the eHealth survey, except geriatric nursing homes, supply relevant data to the online access service for electronic health records. Citizens can access these data through an online portal, although a mobile application is not available. The main gap in Croatia's eHealth maturity is that a mechanism for authorised persons to access the electronic health data of another individual and perform authorised actions is neither legally facilitated nor implemented as a function.

RECOMMENDATIONS:
- Introduce a legal basis and provide the technical functionality for authorised persons to access electronic health data on behalf of others.
- Make the data type of medical images available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.

Key statistics

Croatia has an overall eHealth maturity score of 86% in 2023. This compares to a maturity score of 86% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Croatia.

Croatia scores 92% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 75%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 9 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Croatia scores 75% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

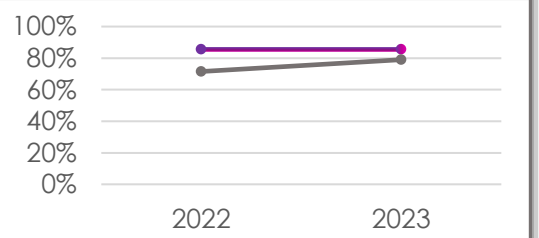
State of play on access eHealth data – 2023

Croatia

MATURITY LEVEL RATING

OVERALL

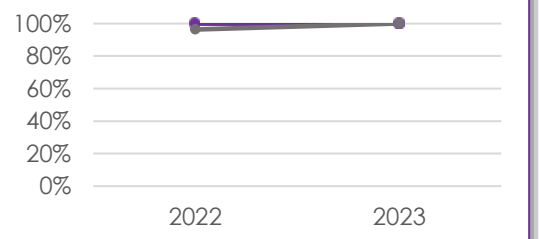
Maturity



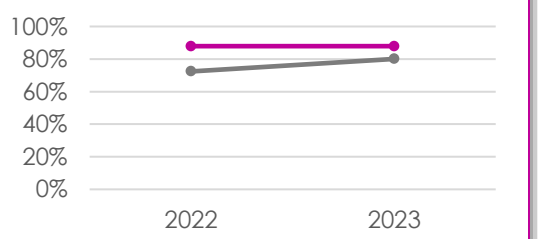
Ranking Croatia

FOUR LAYERS

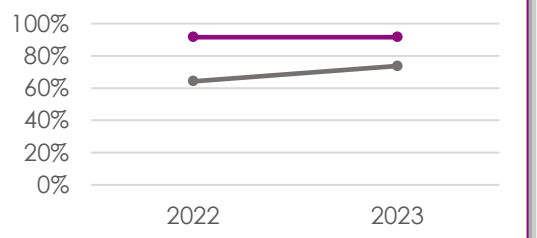
Services



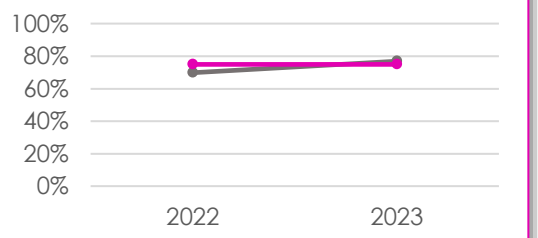
Technology & Coverage #11



Data categories #4

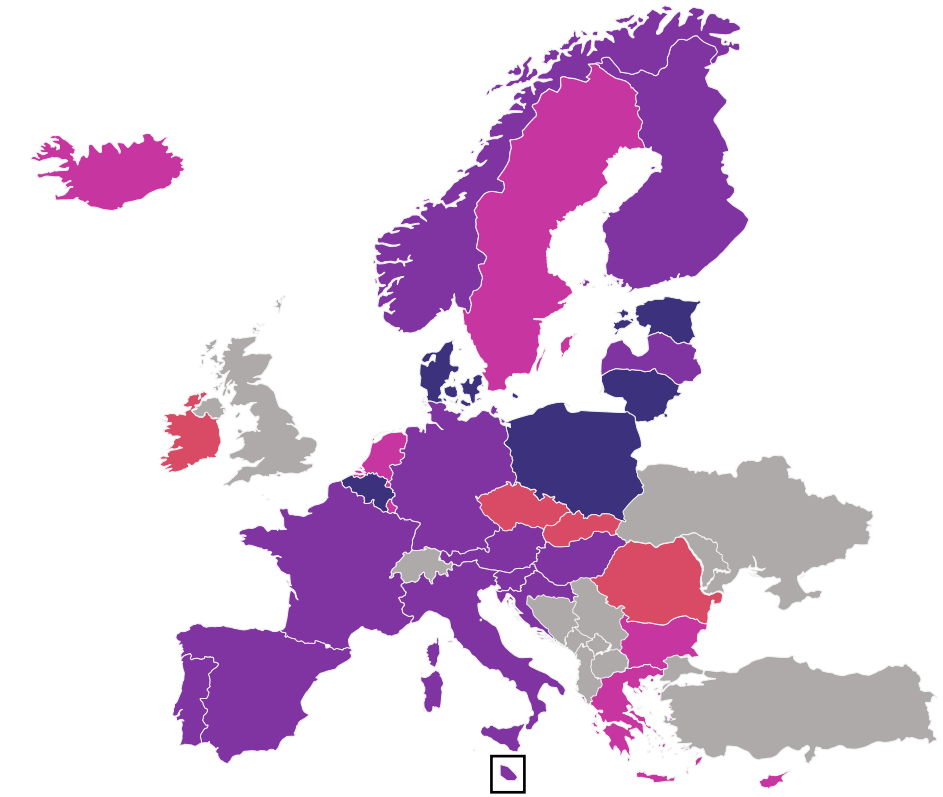


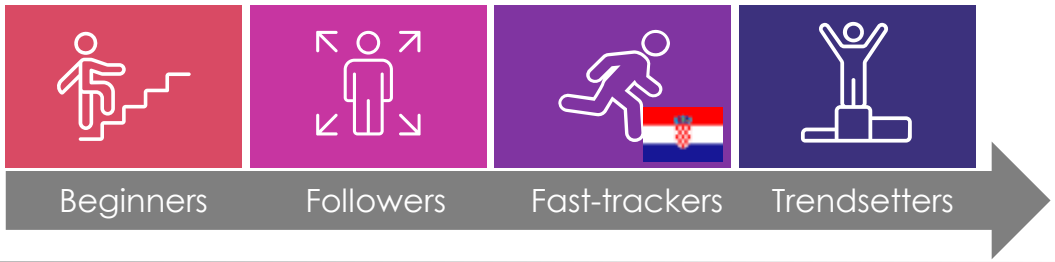
Access opportunities #16



EU-27 Average Croatia (HR) # Ranking 2023 HR

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Croatia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Croatia

EU-27 Average

State of play on access eHealth data – 2023

Croatia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	82%		82% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons				•	0% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Croatia EU-27 Average

Digital Decade eHealth indicators

2023

Cyprus

State-of-play at a glance

In Cyprus, all data categories investigated in this framework, except medical images and hospital discharge reports, are made available to citizens in a timely manner. Nonetheless, Cyprus highlights active developments that include making discharge reports available by 2025. In addition, all categories of healthcare providers investigated in the eHealth survey, except geriatric nursing homes, supply relevant data to the online access service for electronic health records. Citizens can access these data through an online portal, although a mobile application is not available. The main gaps in Cyprus' eHealth maturity are the inability to authenticate with a (pre)notified eID and the fact that the access service does not follow guidelines on web accessibility.

RECOMMENDATIONS:
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Make the data types of medical images and hospital discharge reports available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Cyprus has an overall eHealth maturity score of 68% in 2023. This compares to a maturity score of 70% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Cyprus.

Cyprus scores 83% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 50%.

60-79% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in not using an eID compliant with eIDAS or based on two-factor authentication. Furthermore, 8 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Cyprus scores 63% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

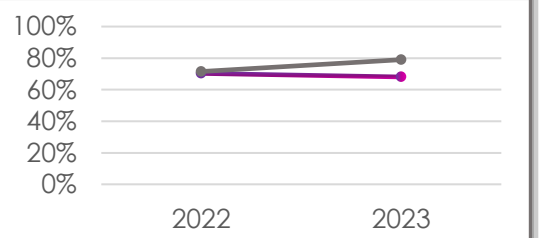
State of play on access eHealth data – 2023

Cyprus

MATURITY LEVEL RATING

OVERALL

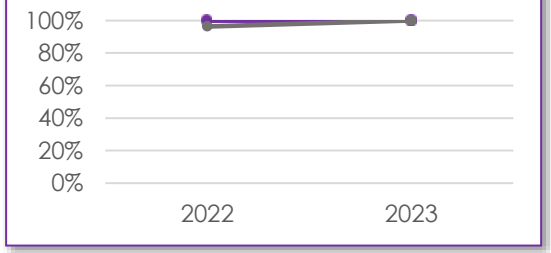
Maturity



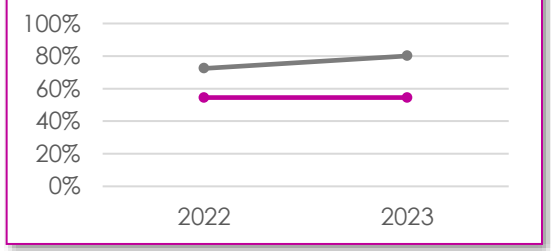
Ranking Cyprus

FOUR LAYERS

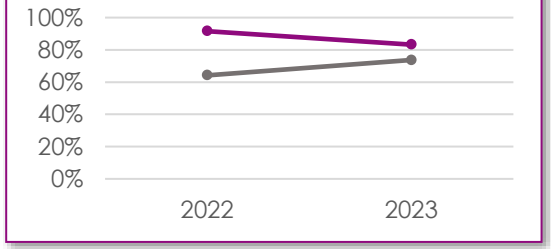
Services



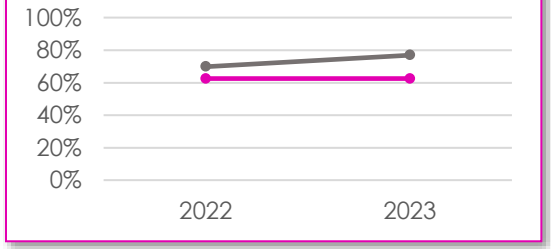
Technology & Coverage #27



Data categories #13

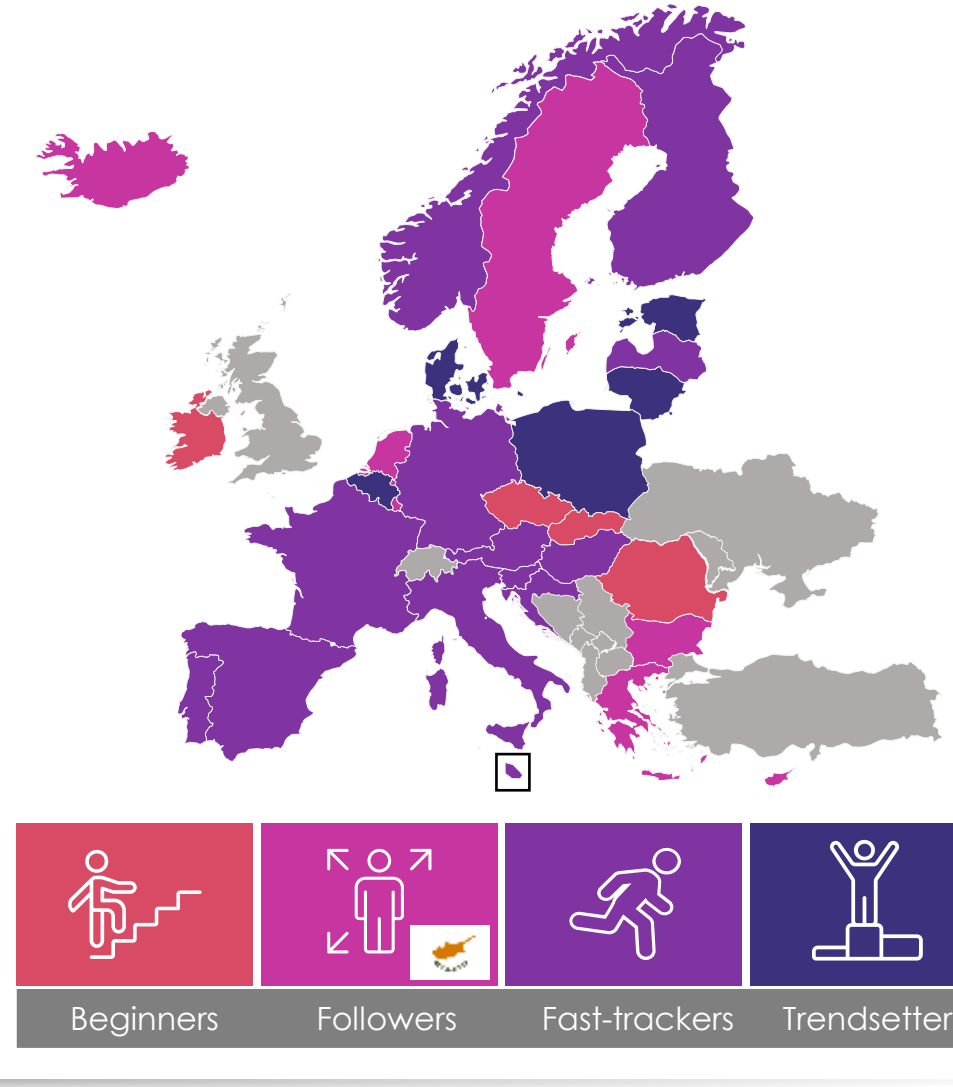


Access opportunities #23



EU-27 Average Cyprus (CY) # Ranking 2023 CY

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Cyprus

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			50% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge			●	
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Cyprus EU-27 Average

State of play on access eHealth data – 2023

Cyprus

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation		0% / 82%
	eID based on two-factor authentication		
	Other identification means	●	
Digital platform	Online portal(s)	●	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	60-79% of the national population		75% / 86%
Healthcare providers connected and supplying data	73%		73% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private	●		
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public	●		
	Private		●	
Pharmacies		●		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	●				100% / 83%
Authorised persons		●			50% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Cyprus EU-27 Average

Digital Decade eHealth indicators

2023

Czechia

State-of-play at a glance

The eHealth landscape in Czechia is characterised as a hybrid model, with some data being provided nationally and others regionally or by healthcare providers. Data on ePrescription and eDispensation is mature and made available nationally, with pharmacies connected to the central ePrescription system and supplying relevant data. Furthermore, one region provides medical data to citizens through its own regional patient portal, and some healthcare providers do the same through their own patient portals. Overall, this means that only a limited percentage of the population has access to their electronic health records. Furthermore, there are laws in place that grant the right to legal guardians and authorised persons to access electronic health records on behalf of others, but this access has yet to be functionally implemented in the online access service.

RECOMMENDATIONS:
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.
- Expand the data types made available to citizens through the online access service.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Czechia has an overall eHealth maturity score of 51% in 2023. This compares to a maturity score of 47% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Czechia.

Czechia scores 43% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 0%.

Less than 19% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 1 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Czechia scores 50% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

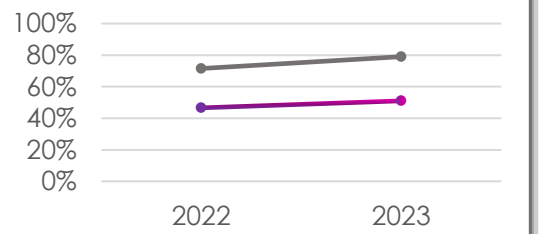
State of play on access eHealth data – 2023

Czechia

MATURITY LEVEL RATING

OVERALL

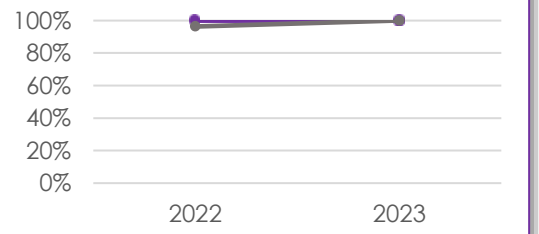
Maturity



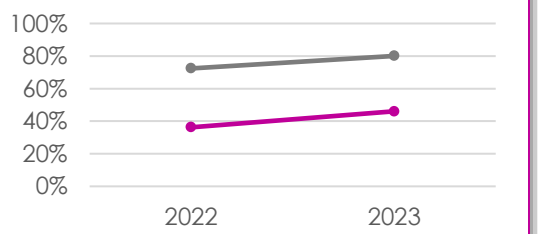
Ranking Czechia

FOUR LAYERS

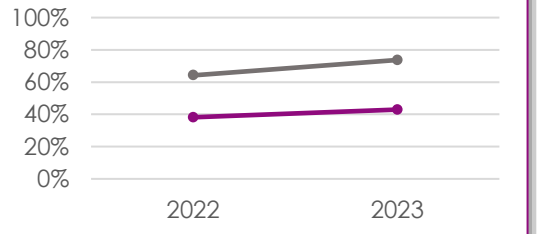
Services



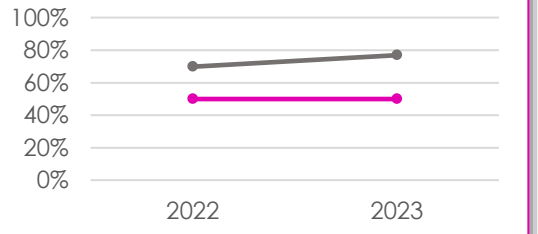
Technology & Coverage #28



Data categories #26

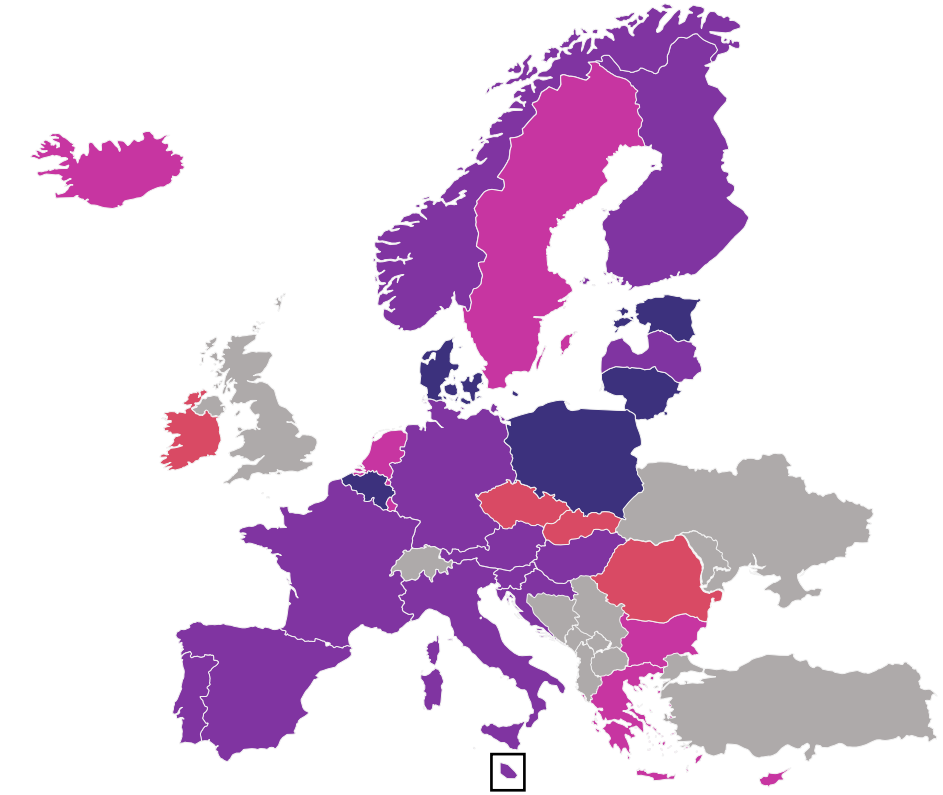


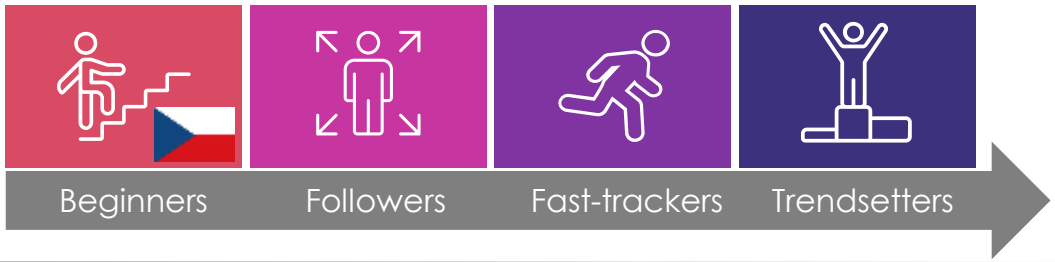
Access opportunities #26



EU-27 Average Czechia (CZ) # Ranking 2023 CZ

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Czechia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			29% / 76%
	Personal information	●			
	Allergies			●	
	Problems			●	
	Medical devices/implants			●	
	Procedures/operations			●	
	Medicines			●	
Results and reports	Laboratory test			●	0% / 62%
	Medical imaging reports			●	
	Medical images			●	
	Hospital discharge			●	
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Czechia

EU-27 Average

State of play on access eHealth data – 2023

Czechia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	●	
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	Less than 19% of the national population		0% / 86%
Healthcare providers connected and supplying data	9%		9% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public		●	
	Private		●	
Secondary and tertiary hospitals and clinics	Public		●	
	Private		●	
Rehabilitation centres	Public		●	
	Private		●	
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public		●	
	Private		●	
Pharmacies		●		

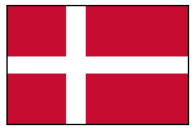
Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians		●			50% / 83%
Authorised persons		●			50% / 68%
Assistance from an official contact point				●	0% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Czechia EU-27 Average

Digital Decade eHealth indicators

2023



Denmark

State-of-play at a glance

As a frontrunner in 2022, Denmark already had a strong foundation on its eHealth maturity. Denmark has shown further growth in maturity by confirming that their online access service enables authentication with an eIDAS (pre)notified eID. The MitID is designed to comply with the NSIS protocol, the Danish version of the eIDAS protocol. The only data category investigated in this framework that is not available to citizens in Denmark is that of medical images. Otherwise, health data are supplied across the categories of healthcare providers.

RECOMMENDATIONS:
- Make the data type of medical images available to citizens through the online access service.

Key statistics

Denmark has an overall eHealth maturity score of 98% in 2023. This compares to a maturity score of 96% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Denmark.

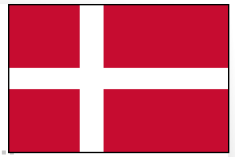
Denmark scores 92% on categories of health data, compared to a European average of 74%. The only data category missing is that of medical images.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 11 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Denmark scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

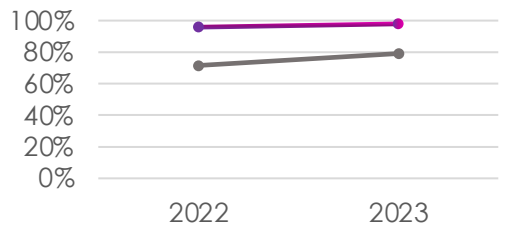
Denmark



MATURITY LEVEL RATING

OVERALL

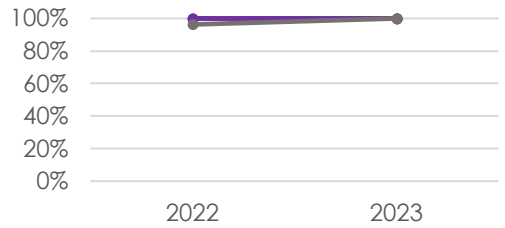
Maturity



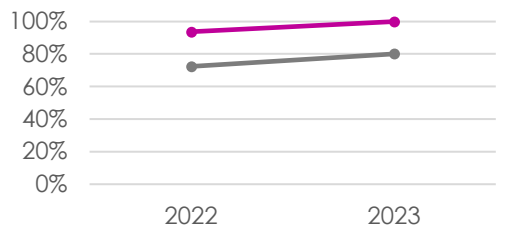
Ranking Denmark

FOUR LAYERS

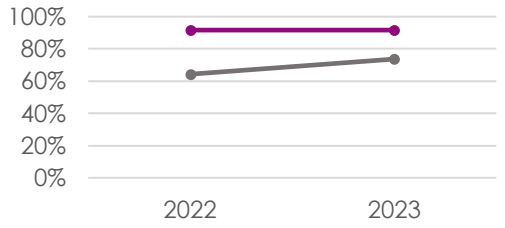
Services



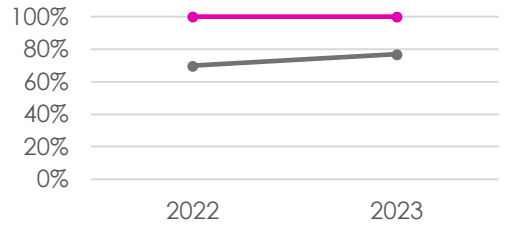
Technology & Coverage #1



Data categories #4

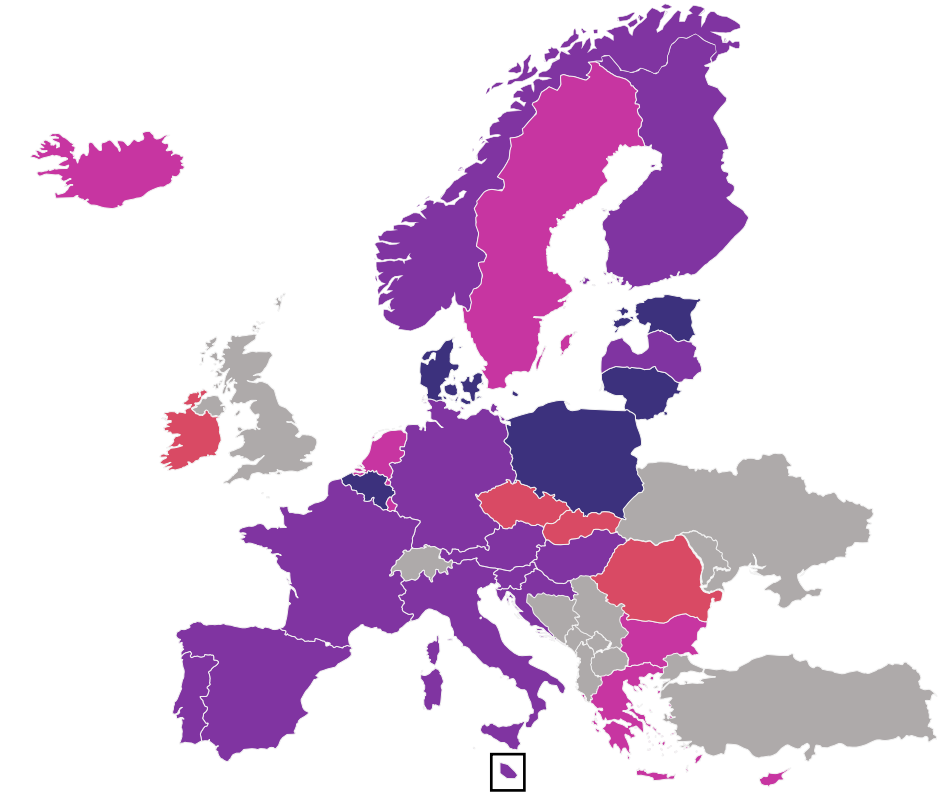


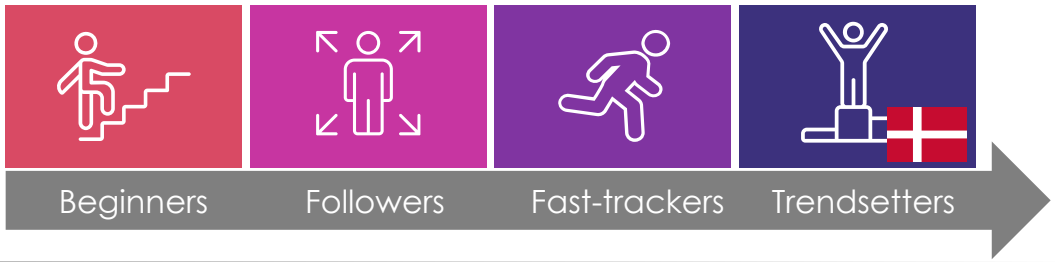
Access opportunities #1



EU-27 Average Denmark (DK) # Ranking 2023 DK

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Denmark

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Denmark

EU-27 Average

State of play on access eHealth data – 2023

Denmark

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public	•		
	Private	•		
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Denmark EU-27 Average

Digital Decade eHealth indicators

2023

Estonia

State-of-play at a glance

Estonia's high eHealth maturity places it in the trendsetter cluster. All data categories investigated in this framework are made available to citizens in a timely manner. Moreover, all the categories of healthcare providers investigated in the eHealth survey supply relevant data to the online access service for electronic health records. Citizens can access these data through an online portal, although a mobile application is not available. Estonia improved their maturity score from last year by ensuring that its online access services follow the web accessibility guidelines.

RECOMMENDATIONS:
- Offer a mobile application for citizens to access their electronic health records.

Key statistics

Estonia has an overall eHealth maturity score of 98% in 2023. This compares to a maturity score of 89% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Estonia.

Estonia scores 100% on categories of health data, compared to a European average of 74%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 11 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Estonia scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

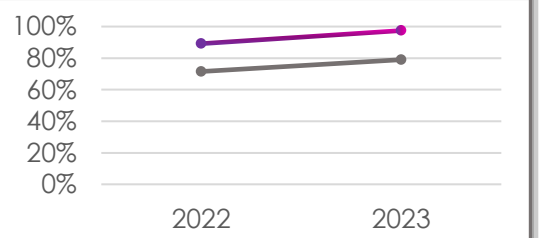
State of play on access eHealth data – 2023

Estonia

MATURITY LEVEL RATING

OVERALL

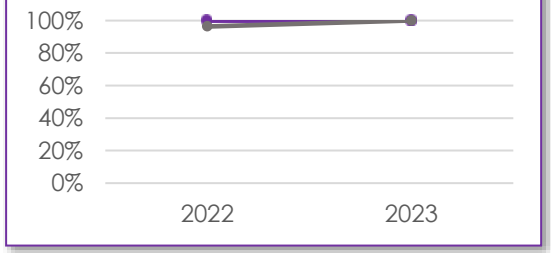
Maturity



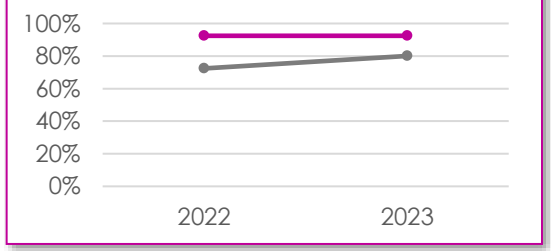
Ranking Estonia

FOUR LAYERS

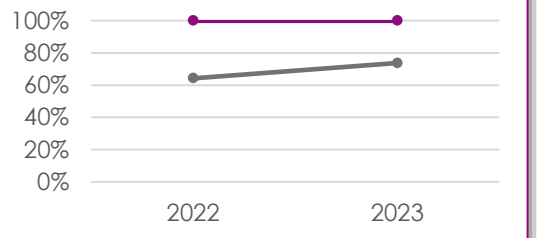
Services



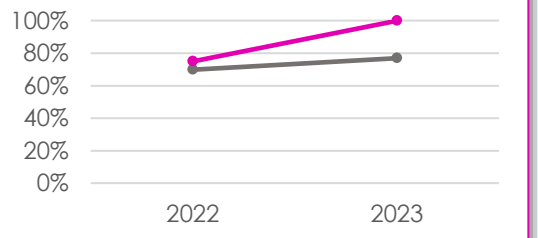
Technology & Coverage #6



Data categories #1

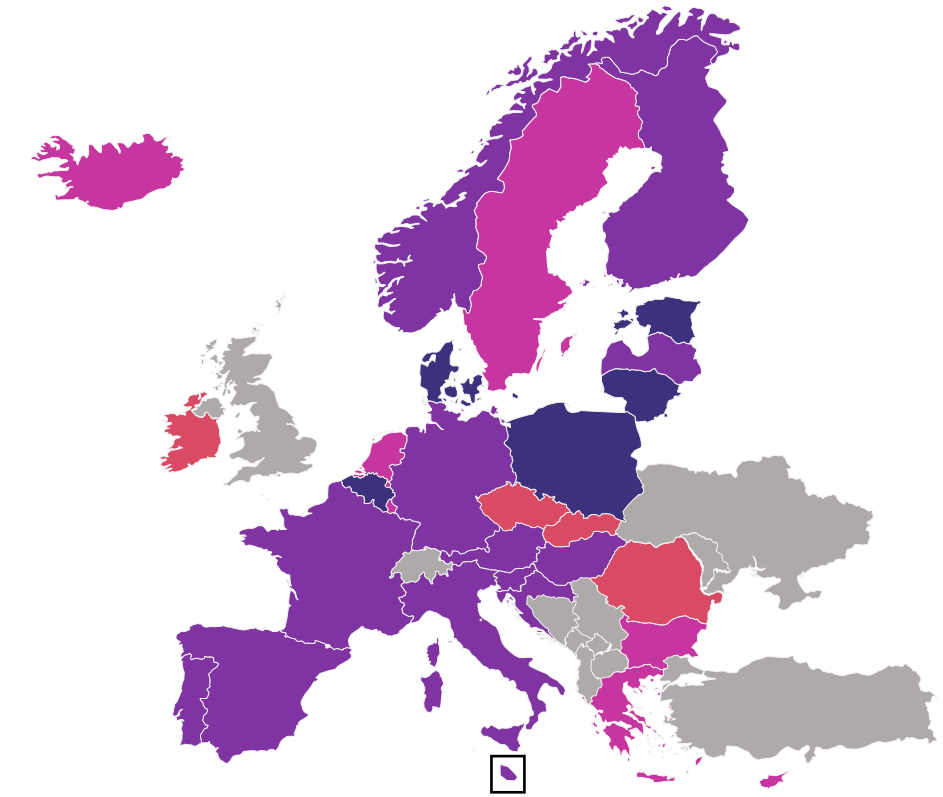


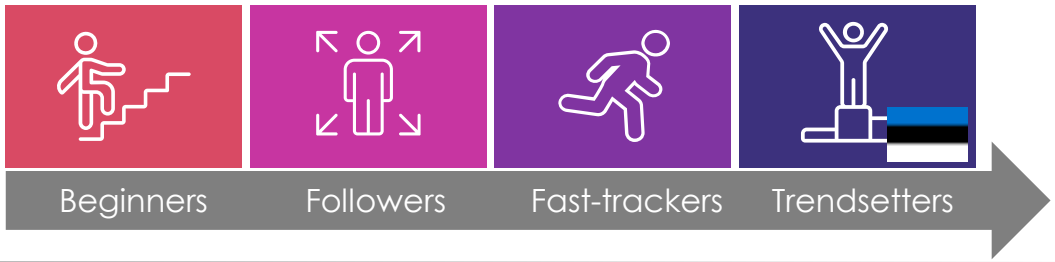
Access opportunities #1



EU-27 Average Estonia (EE) # Ranking 2023 EE

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

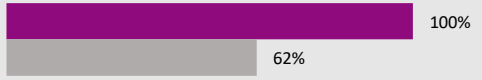
Estonia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	**Sub-data categories**	Available and updated timely	Available	Not available	
Individual information	**Identification**	●			
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	**Laboratory test**	●			
	Medical imaging reports	●			
	Medical images	●			
	Hospital discharge	●			
Other	**ePrescription**	●			
	eDispensation	●			

Estonia EU-27 Average

State of play on access eHealth data – 2023

Estonia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public	•		
	Private	•		
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Estonia EU-27 Average

Digital Decade eHealth indicators

2023

Finland

State-of-play at a glance

In Finland, all categories of healthcare providers investigated in the eHealth survey supply relevant data to the online access service for electronic health records. All but four data types – allergies, medical devices/implants, medical images, and hospital discharge reports – are made available to citizens. Citizens can access these data through an online portal, although a mobile application is not available. Currently, in Finland, there are no true official contact points (i.e., with a uniform structure) for the specific purpose of providing assistance to access one's electronic health records. However, in practice, citizens usually contact their own healthcare provider. Overall, Finland's maturity score decreased from last year due to more accurate reporting.

RECOMMENDATIONS:
- Make the data type of allergies, medical devices/implants, medical images, and hospital discharge reports available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.

Key statistics

Finland has an overall eHealth maturity score of 83% in 2023. This compares to a maturity score of 90% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Finland.

Finland scores 74% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 50%.

60-79% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 11 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Finland scores 88% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

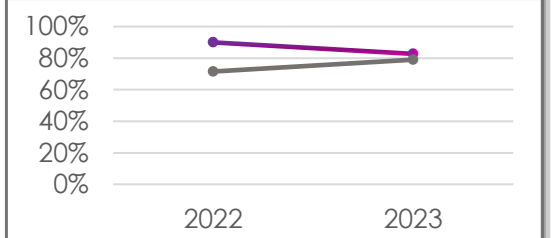
State of play on access eHealth data – 2023

Finland

MATURITY LEVEL RATING

OVERALL

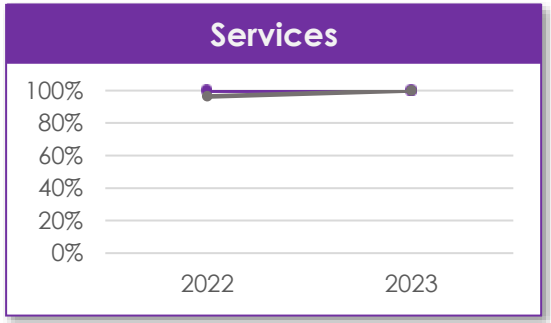
Maturity



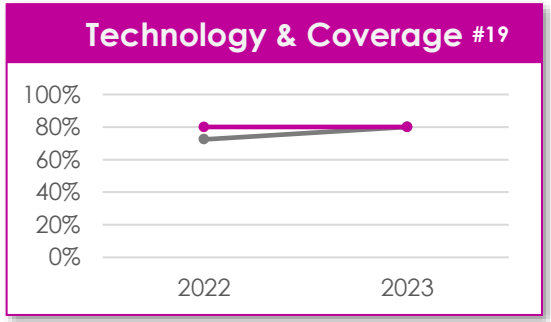
Ranking Finland

FOUR LAYERS

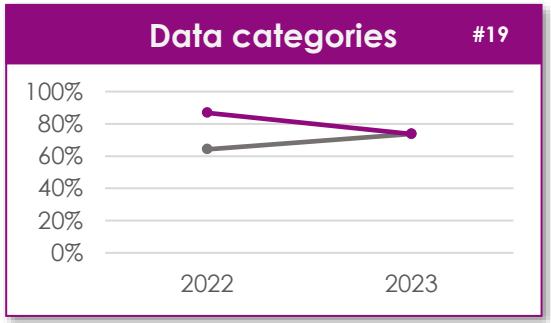
Services



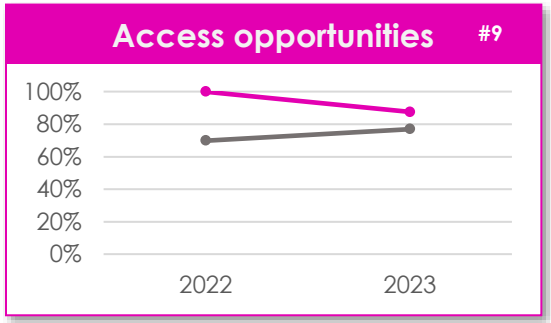
Technology & Coverage #19



Data categories #19

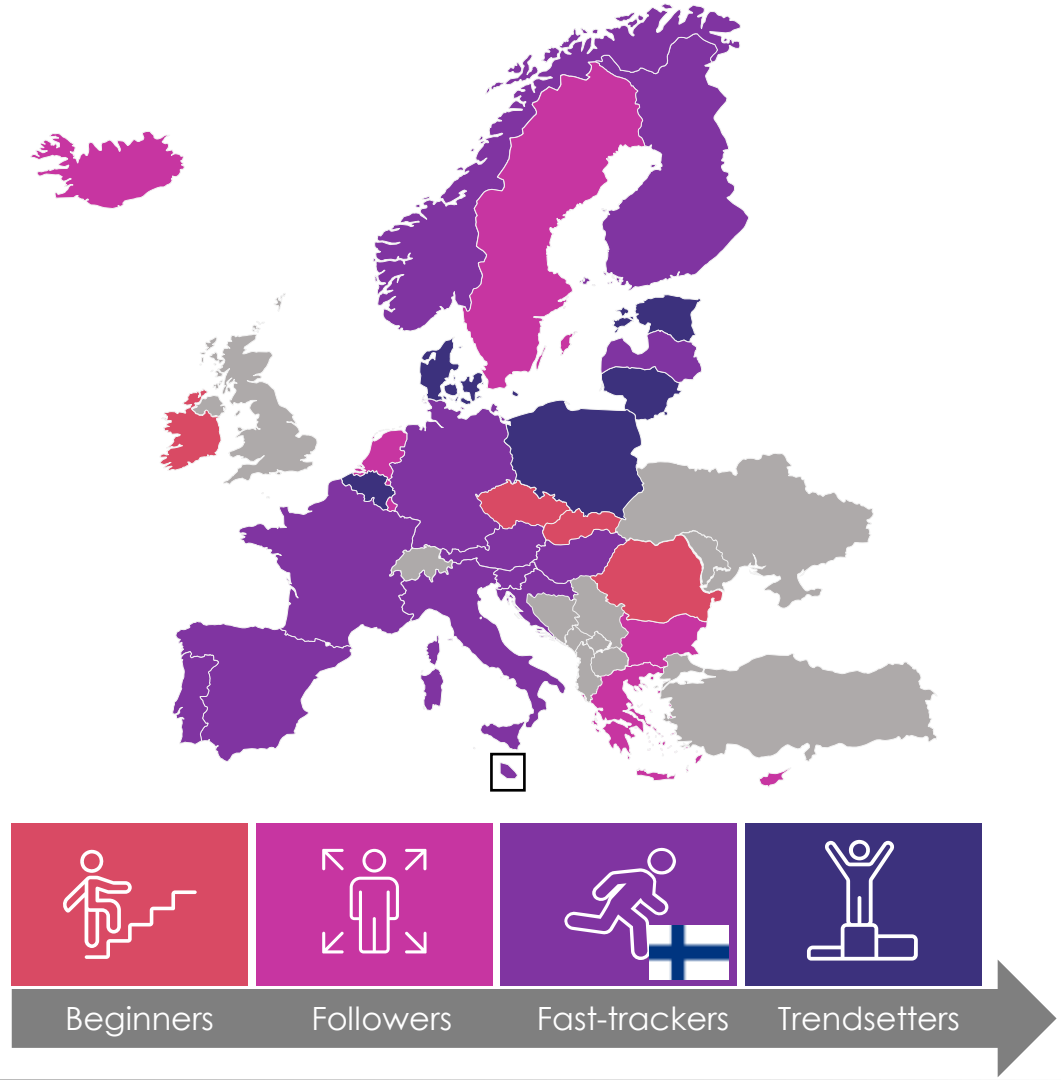


Access opportunities #9



EU-27 Average Finland (FI) # Ranking 2023 FI

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Finland

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			71% / 76%
	Personal information	●			
	Allergies			●	
	Problems	●			
	Medical devices/implants			●	
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			50% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge			●	
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Finland

EU-27 Average

State of play on access eHealth data – 2023

Finland

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	●	
	Other identification means		
Digital platform	Online portal(s)	●	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	60-79% of the national population		75% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private	●		
Geriatric nursing homes	Public	●		
	Private	●		
Mental health facilities	Public	●		
	Private	●		
Pharmacies		●		

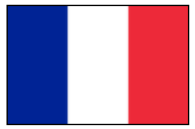
Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	●				100% / 83%
Authorised persons	●				100% / 68%
Assistance from an official contact point		●			50% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Finland EU-27 Average

Digital Decade eHealth indicators

2023



France

State-of-play at a glance

France reported a substantially increased eHealth maturity in 2023. All but three data types – medical devices/implants, medical images, and eDispensations – are made available to citizens. Of the data types made available, all but those about procedures/operations are done so in a timely manner. The types of connected healthcare providers have expanded since 2022, with public and private primary care centres, rehabilitation centres, and mental health facilities additionally contributing data to the national electronic health record system. Nursing homes and other social and medico-social establishments and services are not yet at 60% connection to the access service. Furthermore, the online access service is now reported to comply with the general accessibility improvement reference framework (https://accessibilite.numerique.gouv.fr/), which is based on the WCAG. France can further improve its eHealth maturity by implementing functionality for authorised persons to access electronic health records on behalf of others.

RECOMMENDATIONS:
- Make the data type of medical devices/implants, medical images, and eDispensations available to citizens through the online access service.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Introduce a legal basis and provide the technical functionality for authorised persons to access electronic health data on behalf of others.

Key statistics

France has an overall eHealth maturity score of 79% in 2023. This compares to a maturity score of 54% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in France.

France scores 68% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is ePrescription/eDispensation, with a maturity score of 50%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 8 out of 11 applicable categories of healthcare providers supply relevant data.

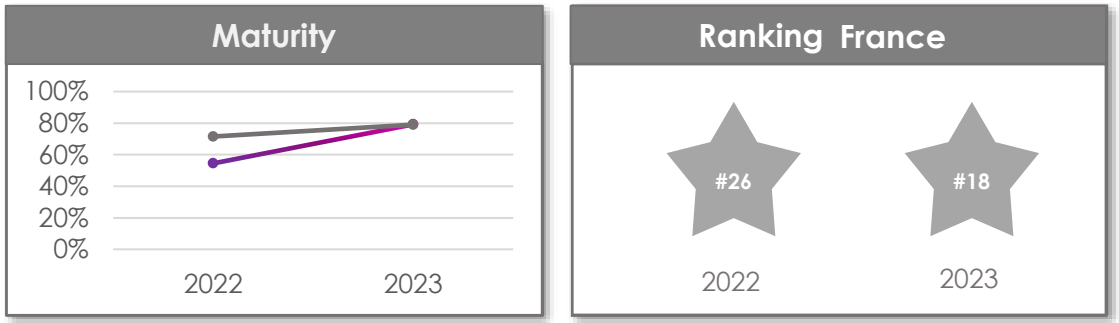
Regarding access opportunities for certain categories of people, France scores 75% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

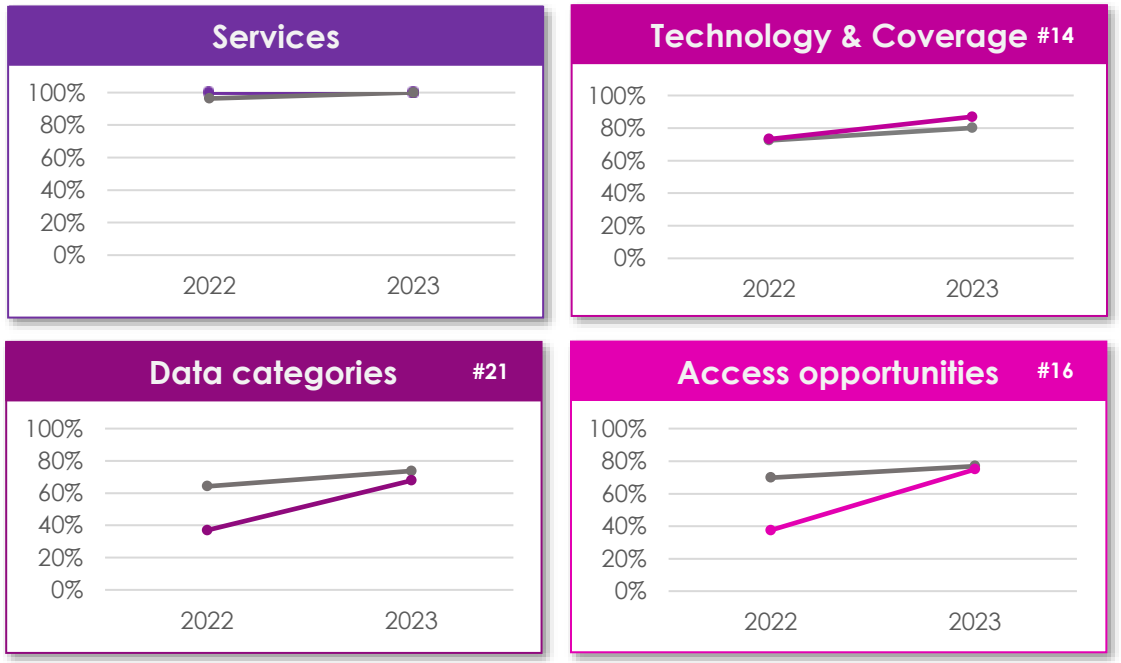
France

MATURITY LEVEL RATING

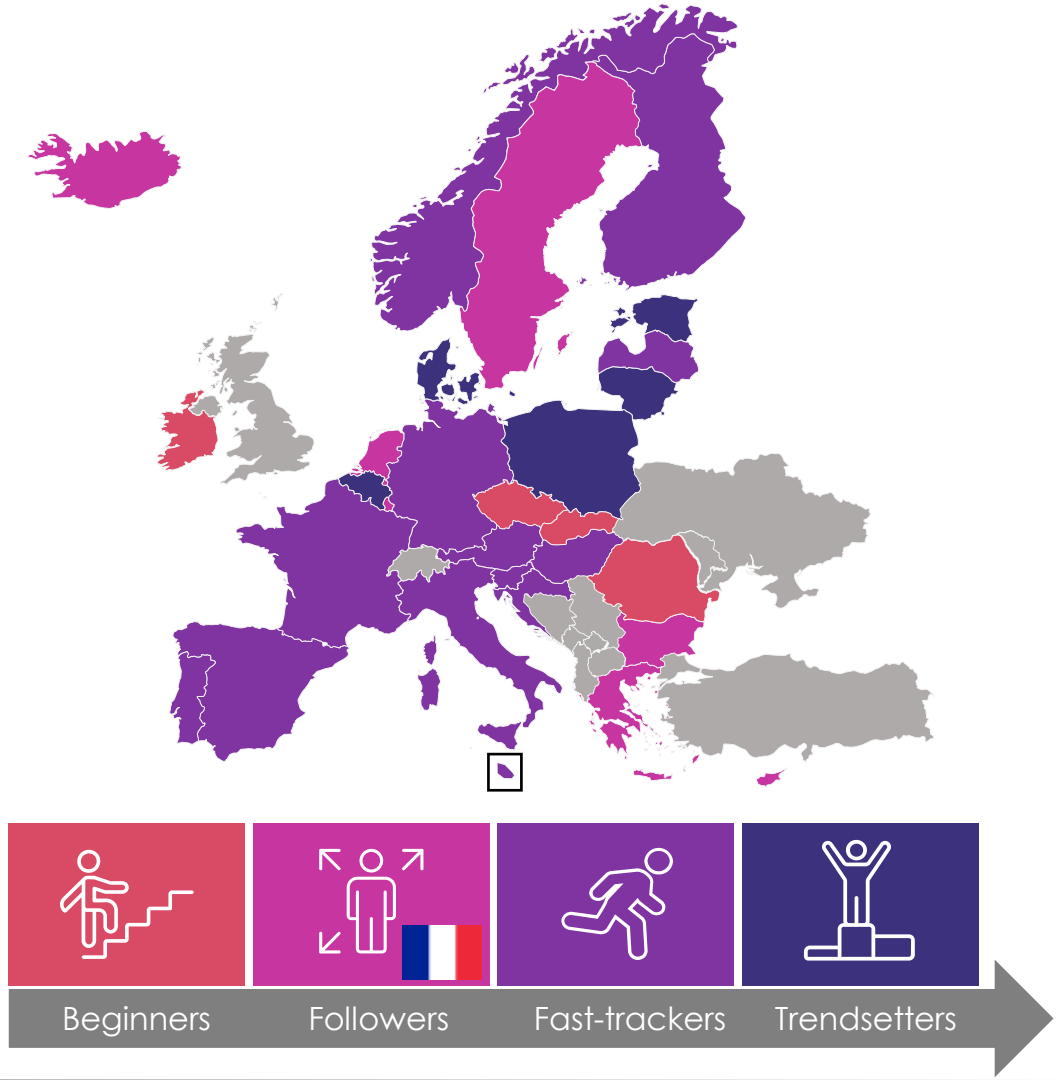
OVERALL



FOUR LAYERS



OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

France

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			79% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants			●	
	Procedures/operations		●		
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			50% / 83%
	eDispensation			●	

France

EU-27 Average

State of play on access eHealth data – 2023

France

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	•	
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	73%		73% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private	•		
Pharmacies			•	

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons				•	0% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

France

EU-27 Average

Digital Decade eHealth indicators

2023

Germany

State-of-play at a glance

Germany made significant progress on their eHealth maturity in 2023, moving from a rank position of 18 in 2022 to a rank position of 8 in 2023. In Germany, all data categories investigated in this framework are made available to citizens. Data on ePrescriptions and eDispensations are additionally made available in a timely manner. Already in 2022, the electronic patient record was technically available for all patients in the statutory health insurance, but with technical hurdles. Authentication was quite complex. A legal change in 2023 made it possible to authenticate in a way that citizens much more widely accept. It can now be estimated that 88% of the total population of Germany is technically able to access their electronic health records. However, only a limited range of categories of healthcare providers are supplying these health data, which is the main gap in Germany's eHealth maturity.

RECOMMENDATIONS:
- Ensure that all data types are made available in a timely manner.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Germany has an overall eHealth maturity score of 87% in 2023. This compares to a maturity score of 70% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Germany.

Germany scores 69% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 50%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 4 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Germany scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

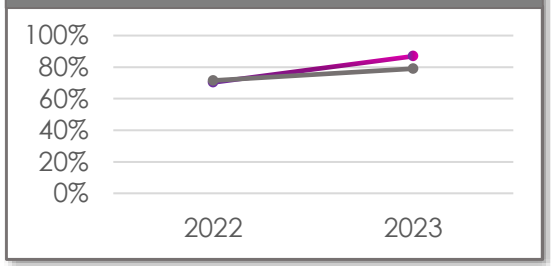
State of play on access eHealth data – 2023

Germany

MATURITY LEVEL RATING

OVERALL

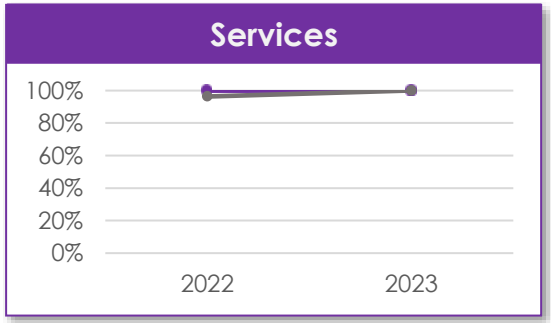
Maturity



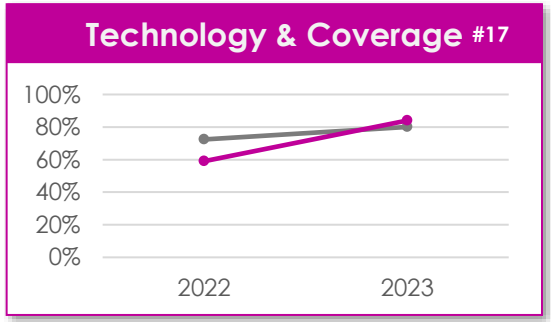
Ranking Germany

FOUR LAYERS

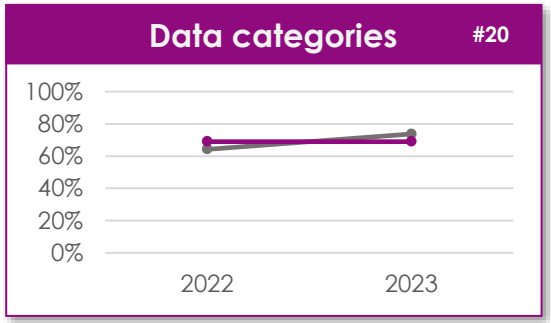
Services



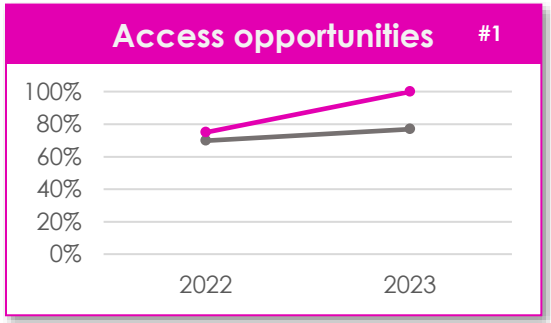
Technology & Coverage #17



Data categories #20

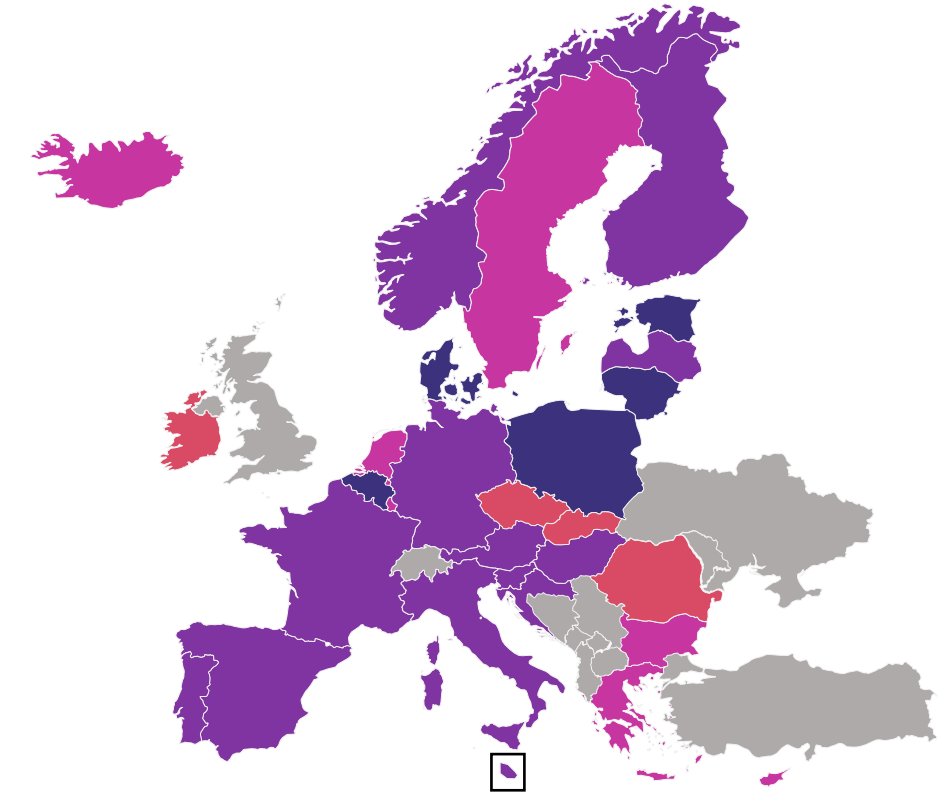


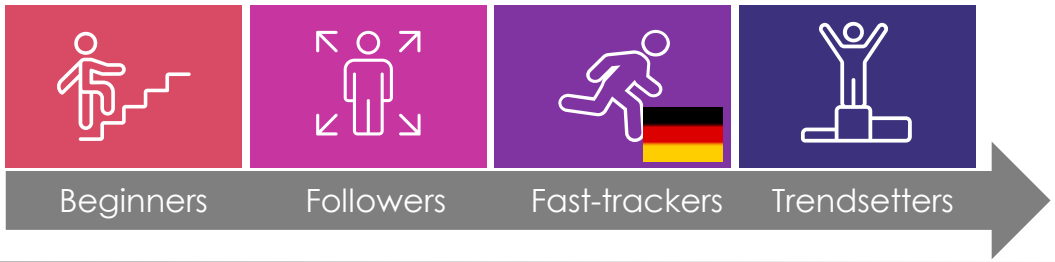
Access opportunities #1



EU-27 Average Germany (DE) # Ranking 2023 DE

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Germany

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			57% / 76%
	Personal information		●		
	Allergies		●		
	Problems		●		
	Medical devices/implants		●		
	Procedures/operations		●		
	Medicines		●		
Results and reports	Laboratory test		●		50% / 62%
	Medical imaging reports		●		
	Medical images		●		
	Hospital discharge		●		
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Germany

EU-27 Average

State of play on access eHealth data – 2023

Germany

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	36%		36% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private		●	
Secondary and tertiary hospitals and clinics	Public	●		
	Private		●	
Rehabilitation centres	Public		●	
	Private		●	
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public	●		
	Private		●	
Pharmacies		●		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	●				100% / 83%
Authorised persons	●				100% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Germany EU-27 Average

Digital Decade eHealth indicators

2023

Greece

State-of-play at a glance

Greece reported several developments in 2023 that improved its maturity score. Data on allergies, laboratory test results and hospital discharge reports are now available through the online access service. In terms of the data types investigated by this framework, only medical imaging reports and medical images remain unavailable to citizens. Already in 2022, all categories of healthcare providers investigated in the eHealth survey were supplying some types of relevant data to the online access service for electronic health records. Greece also now reports providing assistance to those who seek it, and the provision of such support has a legal basis. Access opportunities could be further strengthened by following the WCAG 2.1 guidelines for accessibility. Another gap in Cyprus' eHealth maturity is the inability to authenticate with a (pre)notified eID.

RECOMMENDATIONS:
- Make the data type of medical imaging reports and medical images available to citizens through the online access service.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Greece has an overall eHealth maturity score of 74% in 2023. This compares to a maturity score of 61% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Greece.

Greece scores 79% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 50%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in not using an eID compliant with eIDAS or based on two-factor authentication. Furthermore, 11 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Greece scores 63% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

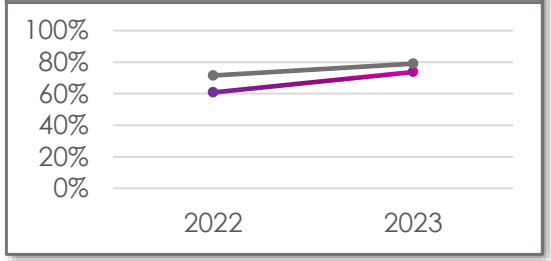
State of play on access eHealth data – 2023

Greece

MATURITY LEVEL RATING

OVERALL

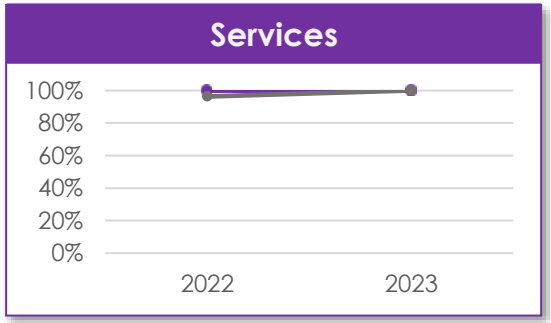
Maturity



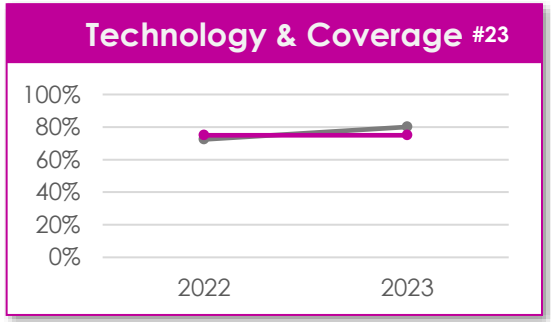
Ranking Greece

FOUR LAYERS

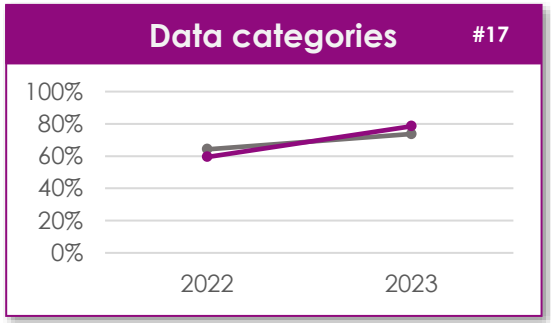
Services



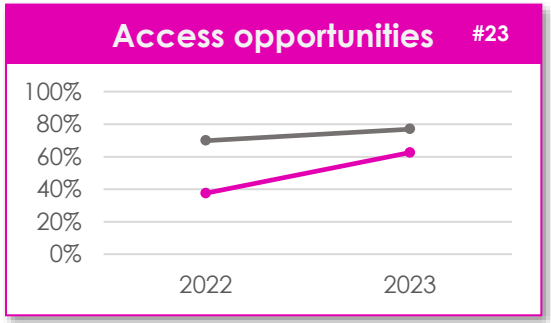
Technology & Coverage #23



Data categories #17

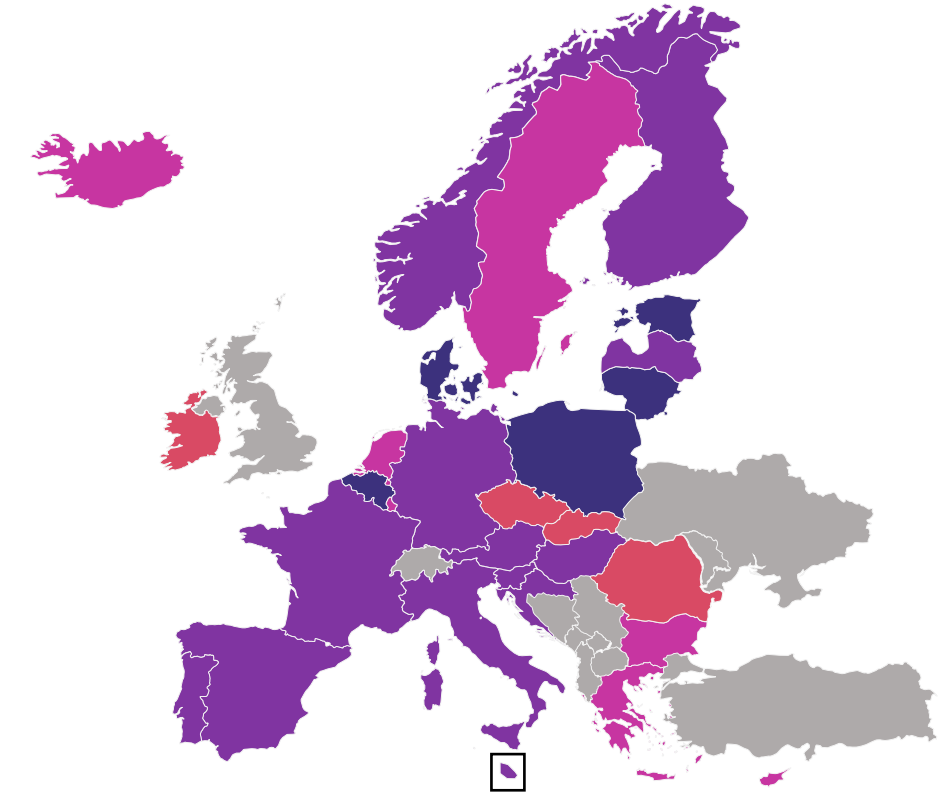


Access opportunities #23



EU-27 Average Greece (EL) # Ranking 2023 EL

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Greece

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			86% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants		●		
	Procedures/operations		●		
	Medicines	●			
Results and reports	Laboratory test	●			50% / 62%
	Medical imaging reports			●	
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Greece

EU-27 Average

State of play on access eHealth data – 2023

Greece

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation		0% / 82%
	eID based on two-factor authentication		
	Other identification means	●	
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private	●		
Geriatric nursing homes	Public	●		
	Private	●		
Mental health facilities	Public	●		
	Private	●		
Pharmacies		●		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	●				100% / 83%
Authorised persons		●			50% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Greece EU-27 Average

Digital Decade eHealth indicators

2023

Hungary

State-of-play at a glance

Since 2022, Hungary has expanded the data types available to citizens through the online access service to include those about allergies, current problems, and medical devices/implants. Out of the data types investigated by this framework, only medical images are still unavailable to citizens. Another development is the expansion of the EgészségAblak mobile application. Previously, the application provided access to Digital COVID certificates and test results. Now it also enables citizens to view their EHR documents and ePrescriptions. The main gaps in Hungary's eHealth maturity are the inability to authenticate with a (pre)notified eID and the fact that the access service does not follow guidelines on web accessibility.

RECOMMENDATIONS:
- Make the data type of medical images available to citizens through the online access service.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Hungary has an overall eHealth maturity score of 86% in 2023. This compares to a maturity score of 80% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Hungary.

Hungary scores 92% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 75%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 9 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Hungary scores 75% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

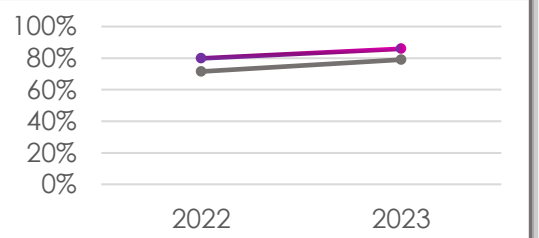
State of play on access eHealth data – 2023

Hungary

MATURITY LEVEL RATING

OVERALL

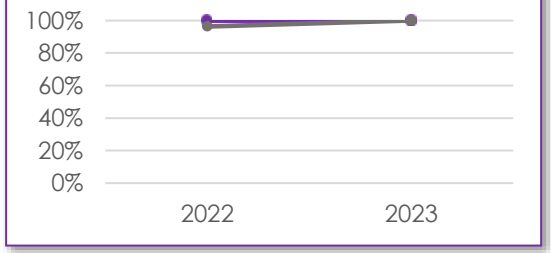
Maturity



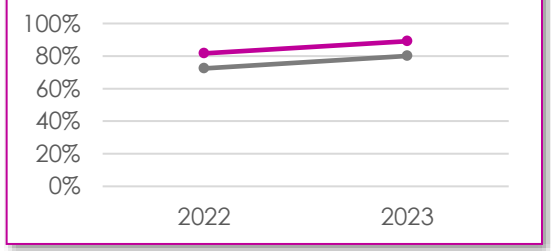
Ranking Hungary

FOUR LAYERS

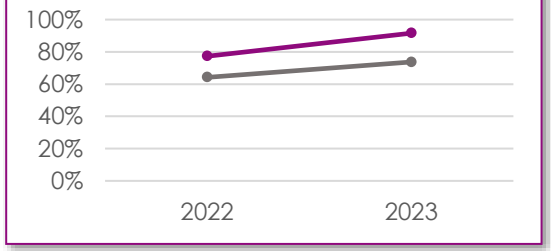
Services



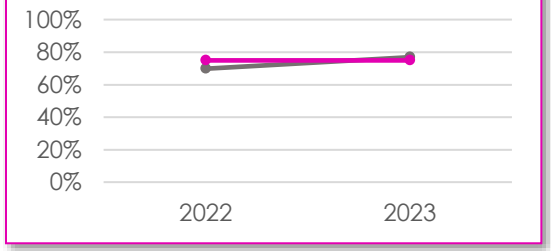
Technology & Coverage #10



Data categories #4

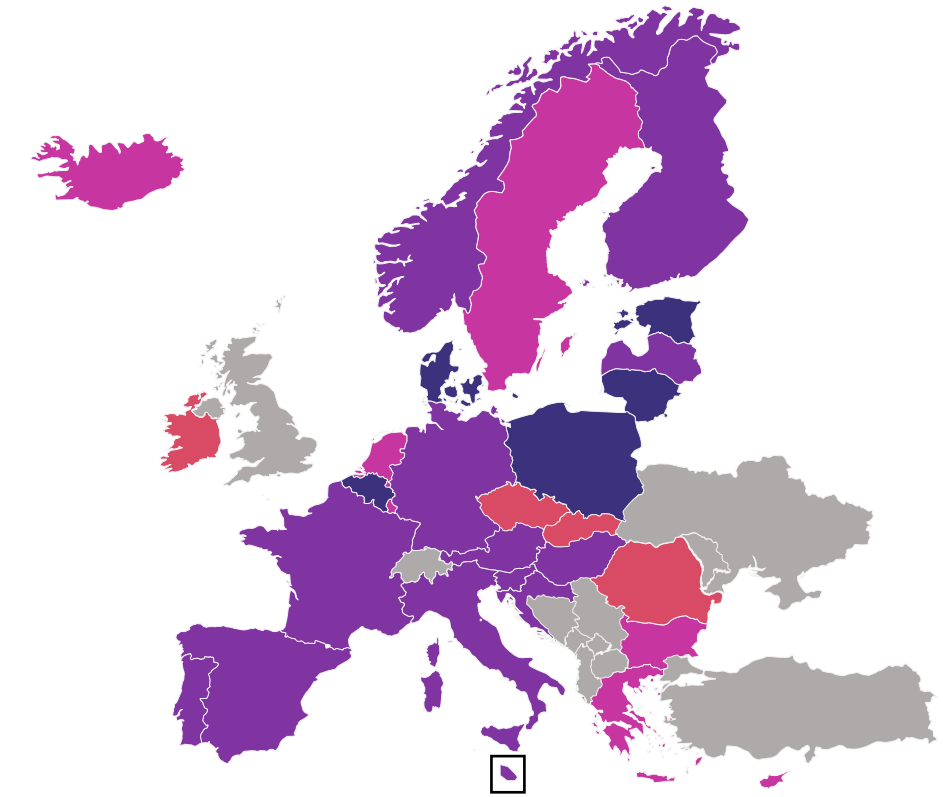


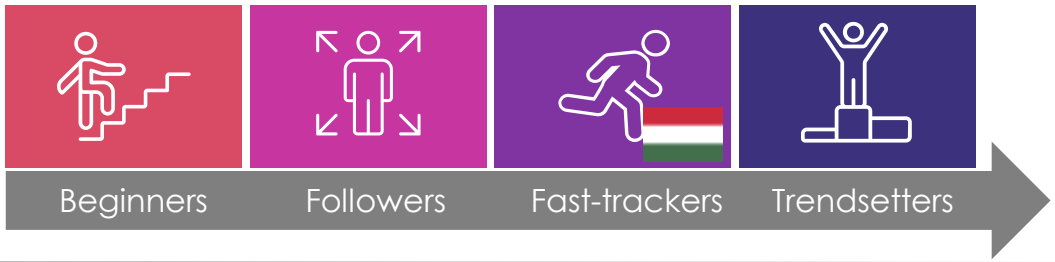
Access opportunities #16



EU-27 Average Hungary (HU) # Ranking 2023 HU

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Hungary

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Hungary

EU-27 Average

State of play on access eHealth data – 2023

Hungary

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	•	
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	82%		82% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Hungary EU-27 Average

Digital Decade eHealth indicators

2023

Ireland

State-of-play at a glance

Since the previous eHealth survey in 2022, an access service for electronic health records has been introduced in a large private hospital group in one of Ireland's six health regions. The hospital provides its patients access to their health records through a mobile application. Ireland also reports future plans to develop a national service for other patients that will provide access to information on medications that were dispensed and paid for by the State. Furthermore, the national ePharmacy programme that will deliver ePrescriptions for all citizens is progressing. In other areas of digital health, Ireland highlights its investment in clinical systems, such as the deployment of an enterprise electronic health record system at the country's new national children's hospital.

RECOMMENDATIONS:
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.
- Make further data types available to citizens through the online access service.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Ireland has an overall eHealth maturity score of 11% in 2023. This compares to a maturity score of 0% in 2022. In 2023, the EU-27 average is 79%.

Regional access services are technically available in Ireland.

Ireland scores 5% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is ePrescription/eDispensation, with a maturity score of 0%.

Less than 19% of the national population is technically able to access the online access services for eHealth records.

Regarding access opportunities for certain categories of people, Ireland scores 0% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

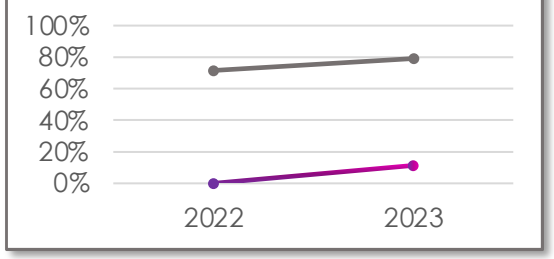
State of play on access eHealth data – 2023

Ireland

MATURITY LEVEL RATING

OVERALL

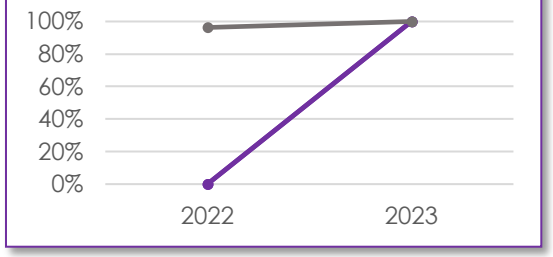
Maturity



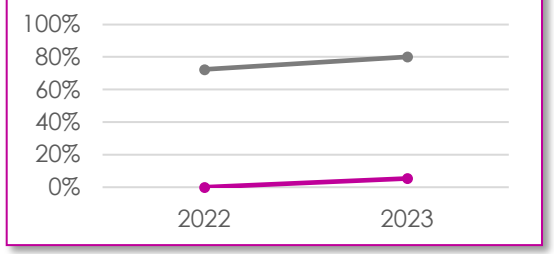
Ranking Ireland

FOUR LAYERS

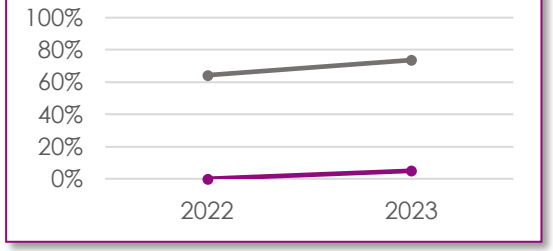
Services



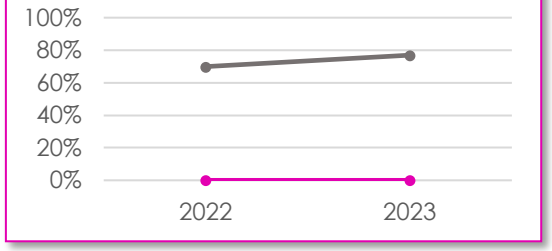
Technology & Coverage #29



Data categories #29

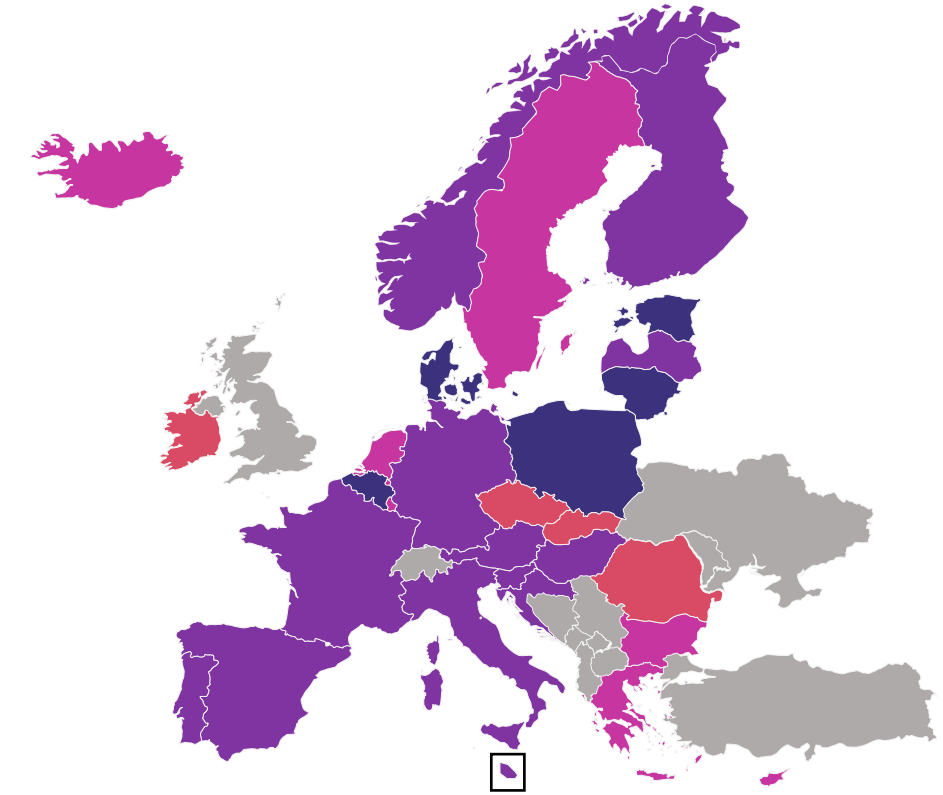


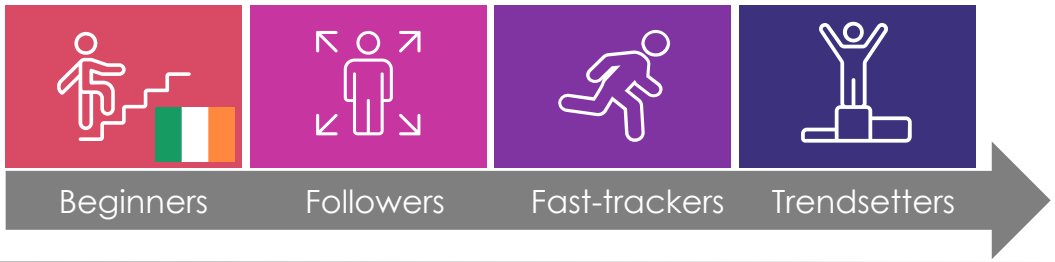
Access opportunities #29



EU-27 Average Ireland (IE) # Ranking 2023 IE

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

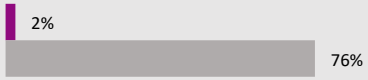
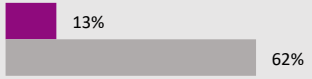
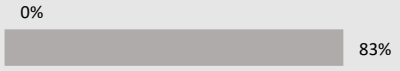
Ireland

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, health regions offer their own access services to citizens	

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification			●	
	Personal information	1/6 regions		5/6 regions	
	Allergies			●	
	Problems			●	
	Medical devices/implants			●	
	Procedures/operations			●	
	Medicines			●	
Results and reports	Laboratory test	1/6 regions		5/6 regions	
	Medical imaging reports	1/6 regions		5/6 regions	
	Medical images			●	
	Hospital discharge	1/6 regions		5/6 regions	
Other	ePrescription			●	
	eDispensation			●	

Ireland EU-27 Average

State of play on access eHealth data – 2023

Ireland

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS		0% – 82%
	eID based on two-factor		
	Other identification means	•	
Digital platform	Online portal(s)		12% – 85%
	Native mobile application(s)	1/6 regions	
	Both		
Percentage able to access	Less than 19% of the national population		8% – 86%
Healthcare providers connected and supplying data	2%		2% – 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public		•	
	Private		•	
Secondary and tertiary hospitals and clinics	Public		•	
	Private	1/6 regions	5/6 regions	
Rehabilitation centres	Public		•	
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public		•	
	Private		•	
Pharmacies			•	

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians				•	0% – 83%
Authorised persons				•	0% – 68%
Assistance from an official contact point				•	0% – 83%
Web Accessibility Directive compliance	No				0% – 74%

Ireland EU-27 Average

Digital Decade eHealth indicators

2023

Italy

State-of-play at a glance

In 2023, Italy provided data for each of its 21 health regions. Data about medical images are unavailable in most regions, and data about allergies, current problems, medical devices/implants, procedures/operations and current/past medicines are available in most regions but not in a timely manner. The remaining types of health data investigated in this framework tend to be available in a timely manner. More than half the regions provide access to these data through both online portals and mobile applications, but some regions do not offer a mobile application. Just over 40% of the regions have implemented functionality to put legal provisions for access opportunities into practice. Only a limited range of categories of healthcare providers are supplying health data, which is the main gap in Italy's eHealth maturity.

RECOMMENDATIONS:
- Make the data type of medical images available to citizens in all regions through the online access service.
- Ensure that all data types are made available in a timely manner.
- Offer a mobile application for citizens in all regions to access their electronic health records.
- Increase the supply of health data by onboarding more categories of healthcare providers.
- Build on existing legal provisions and implement technical functionality in all regions regarding access opportunities for legal guardians, authorised persons and disadvantaged groups.

Key statistics

Italy has an overall eHealth maturity score of 83% in 2023. This compares to a maturity score of 71% in 2022. In 2023, the EU-27 average is 79%.

Regional access services are technically available in Italy.

Italy scores 80% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is health records summary data, with a maturity score of 57%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 3 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Italy scores 84% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

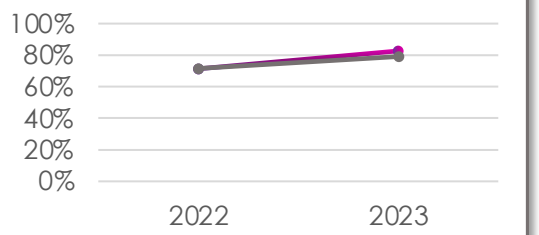
State of play on access eHealth data – 2023

Italy

MATURITY LEVEL RATING

OVERALL

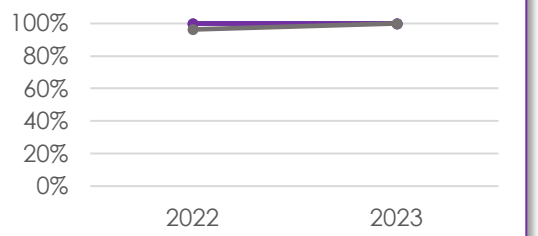
Maturity



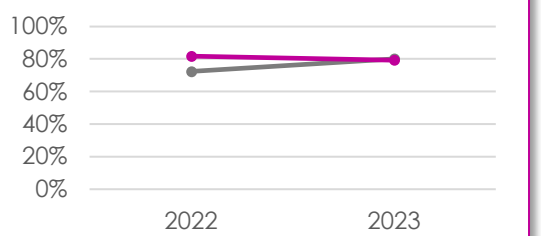
Ranking Italy

FOUR LAYERS

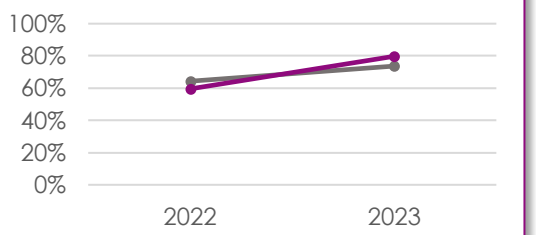
Services



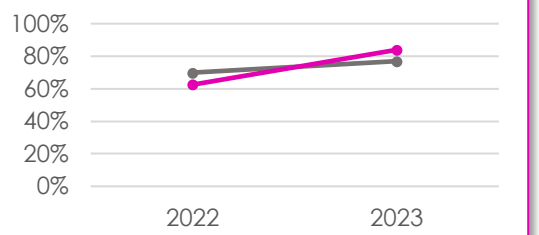
Technology & Coverage #20



Data categories #16

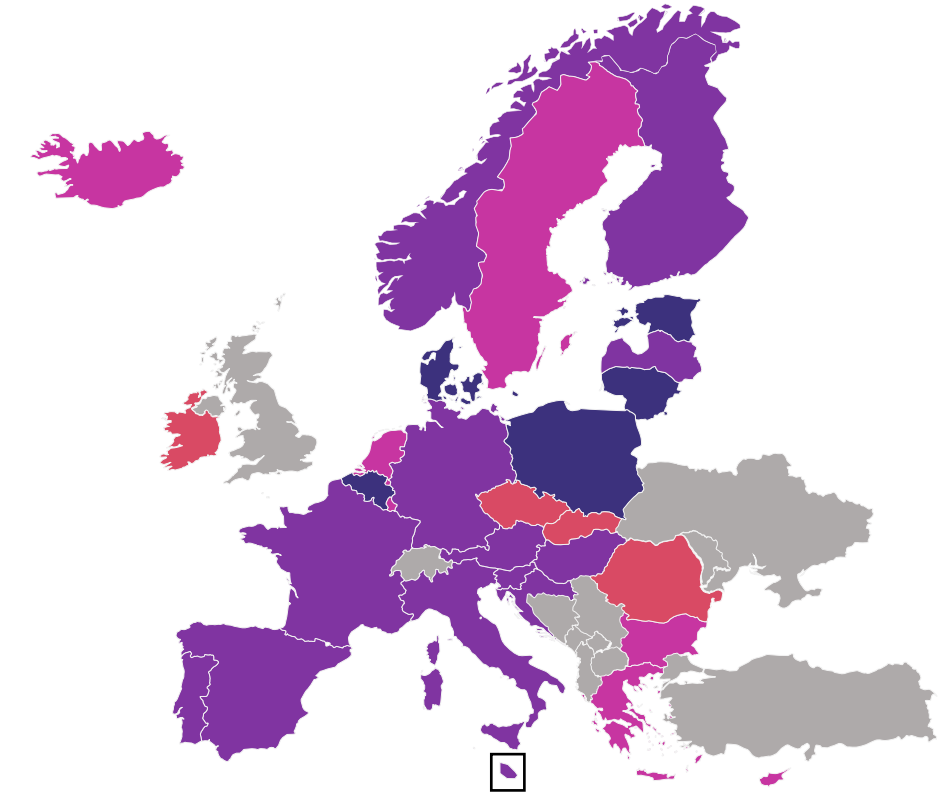


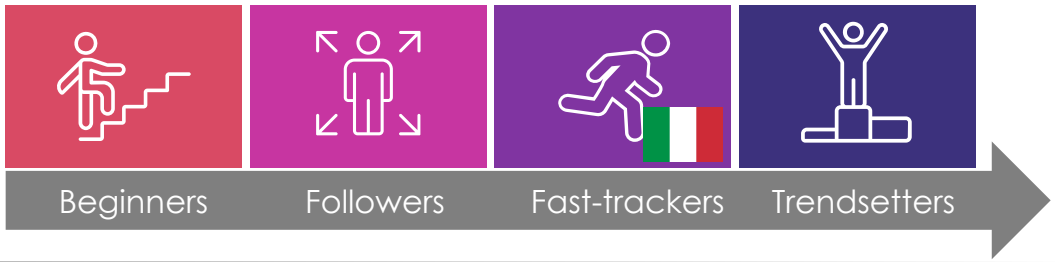
Access opportunities #14



EU-27 Average Italy (IT) # Ranking 2023 IT

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Italy

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, national territories (i.e., regions) have their own regional access service(s)	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			57% / 76%
	Personal information	●			
	Allergies		17/21 regions	4/21 regions	
	Problems		16/21 regions	5/21 regions	
	Medical devices/implants		17/21 regions	4/21 regions	
	Procedures/operations		17/21 regions	4/21 regions	
	Medicines		17/21 regions	4/21 regions	
Results and reports	Laboratory test	●			82% / 62%
	Medical imaging reports	●			
	Medical images	6/21 regions		15/21 regions	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Italy

EU-27 Average

State of play on access eHealth data – 2023

Italy

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS	•	100% / 82%
	eID based on two-factor		
	Other identification means		
Digital platform	Online portal(s)	7/21 regions	90% / 85%
	Native mobile application(s)		
	Both	14/21 regions	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	27%		27% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private		•	
Secondary and tertiary hospitals and clinics	Public	•		
	Private		•	
Rehabilitation centres	Public		•	
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public		•	
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	12/21 regions	9/21 regions			79% / 83%
Authorised persons	12/21 regions	9/21 regions			79% / 68%
Assistance from an official contact point	12/21 regions	9/21 regions			79% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Italy EU-27 Average

Digital Decade eHealth indicators

2023

Latvia

State-of-play at a glance

In Latvia, all data categories investigated in this framework are made available to citizens. For more than half the categories, data are provided in a timely manner. Medical imaging reports, medical images, and hospital discharge reports are now timely available compared to last year. Additionally, the types of connected healthcare providers have expanded since 2022, with private mental health facilities and public rehabilitation centres now contributing data to the national electronic health record system. Citizens can access these data through an online portal, although a mobile application is not available. However, the online access service reportedly does not follow the guidelines on web accessibility, which is the main gap in Latvia's eHealth maturity.

RECOMMENDATIONS:
- Ensure that all data types are made available in a timely manner.
- Offer a mobile application for citizens to access their electronic health records.
- Connect more private rehabilitation centres to the online access service.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Latvia has an overall eHealth maturity score of 85% in 2023. This compares to a maturity score of 79% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Latvia.

Latvia scores 86% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is health records summary data, with a maturity score of 71%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 8 out of 9 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Latvia scores 75% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

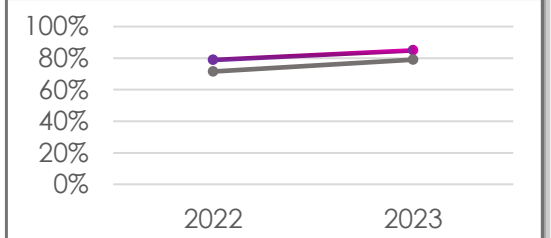
State of play on access eHealth data – 2023

Latvia

MATURITY LEVEL RATING

OVERALL

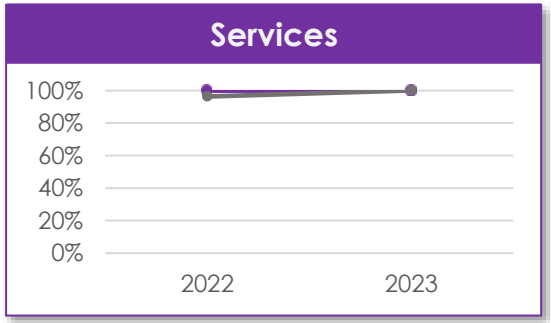
Maturity



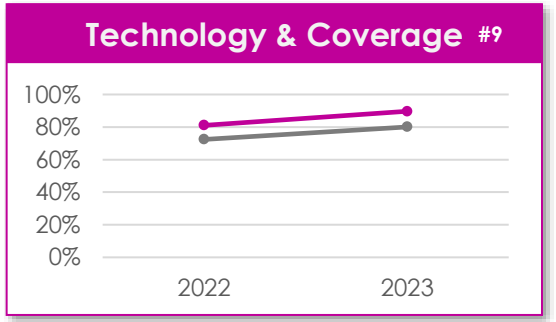
Ranking Latvia

FOUR LAYERS

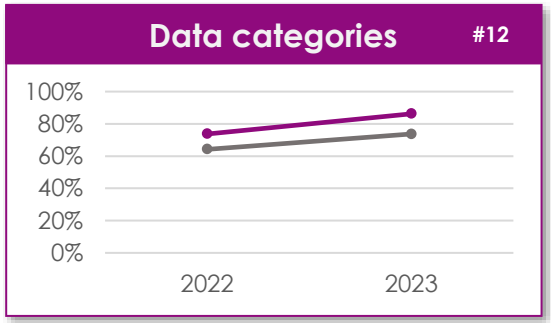
Services



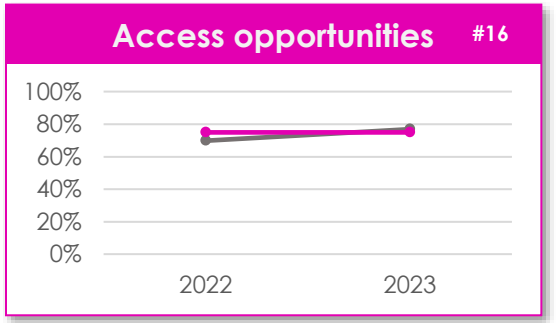
Technology & Coverage #9



Data categories #12

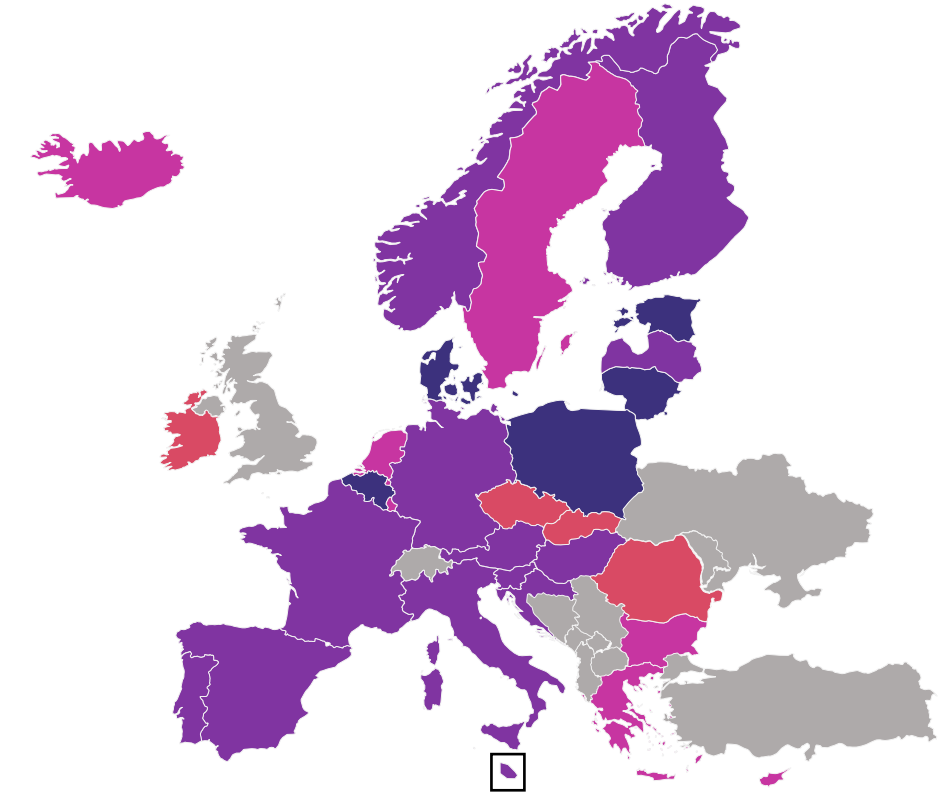


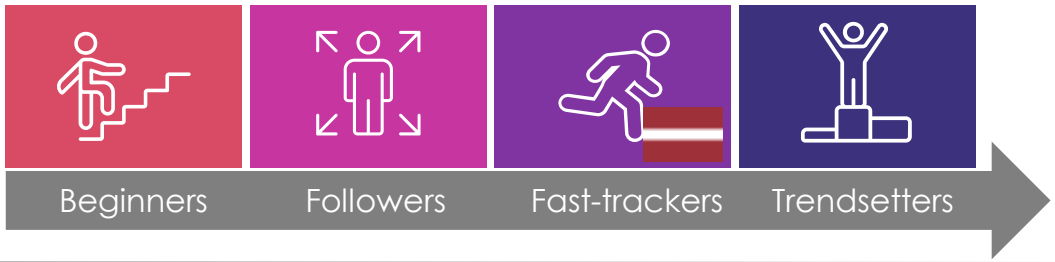
Access opportunities #16



EU-27 Average Latvia (LV) # Ranking 2023 LV

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Latvia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			71% / 76%
	Personal information	●			
	Allergies		●		
	Problems		●		
	Medical devices/implants		●		
	Procedures/operations		●		
	Medicines	●			
Results and reports	Laboratory test		●		88% / 62%
	Medical imaging reports	●			
	Medical images	●			
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Latvia

EU-27 Average

State of play on access eHealth data – 2023

Latvia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	89%		89% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private		•	
Geriatric nursing homes	Public			•
	Private			•
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Latvia EU-27 Average

Digital Decade eHealth indicators

2023

Lithuania

State-of-play at a glance

As a trendsetter in 2022, Lithuania already had a strong foundation on its eHealth maturity. Lithuania has shown further growth in maturity by making data on medical devices/implants available to citizens. Doctors can enter data about implants and medical devices in the patient's health record summary. Of the data categories investigated in this framework, only medical images are not made available to citizens. All categories of healthcare providers investigated in the eHealth survey supply relevant data to the online access service for electronic health records. Compared to 2022, mental health facilities and geriatric nursing homes are newly connected. Citizens can access these data through an online portal, although a mobile application is not available.

RECOMMENDATIONS:
- Make the data type of medical images available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.

Key statistics

Lithuania has an overall eHealth maturity score of 95% in 2023. This compares to a maturity score of 92% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Lithuania.

Lithuania scores 92% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 75%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 11 out of 11 applicable categories of healthcare providers supply relevant data.

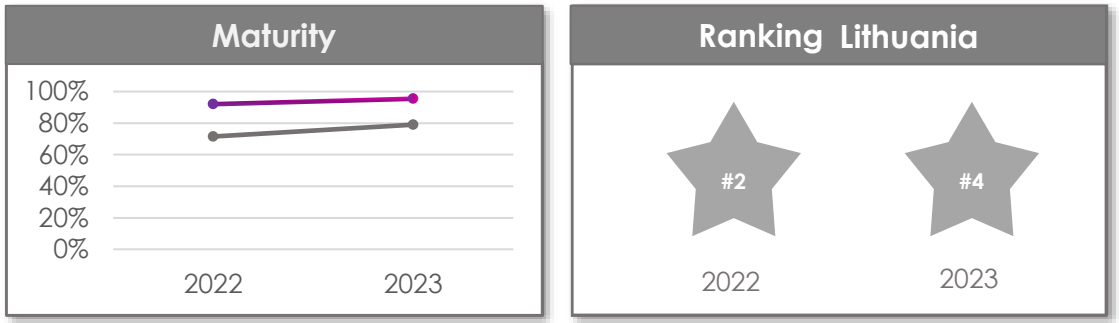
Regarding access opportunities for certain categories of people, Lithuania scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

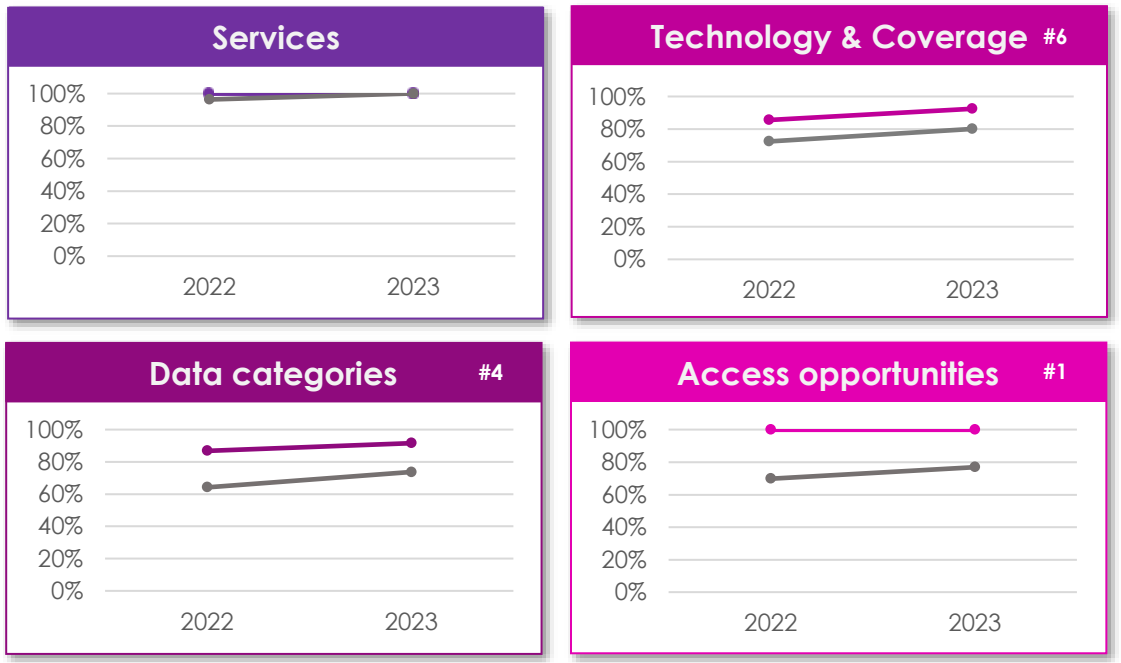
Lithuania

MATURITY LEVEL RATING

OVERALL

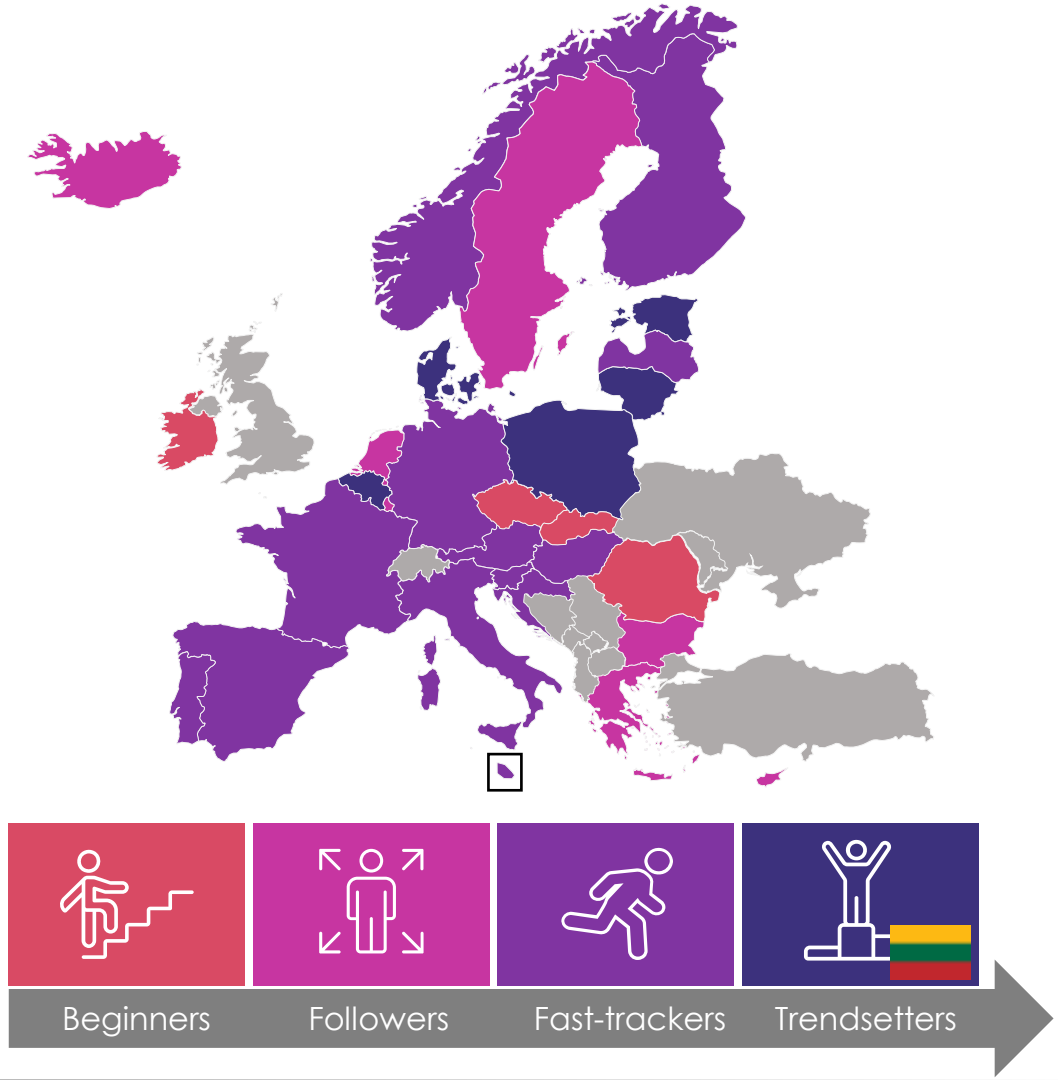


FOUR LAYERS



EU-27 Average Lithuania (LT) # Ranking 2023 LT

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Lithuania

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Lithuania EU-27 Average

State of play on access eHealth data – 2023

Lithuania

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	●	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private	●		
Geriatric nursing homes	Public	●		
	Private	●		
Mental health facilities	Public	●		
	Private	●		
Pharmacies		●		

Access for categories of people

Sub-indicator	Answer options + answer (●)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	●				100% / 83%
Authorised persons	●				100% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Lithuania EU-27 Average

Digital Decade eHealth indicators

2023

Luxembourg

State-of-play at a glance

In Luxembourg, all data categories investigated in this framework, except ePrescription and eDispensation data, are made available to citizens. Of the categories of data made available, just under half are made available in a timely manner. Luxembourg improved their maturity score from last year by ensuring that its online access service follows the web accessibility guidelines. Several technical elements have been implemented to facilitate access for people with visual impairment (such as contrast colour) with future improvements on some of the accessibility criteria planned for the future. The main gap in Luxembourg's eHealth maturity is that a limited range of categories of healthcare providers are supplying health data. Specifically, rehabilitation centres, geriatric nursing homes, and mental health facilities are yet to be connected to the access service for electronic health records.

RECOMMENDATIONS:
- Make the data types of ePrescription and eDispensation available to citizens through the online access service.
- Ensure that all data types are made available in a timely manner.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Luxembourg has an overall eHealth maturity score of 76% in 2023. This compares to a maturity score of 67% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Luxembourg.

Luxembourg scores 51% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is ePrescription/eDispensation, with a maturity score of 0%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 4 out of 11 applicable categories of healthcare providers supply relevant data.

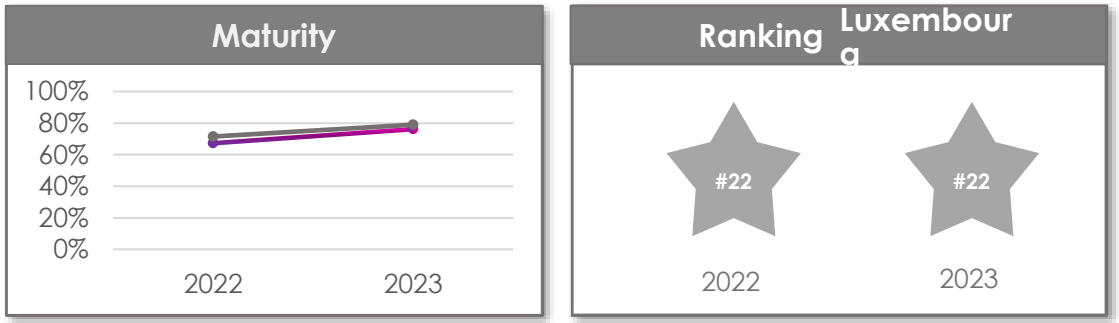
Regarding access opportunities for certain categories of people, Luxembourg scores 88% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

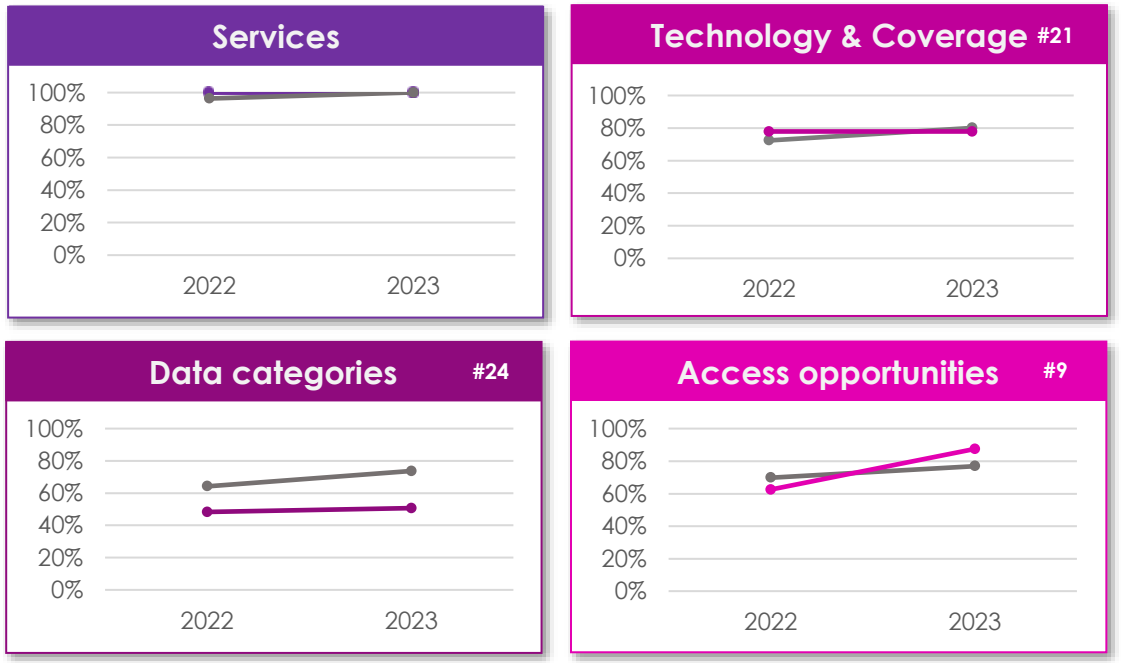
Luxembourg

MATURITY LEVEL RATING

OVERALL

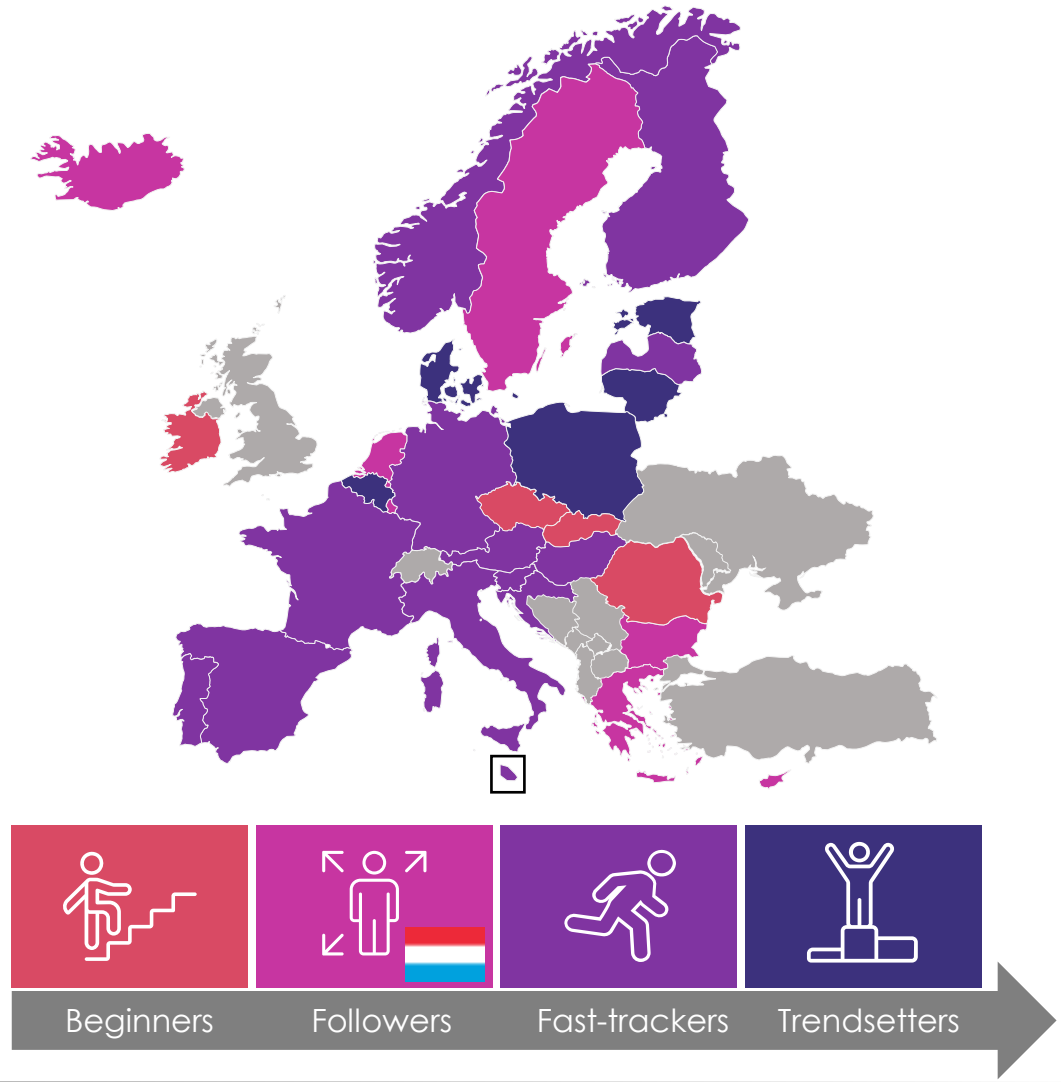


FOUR LAYERS



EU-27 Average Luxembourg (LU) # Ranking 2023 LU

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Luxembourg

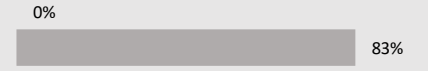
LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			64% / 76%
	Personal information	●			
	Allergies		●		
	Problems		●		
	Medical devices/implants		●		
	Procedures/operations		●		
	Medicines		●		
Results and reports	Laboratory test	●			88% / 62%
	Medical imaging reports	●			
	Medical images	●			
	Hospital discharge		●		
Other	ePrescription			●	0% / 83%
	eDispensation			●	



Luxembourg EU-27 Average

State of play on access eHealth data – 2023

Luxembourg

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	●	
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	36%		36% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public		●	
	Private		●	
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public		●	
	Private		●	
Pharmacies			●	

Access for categories of people

Sub-indicator	Answer options + answer (●)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	●				100% / 83%
Authorised persons	●				100% / 68%
Assistance from an official contact point			●		50% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Luxembourg EU-27 Average

Digital Decade eHealth indicators

2023

Malta

State-of-play at a glance

In Malta, all data categories investigated in this framework are made available to citizens in a timely manner. Since 2022, medical images have been added to the access service. Malta has shown further growth in maturity by confirming that their online access service enables authentication with a (pre)notified eID. In the first months of 2024, Malta implemented technical functionality for parents and legal guardians of children less than 18 years old to apply to view their children's electronic health data, which will be reflected in next year's maturity score. The main gap in Malta's eHealth maturity is that a limited range of categories of healthcare providers are supplying health data. Specifically, rehabilitation centres, geriatric nursing homes, and mental health facilities are yet to be connected to the access service for electronic health records.

RECOMMENDATIONS:
- Offer a mobile application for citizens to access their electronic health records.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Malta has an overall eHealth maturity score of 88% in 2023. This compares to a maturity score of 78% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Malta.

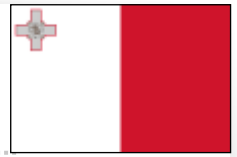
Malta scores 100% on categories of health data, compared to a European average of 74%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 4 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Malta scores 88% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

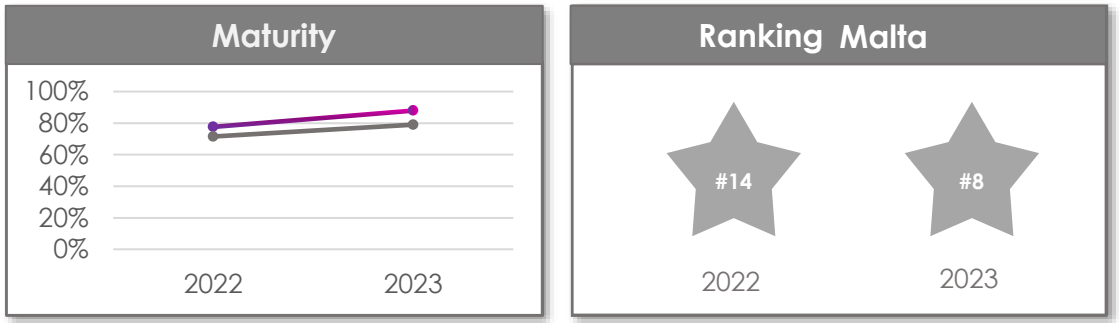
State of play on access eHealth data – 2023

Malta

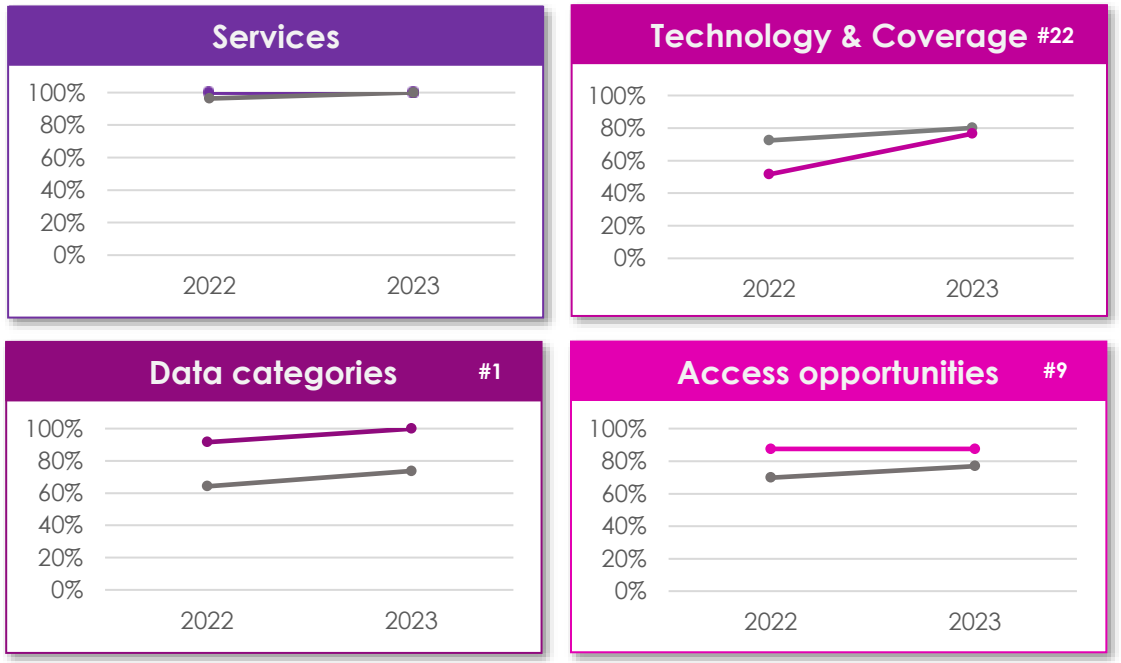


MATURITY LEVEL RATING

OVERALL

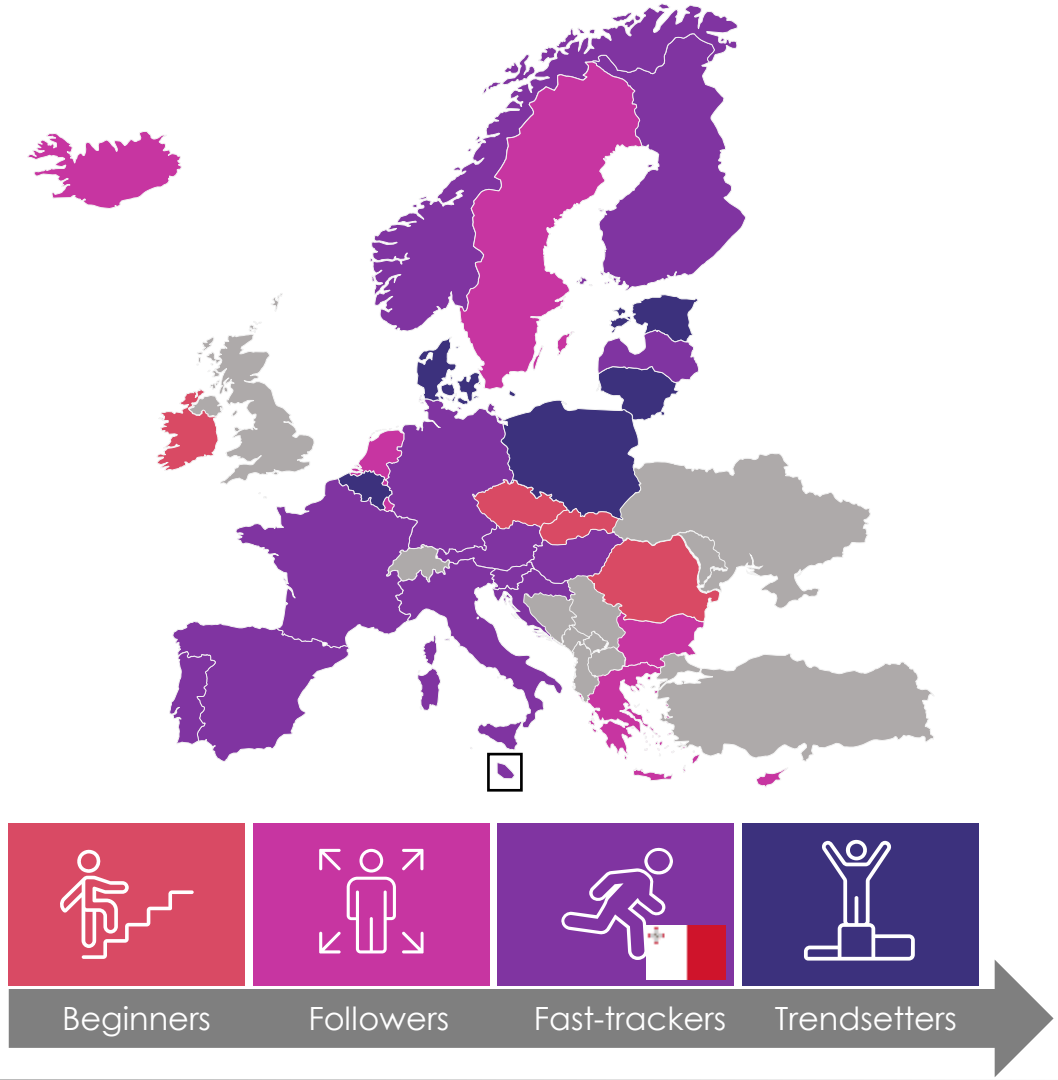


FOUR LAYERS



EU-27 Average Malta (MT) # Ranking 2023 MT

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

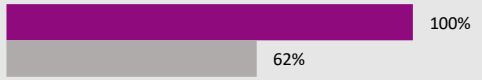
Malta

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	**Sub-data categories**	Available and updated timely	Available	Not available	
Individual information	**Identification**	●			
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	**Laboratory test**	●			
	Medical imaging reports	●			
	Medical images	●			
	Hospital discharge	●			
Other	**ePrescription**	●			
	eDispensation	●			

Malta EU-27 Average

State of play on access eHealth data – 2023

Malta

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	36%		36% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public		•	
	Private		•	
Secondary and tertiary hospitals and clinics	Public	•		
	Private		•	
Rehabilitation centres	Public	•		
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians		•			50% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Malta EU-27 Average

Digital Decade eHealth indicators

2023

Netherlands

State-of-play at a glance

In Netherlands, the online portal provides functionality that reduces barriers to access the service, such as following web accessibility guidelines and the ability to grant legal guardians and authorised persons access to electronic health records on behalf of others. Although data about procedures/operations is newly added to the access service, just more than half the data categories investigated in this framework are made available to citizens, which is one of the main gaps in Netherland's eHealth maturity. Another gap is that a limited range of categories of healthcare providers are supplying health data.

RECOMMENDATIONS:
- Make the data types of medical devices/implants, ePrescription, eDispensation, medical imaging reports, medical images, and hospital discharge reports available to citizens through the online access service.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Netherlands has an overall eHealth maturity score of 72% in 2023. This compares to a maturity score of 69% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Netherlands.

Netherlands scores 23% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is ePrescription/eDispensation, with a maturity score of 0%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 3 out of 6 applicable categories of healthcare providers supply relevant data.

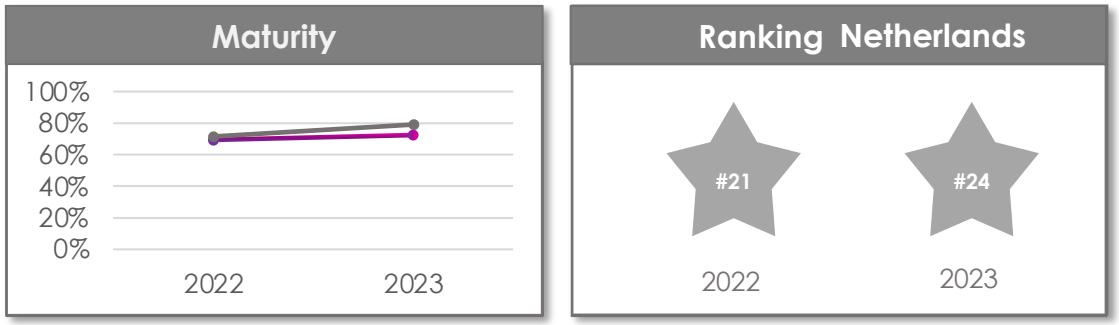
Regarding access opportunities for certain categories of people, Netherlands scores 88% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

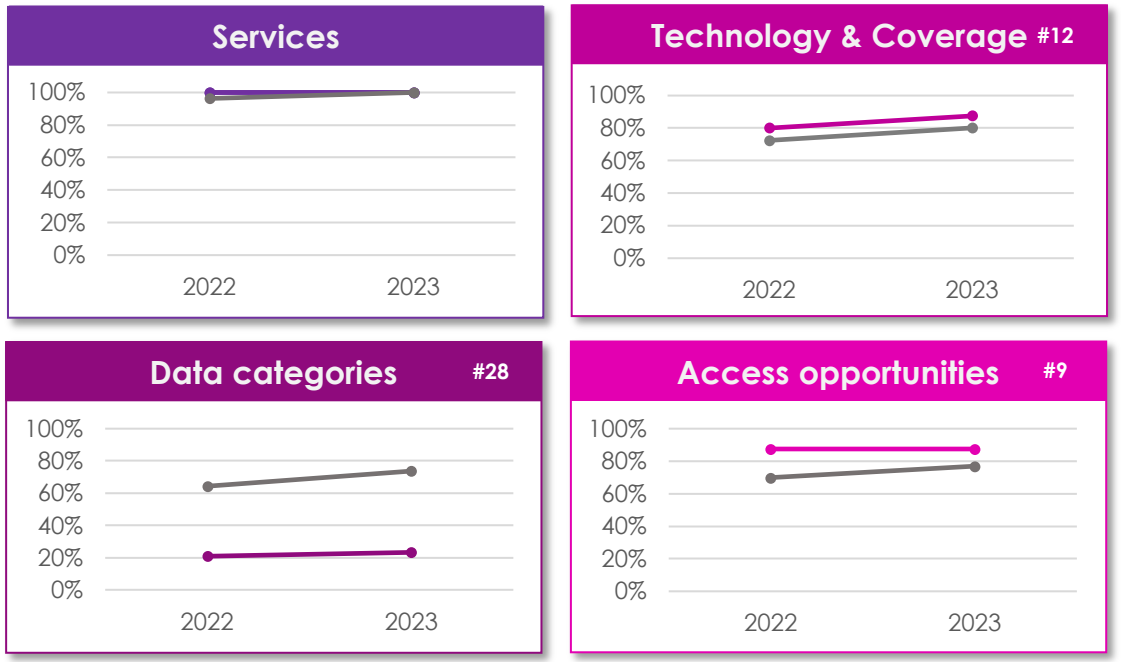
Netherlands

MATURITY LEVEL RATING

OVERALL

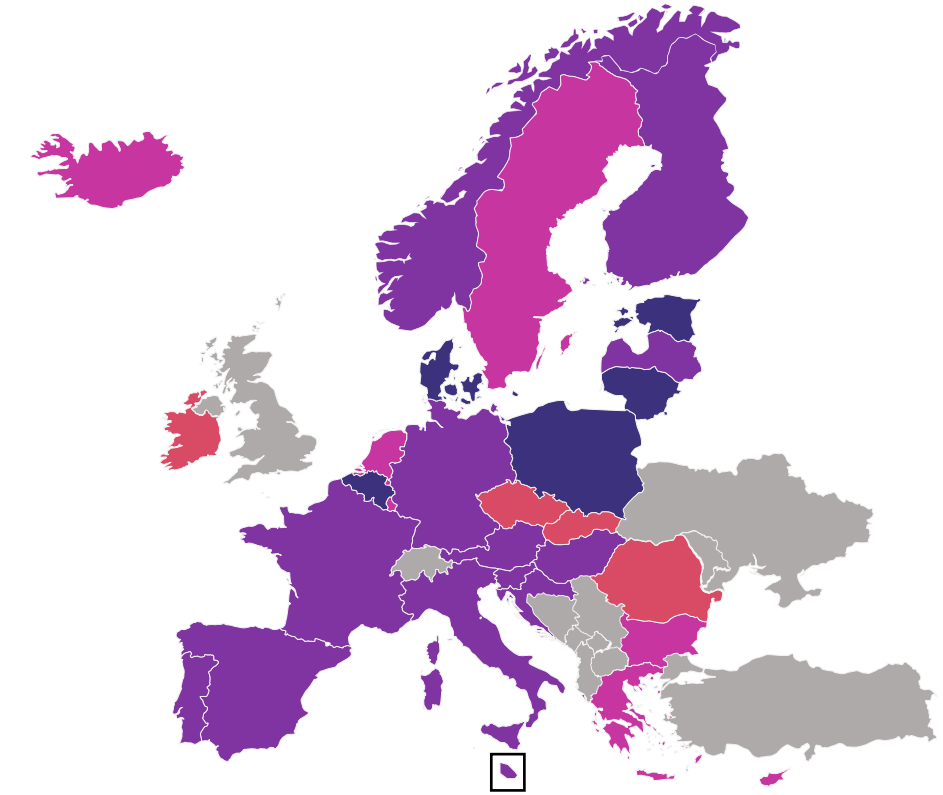


FOUR LAYERS



EU-27 Average Netherlands (NL) # Ranking 2023 NL

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Netherlands

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	**Sub-data categories**	Available and updated timely	Available	Not available	
Individual information	**Identification**	●			57% / 76%
	Personal information	●			
	Allergies		●		
	Problems		●		
	Medical devices/implants			●	
	Procedures/operations		●		
	Medicines		●		
Results and reports	**Laboratory test**		●		13% / 62%
	Medical imaging reports			●	
	Medical images			●	
	Hospital discharge			●	
Other	**ePrescription**			●	0% / 83%
	eDispensation			●	

Netherlands EU-27 Average

State of play on access eHealth data – 2023

Netherlands

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	50%		50% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public			•
	Private	•		
Secondary and tertiary hospitals and clinics	Public			•
	Private	•		
Rehabilitation centres	Public			•
	Private		•	
Geriatric nursing homes	Public			•
	Private		•	
Mental health facilities	Public			•
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point		•			50% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Netherlands EU-27 Average

Digital Decade eHealth indicators

2023

Poland

State-of-play at a glance

In Poland, all data categories investigated in this framework, except data about current problems and medical images, are made available to citizens. The data categories of ePrescription and eDispensation are available in a timely manner. All categories of healthcare providers investigated in the eHealth survey supply relevant data to the online access service for electronic health records. In Poland, geriatric nursing homes do not process electronic health records. Mental health facilities currently supply ePrescription data. Poland's online access service for electronic health records provides functionality that reduces barriers to accessing the service, such as following web accessibility guidelines and the ability to grant legal guardians and authorised persons access to electronic health records on behalf of others.

RECOMMENDATIONS:
- Make the data types of current problems and medical images available to citizens through the online access service.
- Ensure that all data types are made available in a timely manner.

Key statistics

Poland has an overall eHealth maturity score of 90% in 2023. This compares to a maturity score of 86% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Poland.

Poland scores 60% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 38%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 9 out of 9 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Poland scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

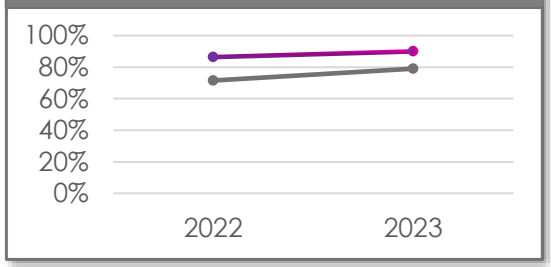
State of play on access eHealth data – 2023

Poland

MATURITY LEVEL RATING

OVERALL

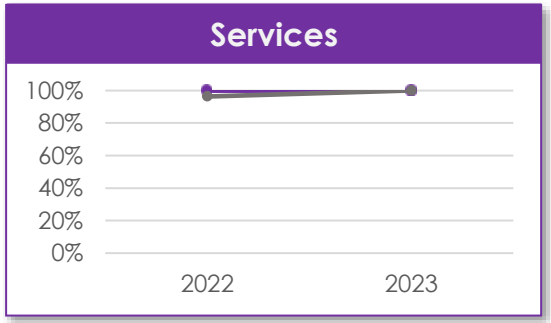
Maturity



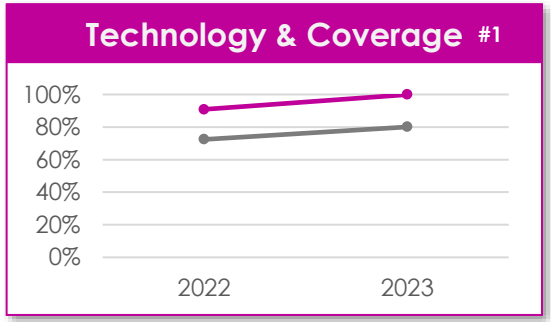
Ranking Poland

FOUR LAYERS

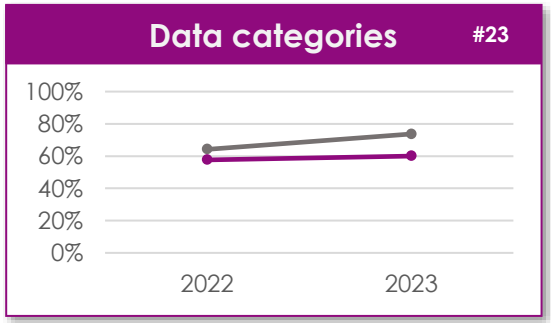
Services



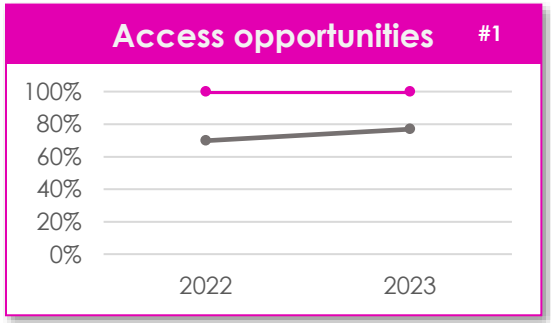
Technology & Coverage #1



Data categories #23

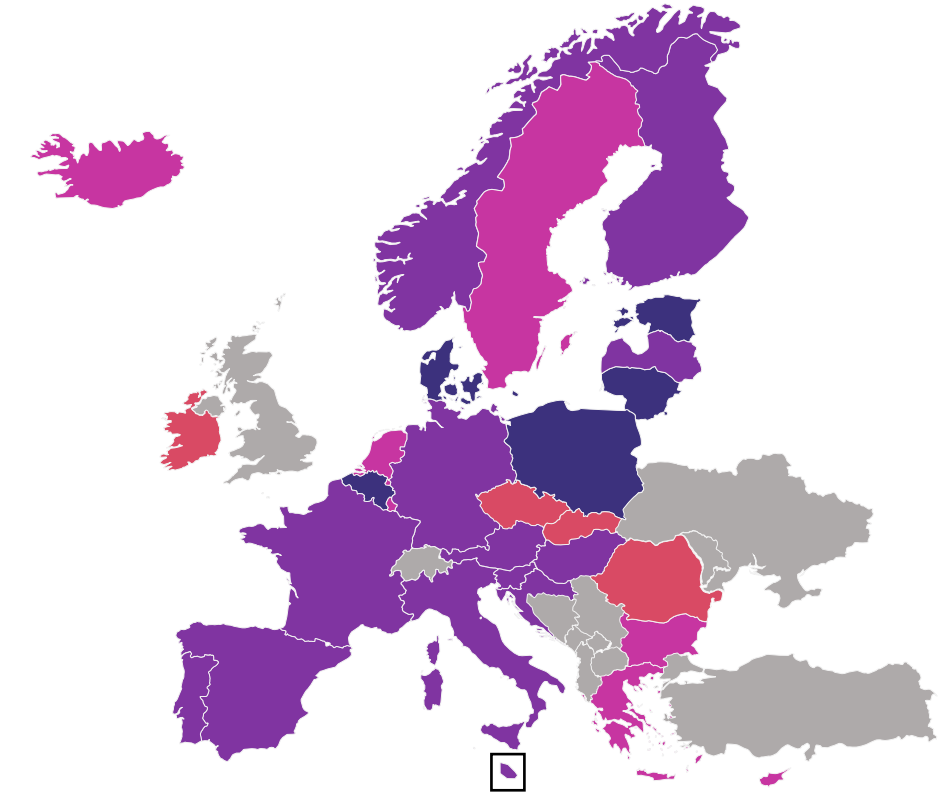


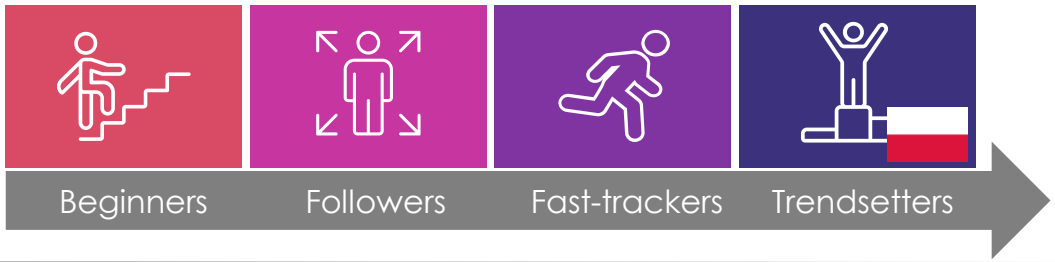
Access opportunities #1



EU-27 Average Poland (PL) # Ranking 2023 PL

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Poland

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (•)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification		•		43% / 76%
	Personal information		•		
	Allergies		•		
	Problems			•	
	Medical devices/implants		•		
	Procedures/operations		•		
	Medicines		•		
Results and reports	Laboratory test		•		38% / 62%
	Medical imaging reports		•		
	Medical images			•	
	Hospital discharge		•		
Other	ePrescription	•			100% / 83%
	eDispensation	•			

Poland

EU-27 Average

State of play on access eHealth data – 2023

Poland

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	100%		100% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public			•
	Private			•
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Poland EU-27 Average

Digital Decade eHealth indicators

2023

Portugal

State-of-play at a glance

Portugal reported a substantially increased eHealth maturity in 2023. Portugal now makes data on laboratory test results and medical imaging reports available to citizens in a timely manner. Out of the categories of data investigated in this framework, only medical images and hospital discharge reports are not yet available to citizens. The supply of data has been expanded. All categories of healthcare providers investigated in the eHealth survey, except private rehabilitation centres and private mental health facilities, supply relevant data to the online access service for electronic health records. This is an increase from 2022, when only pharmacies and public primary and secondary/tertiary hospitals were reported to supply relevant health data. Portugal has shown further growth in maturity by confirming that their online access service follows the guidelines on web accessibility and that legal guardians are able to access the health data of their wards. In addition, a drug information leaflet for individual prescribed medicines is included in the SNS24 app. This leaflet, from national agencies' information sources, provides instructions for the correct and conscious use of the medication, as well as information about possible side effects. Through the national mobile application and portal, citizens can now view their history of blood donations, including the number of donations and the blood type of the donor.

RECOMMENDATIONS:
- Make the data types of medical images and hospital discharge reports available to citizens through the online access service.
- Build on existing legal provisions and implement technical functionality for legal guardians and authorised persons to access electronic health data on behalf of others.

Key statistics

Portugal has an overall eHealth maturity score of 86% in 2023. This compares to a maturity score of 63% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Portugal.

Portugal scores 83% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 50%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 9 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Portugal scores 75% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

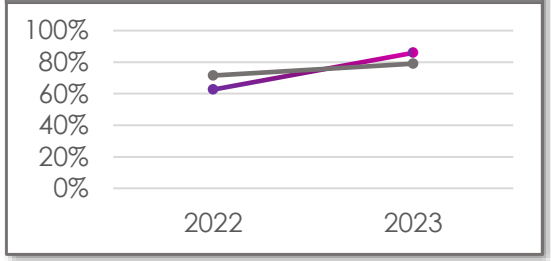
State of play on access eHealth data – 2023

Portugal

MATURITY LEVEL RATING

OVERALL

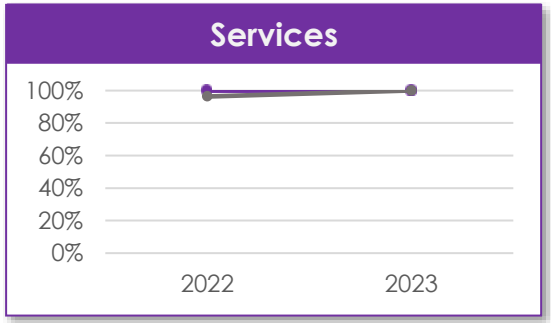
Maturity



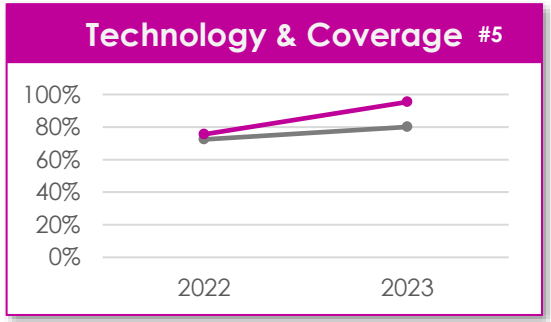
Ranking Portugal

FOUR LAYERS

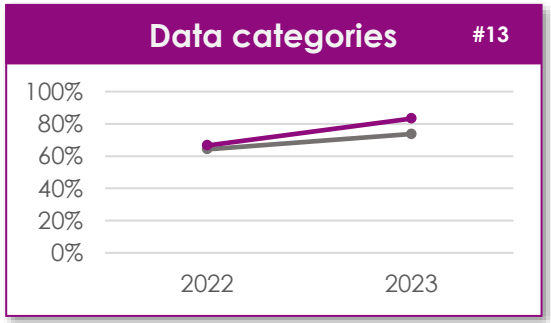
Services



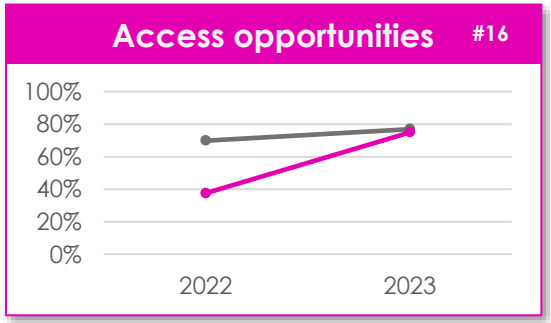
Technology & Coverage #5



Data categories #13

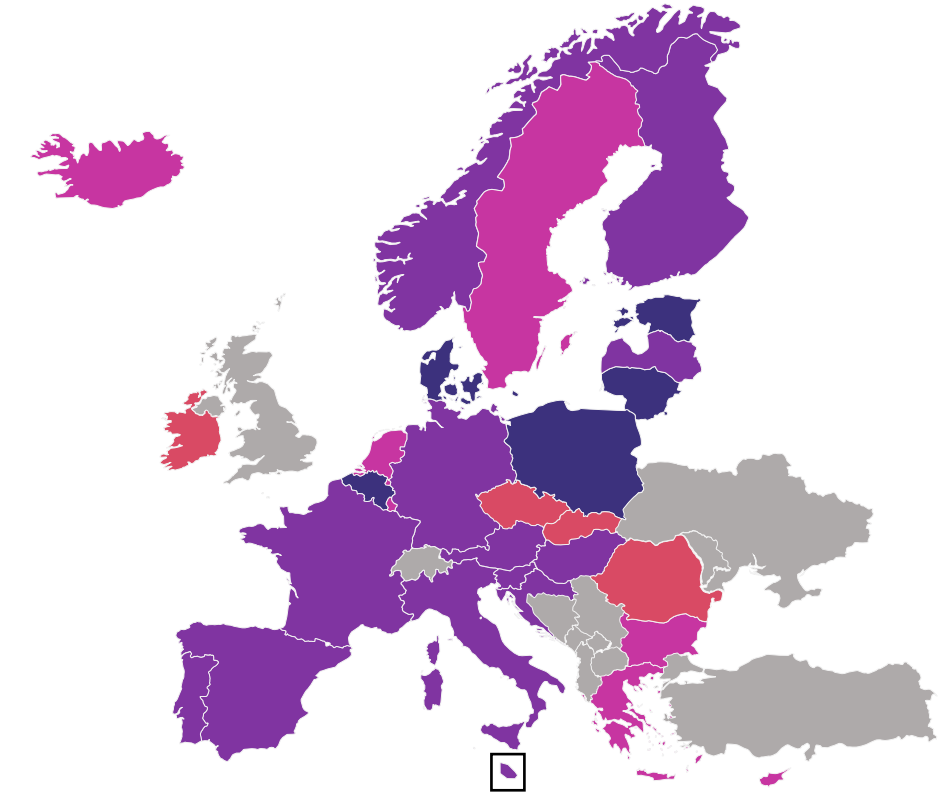


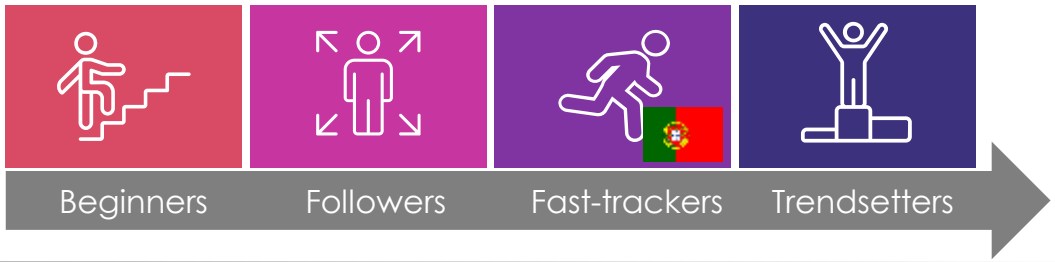
Access opportunities #16



EU-27 Average Portugal (PT) # Ranking 2023 PT

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Portugal

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			50% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge			●	
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Portugal EU-27 Average

State of play on access eHealth data – 2023

Portugal

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	82%		82% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private		●	
Geriatric nursing homes	Public	●		
	Private	●		
Mental health facilities	Public	●		
	Private		●	
Pharmacies		●		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians		●			50% / 83%
Authorised persons		●			50% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Portugal EU-27 Average

Digital Decade eHealth indicators

2023

Romania

State-of-play at a glance

In Romania, all data categories investigated in this framework, except medical devices/implants, laboratory tests, and medical images are made available to citizens, although generally not in a timely manner. In 2023, more categories of healthcare providers are supplying data with both public and private secondary and tertiary hospitals and clinics now connected to the access service. However, rehabilitation centres, geriatric nursing homes, and mental health facilities are not yet connected and supplying data. The main gaps in Romania's eHealth maturity are that the online access service does not follow guidelines on web accessibility and that only a limited proportion of the population can technically access their electronic health records.

RECOMMENDATIONS:
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.
- Make the data types of medical devices/implants, laboratory tests, and medical images available to citizens through the online access service.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Offer a mobile application for citizens to access their electronic health records.
- Increase the supply of health data by onboarding more categories of healthcare providers.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Romania has an overall eHealth maturity score of 59% in 2023. This compares to a maturity score of 57% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Romania.

Romania scores 38% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 13%.

40-59% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 5 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Romania scores 63% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

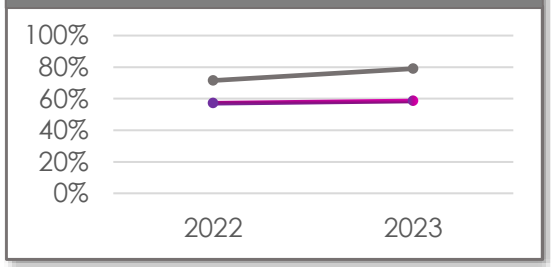
State of play on access eHealth data – 2023

Romania

MATURITY LEVEL RATING

OVERALL

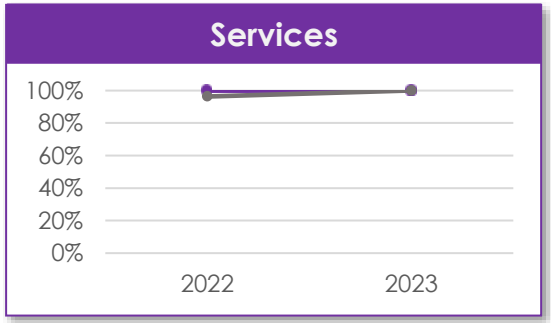
Maturity



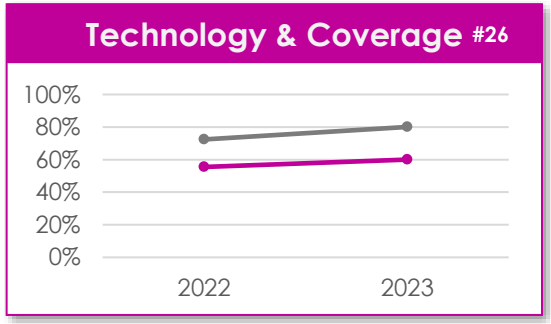
Ranking Romania

FOUR LAYERS

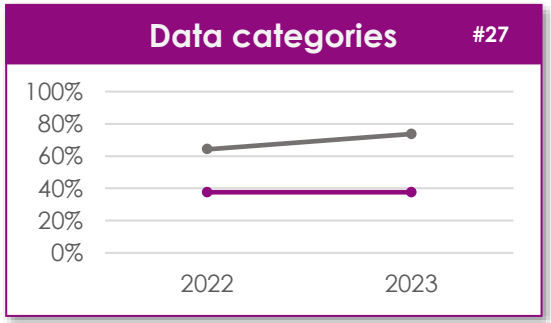
Services



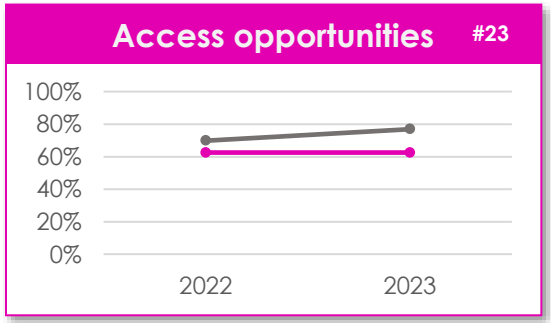
Technology & Coverage #26



Data categories #27

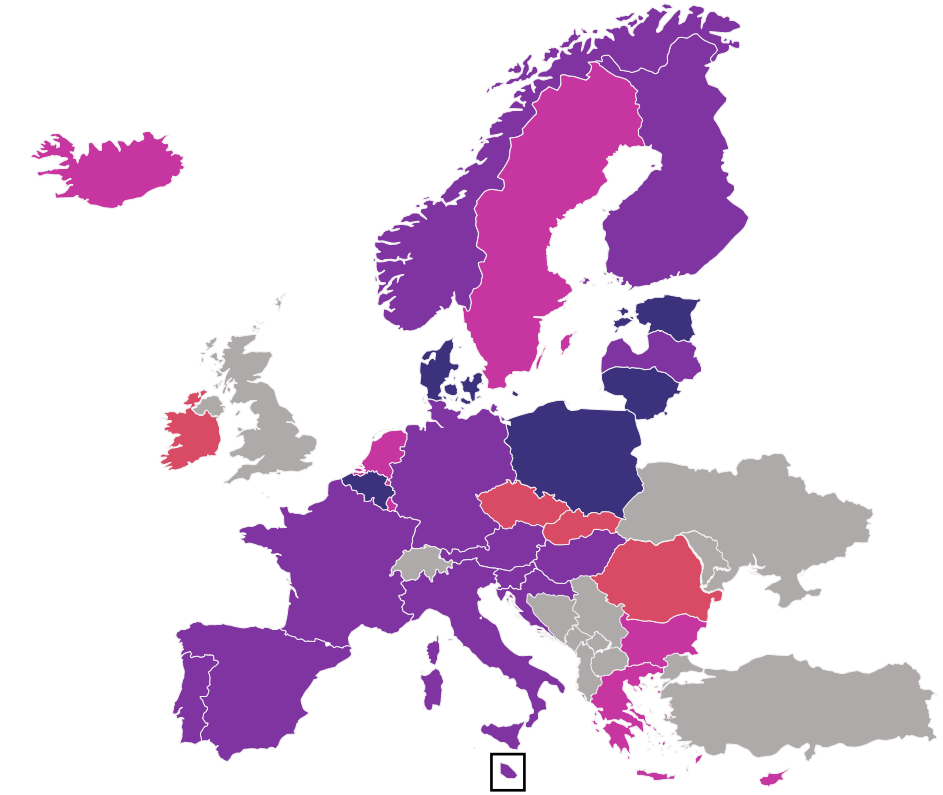


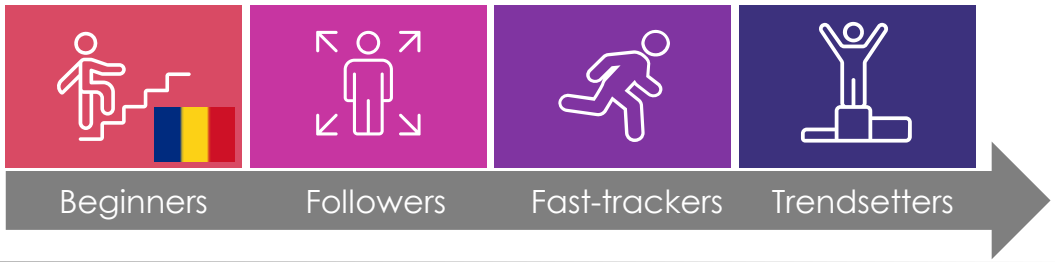
Access opportunities #23



EU-27 Average Romania (RO) # Ranking 2023 RO

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Romania

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			50% / 76%
	Personal information		●		
	Allergies		●		
	Problems		●		
	Medical devices/implants			●	
	Procedures/operations		●		
	Medicines		●		
Results and reports	Laboratory test			●	13% / 62%
	Medical imaging reports			●	
	Medical images			●	
	Hospital discharge		●		
Other	ePrescription		●		50% / 83%
	eDispensation		●		

Romania

EU-27 Average

State of play on access eHealth data – 2023

Romania

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	•	
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	40-59% of the national population		50% / 86%
Healthcare providers connected and supplying data	45%		45% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public		•	
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public		•	
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	Score
Legal guardians	•				100% / 83%
Authorised persons			•		50% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Romania EU-27 Average

Digital Decade eHealth indicators

2023

Slovakia

State-of-play at a glance

Slovakia reported several developments in 2023 that improved its maturity score. All data categories investigated in this framework, except medical images, are made available to citizens. All are made available in a timely manner, except laboratory tests. Specifically, access has been expanded to include health records summary data, ePrescription and eDispensation data, and electronic results and reports. Moreover, a greater proportion of the national population (estimated between 60 and 79%) has technical access to their electronic health records since all persons who have been issued with a relevant ID card with updated security features and activated electronic signature have the technical ability to log in to the service, which is the case for citizens older than 15 years. Slovakia reports more categories of healthcare providers supplying data to the online access service, with all categories of healthcare providers investigated in the eHealth survey, except geriatric nursing homes and rehabilitation centres, supplying relevant health data. The main gap in Slovakia's eHealth maturity is the area of access opportunities for legal guardians, authorised persons and disadvantaged groups.

RECOMMENDATIONS:
- Expand the coverage of the online access service to ensure that all citizens can access their electronic health data online.
- Make the data type of medical images available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.
- Build on existing legal provisions and implement technical functionality for legal guardians and authorised persons to access electronic health data on behalf of others.
- Ensure that the online access service complies to web accessibility guidelines.

Key statistics

Slovakia has an overall eHealth maturity score of 66% in 2023. This compares to a maturity score of 42% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Slovakia.

Slovakia scores 88% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 63%.

60-79% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 7 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Slovakia scores 38% compared to a European average of 77% and does not follow the Web Content Accessibility Guidelines.

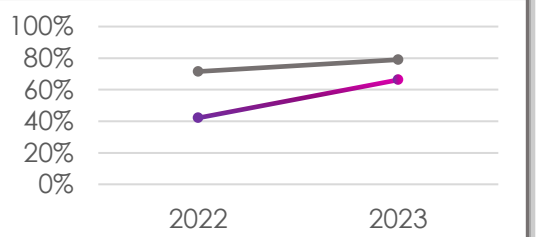
State of play on access eHealth data – 2023

Slovakia

MATURITY LEVEL RATING

OVERALL

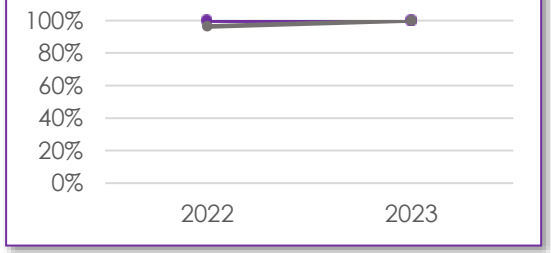
Maturity



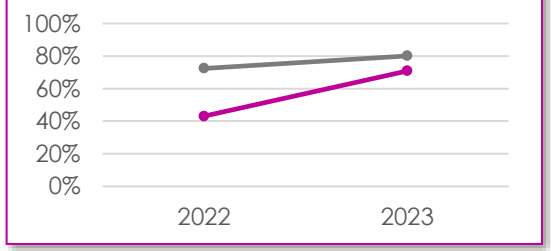
Ranking Slovakia

FOUR LAYERS

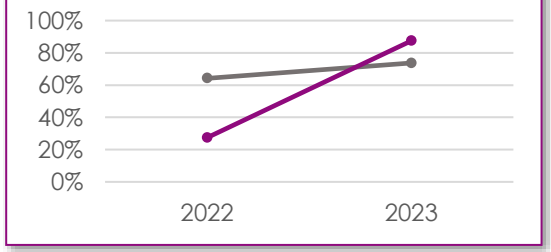
Services



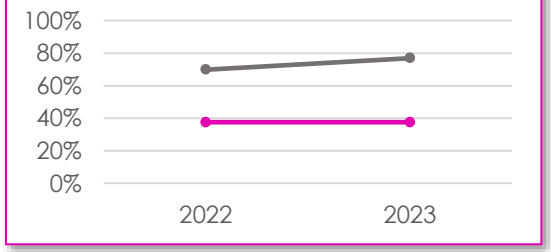
Technology & Coverage #25



Data categories #9

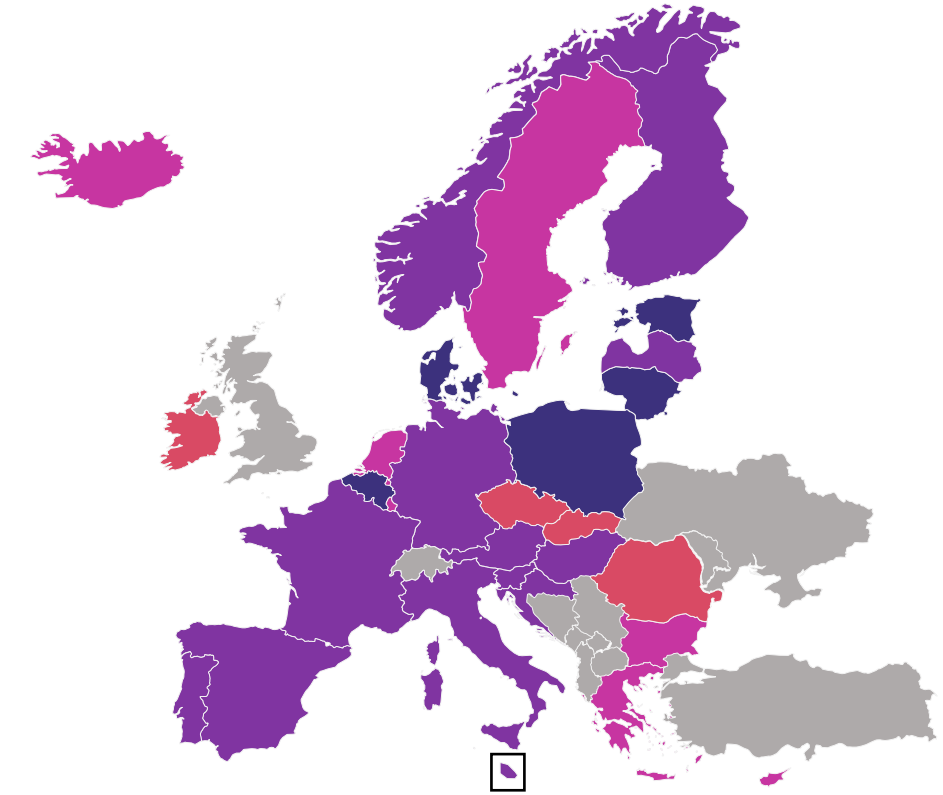


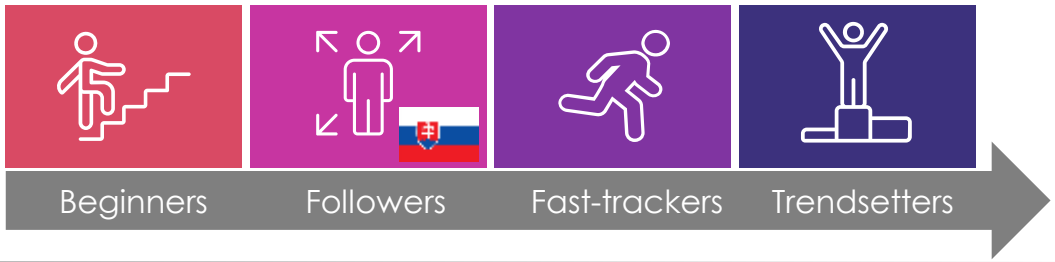
Access opportunities #28



EU-27 Average Slovakia (SK) # Ranking 2023 SK

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Slovakia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			100% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test		●		63% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Slovakia

EU-27 Average

State of play on access eHealth data – 2023

Slovakia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	•	
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	60-79% of the national population		75% / 86%
Healthcare providers connected and supplying data	64%		64% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public		•	
	Private		•	
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private	•		
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians		•			50% / 83%
Authorised persons			•		50% / 68%
Assistance from an official contact point			•		50% / 83%
Web Accessibility Directive compliance	No				0% / 74%

Slovakia EU-27 Average

Digital Decade eHealth indicators

2023

Slovenia

State-of-play at a glance

In Slovenia, all data categories investigated in this framework, except medical devices/implants and medical images, are made available to citizens in a timely manner. Moreover, all categories of healthcare providers investigated in the eHealth survey, except private mental health facilities, supply relevant data to the online access service for electronic health records. Slovenia improved their maturity in the area of access opportunities and now report that the online access service follows web accessibility guidelines. Slovenia can further improve in this area by implementing functionality for authorised persons to access electronic health records on behalf of others and by introducing a legal basis for the assistance that is offered to disadvantaged groups in practice.

RECOMMENDATIONS:
- Make the data types of medical imaging reports and medical images available to citizens through the online access service.
- Build on existing legal provisions and implement technical functionality for authorised persons to access electronic health data on behalf of others.

Key statistics

Slovenia has an overall eHealth maturity score of 88% in 2023. This compares to a maturity score of 80% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Slovenia.

Slovenia scores 87% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 75%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 9 out of 10 applicable categories of healthcare providers supply relevant data.

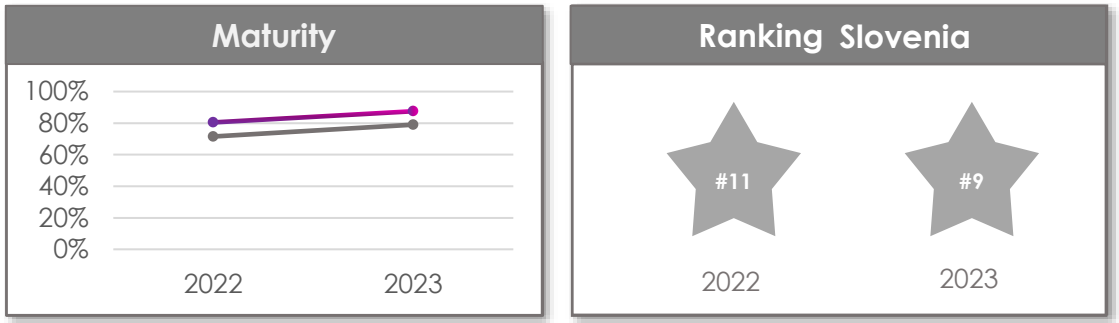
Regarding access opportunities for certain categories of people, Slovenia scores 75% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

State of play on access eHealth data – 2023

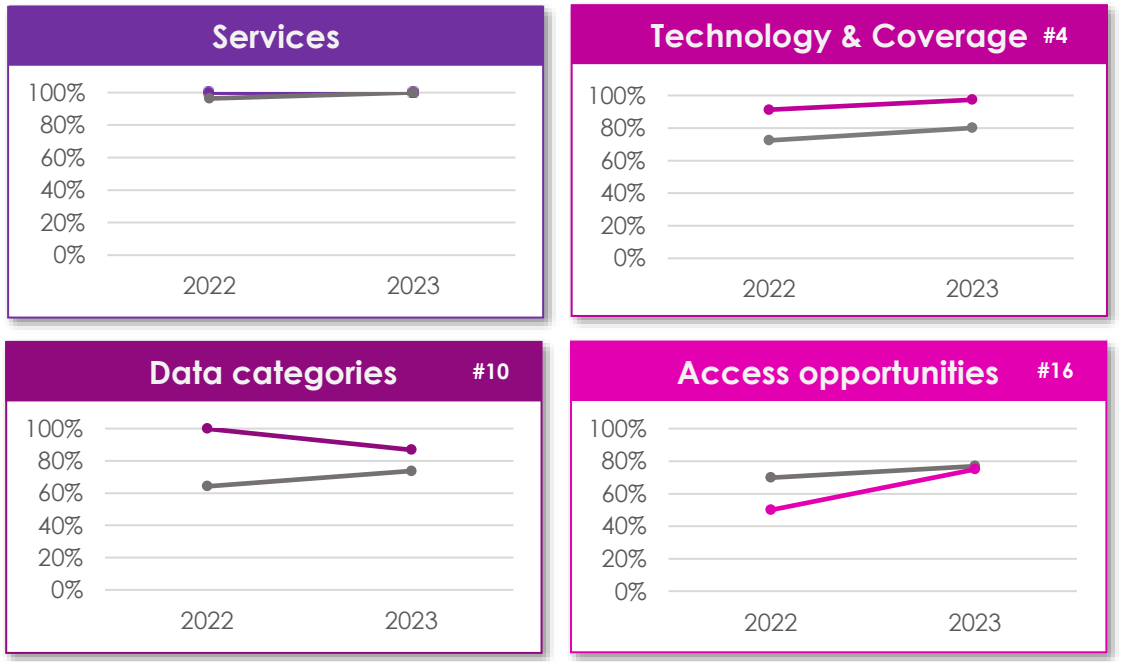
Slovenia

MATURITY LEVEL RATING

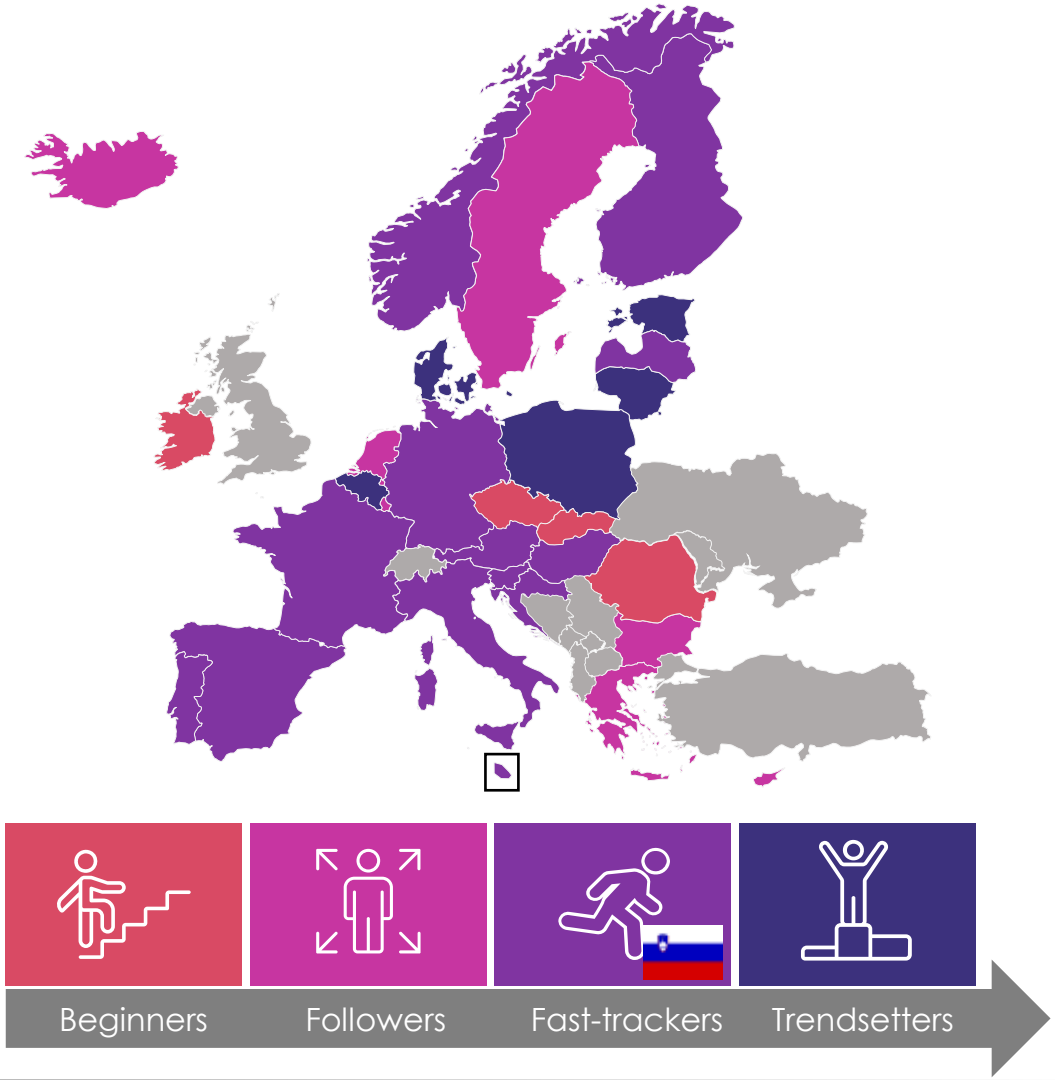
OVERALL



FOUR LAYERS



OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Slovenia

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			86% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants			●	
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test	●			75% / 62%
	Medical imaging reports	●			
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Slovenia EU-27 Average

State of play on access eHealth data – 2023

Slovenia

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	90%		90% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public			•
	Private	•		
Mental health facilities	Public	•		
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons		•			50% / 68%
Assistance from an official contact point			•		50% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Slovenia EU-27 Average

Digital Decade eHealth indicators

2023

Spain

State-of-play at a glance

In 2023, Spain provided data for each of its 18 health regions. Data about medical devices/implants, procedures/operations, and medical images are unavailable in more than half the regions. The remaining types of health data investigated in this framework tend to be available in a timely manner. Even though there are legal provisions for citizens to grant authorised individuals access to electronic health records on their behalf, all the regions are yet to implement functionality that will enable this in practice. The main gap in Spain's eHealth maturity is that private healthcare providers do not supply data to the online access service for electronic health records.

RECOMMENDATIONS:
- Make the data types of medical devices/implants, procedures/operations, and medical images available to citizens in all regions through the online access services.
- Increase the supply of health data by onboarding more categories of healthcare providers, especially in the private sector.
- Build on existing legal provisions and implement technical functionality for authorised persons to access electronic health data on behalf of others.

Key statistics

Spain has an overall eHealth maturity score of 85% in 2023. This compares to a maturity score of 83% in 2022. In 2023, the EU-27 average is 79%.

Regional access services are technically available in Spain.

Spain scores 81% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 64%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 6 out of 10 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Spain scores 81% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

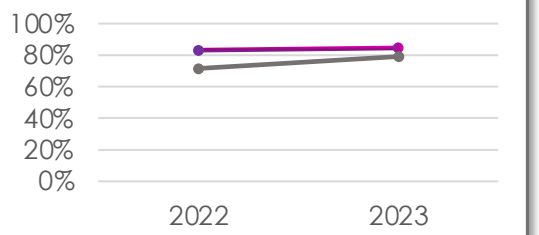
State of play on access eHealth data – 2023

Spain

MATURITY LEVEL RATING

OVERALL

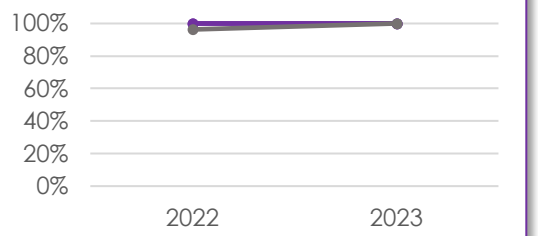
Maturity



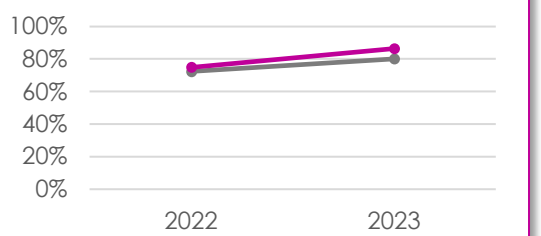
Ranking Spain

FOUR LAYERS

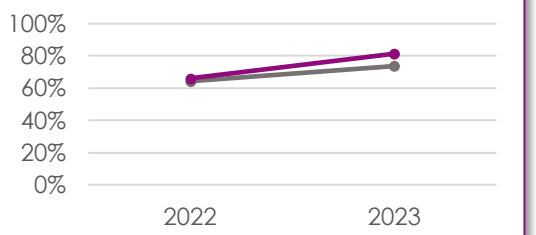
Services



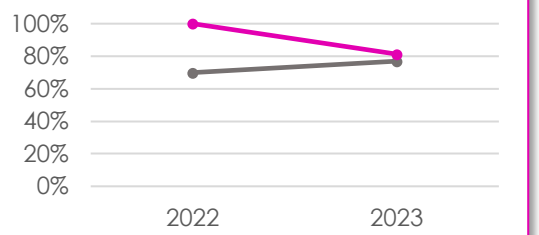
Technology & Coverage #15



Data categories #15

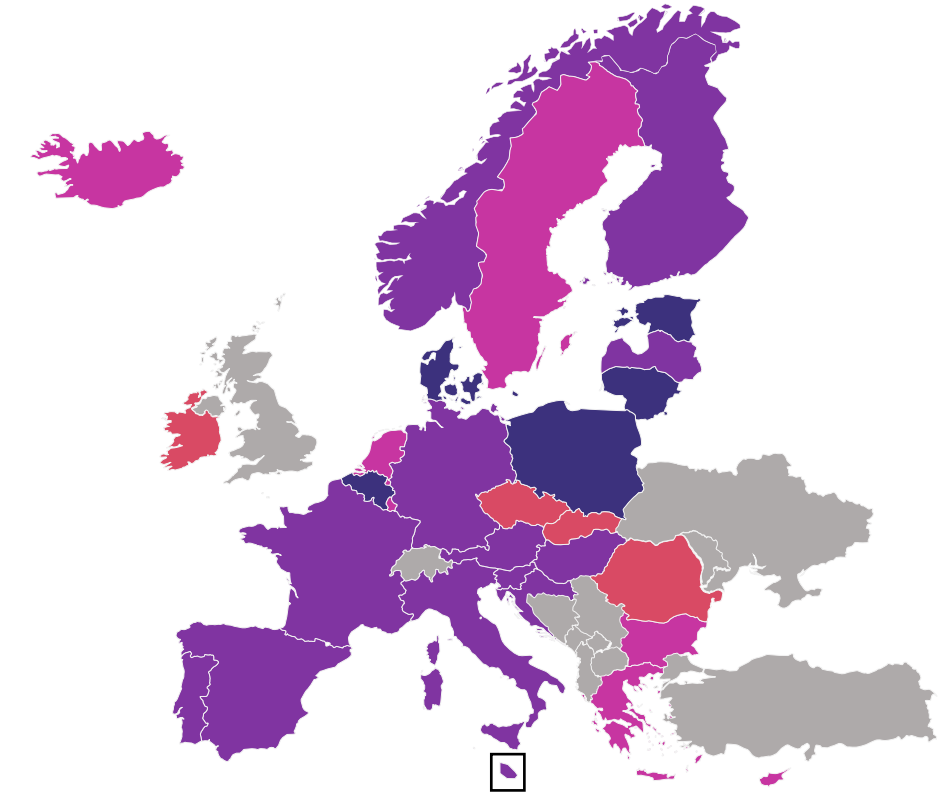


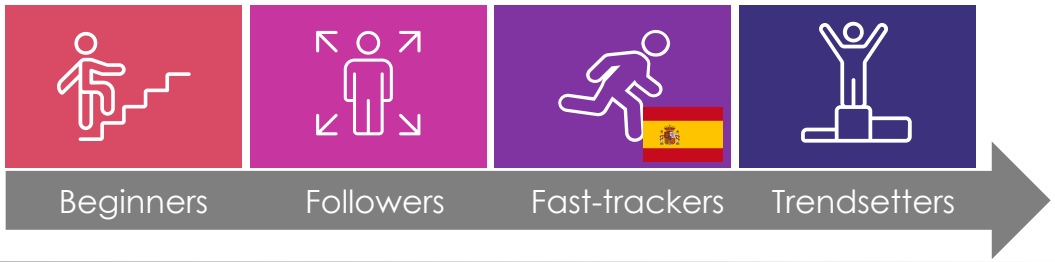
Access opportunities #15



EU-27 Average Spain (ES) # Ranking 2023 ES

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Spain

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, national territories (i.e., regions) have their own regional access service(s)	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			80% / 76%
	Personal information	●			
	Allergies	●			
	Problems	●			
	Medical devices/implants	3/18 regions		15/18 regions	
	Procedures/operations	8/18 regions		10/18 regions	
	Medicines	●			
Results and reports	Laboratory test	14/18 regions		4/18 regions	64% / 62%
	Medical imaging reports	9/18 regions		9/18 regions	
	Medical images	8/18 regions		10/18 regions	
	Hospital discharge	15/18 regions		3/18 regions	
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Spain

EU-27 Average

State of play on access eHealth data – 2023

Spain

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS	16/18 regions	93% / 82%
	eID based on two-factor		
	Other identification means	2/18 regions	
Digital platform	Online portal(s)	1/18 regions	98% / 85%
	Native mobile application(s)		
	Both	17/18 regions	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	55%		55% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private		•	
Secondary and tertiary hospitals and clinics	Public	•		
	Private		•	
Rehabilitation centres	Public	•		
	Private		•	
Geriatric nursing homes	Public	•		
	Private		•	
Mental health facilities	Public	•		
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	9/18 regions	9/18 regions			75% / 83%
Authorised persons		•			50% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Spain EU-27 Average

Digital Decade eHealth indicators

2023

Sweden

State-of-play at a glance

In 2023, Sweden provided data for each of its 21 health regions. In Sweden, all regions connect to one national portal, and users choose the region to which they belong from the landing page. Data about medical devices/implants are unavailable in more than half the regions. Data about allergies, procedures/operations, and medical images are generally available across the regions but not always in a timely manner. Sweden expanded the supply of relevant health data, reporting that public mental health facilities and private primary and secondary/tertiary hospitals are connected to the online access service. The main gap in Sweden's eHealth maturity is the lack of legal provisions and implemented functionality to grant legal guardians and authorised persons access to electronic health records on behalf of others.

RECOMMENDATIONS:
- Make the data type of medical devices/implants, available to citizens in all regions through the online access services.
- Ensure that all data types are made available in a timely manner.
- Implement technical functionality with the necessary legal basis for legal guardians and authorised persons to access electronic health data on behalf of others.

Key statistics

Sweden has an overall eHealth maturity score of 78% in 2023. This compares to a maturity score of 70% in 2022. In 2023, the EU-27 average is 79%.

Regional access services are technically available in Sweden.

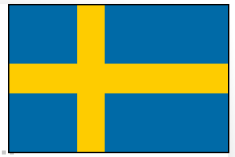
Sweden scores 91% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is health records summary data, with a maturity score of 80%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 7 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Sweden scores 50% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

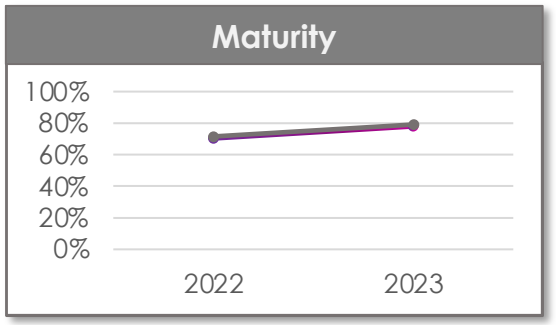
State of play on access eHealth data – 2023

Sweden

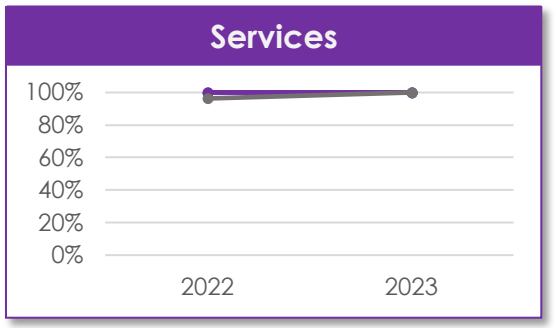


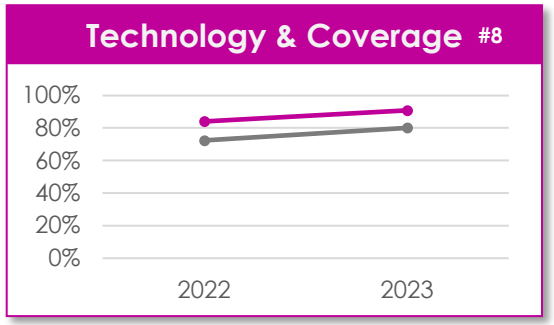
MATURITY LEVEL RATING

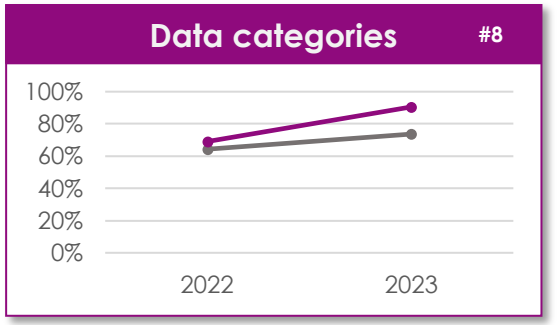
OVERALL

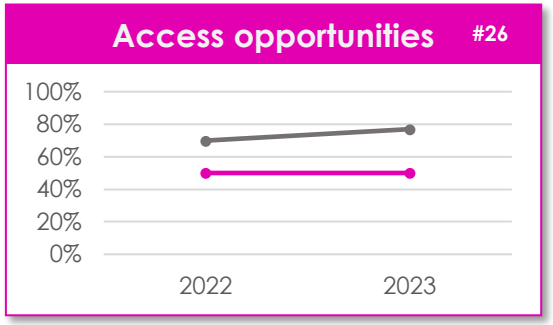


FOUR LAYERS



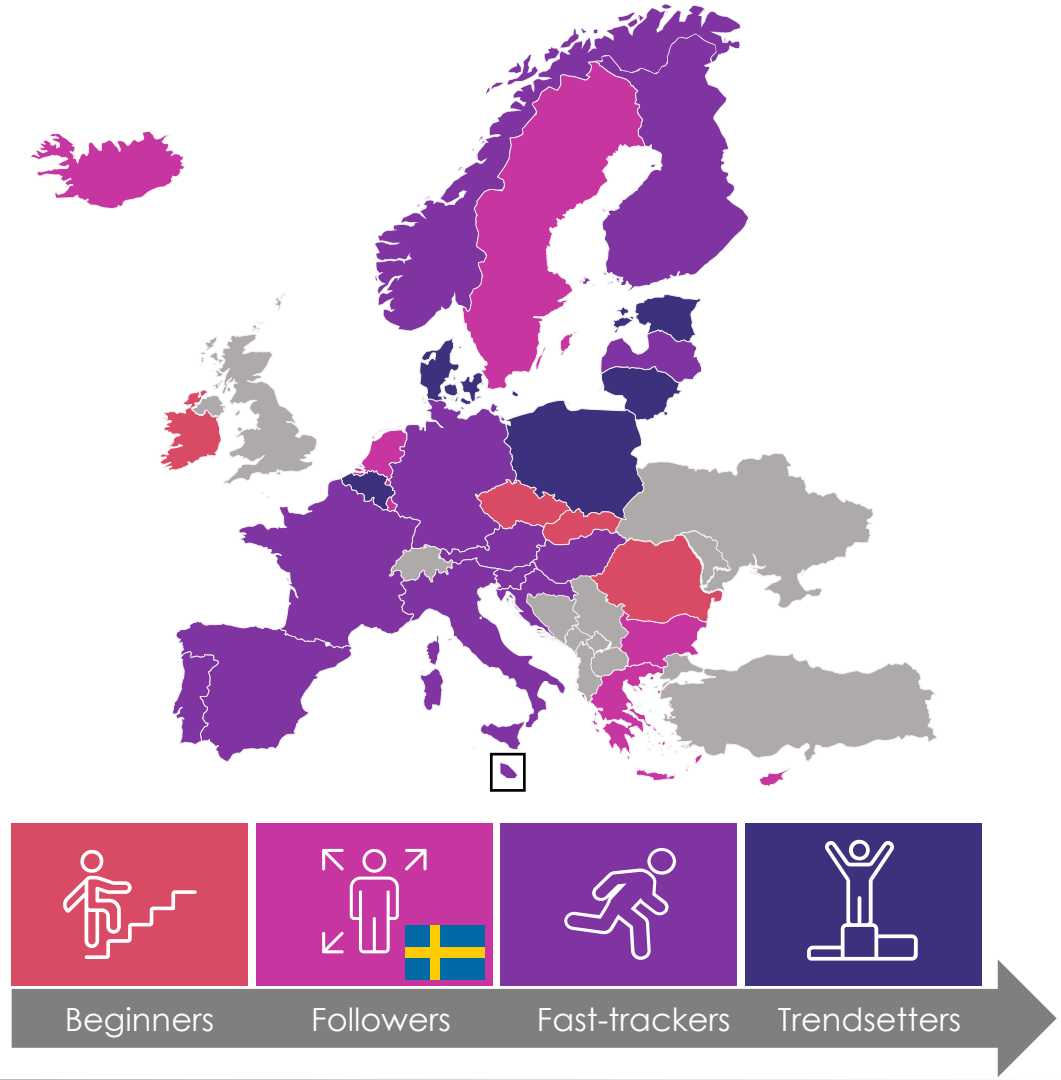






EU-27 Average Sweden (SE) # Ranking 2023 SE

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

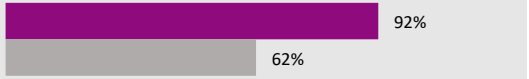
Sweden

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, national territories (i.e., regions) have their own regional access service(s)	

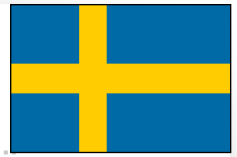
Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			
	Personal information	●			
	Allergies	13/21 regions		8/21 regions	
	Problems	●			
	Medical devices/implants	10/21 regions		11/21 regions	
	Procedures/operations		●		
	Medicines	●			
Results and reports	Laboratory test	●			
	Medical imaging reports	20/21 regions	1/21 regions		
	Medical images	8/21 regions	13/21 regions		
	Hospital discharge	●			
Other	ePrescription	●			
	eDispensation	●			

Sweden EU-27 Average

State of play on access eHealth data – 2023

Sweden



LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (●)		Score
Authentication	eID compliant with eIDAS Regulation	●	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	●	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	64%		64% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	●		
	Private	●		
Secondary and tertiary hospitals and clinics	Public	●		
	Private	●		
Rehabilitation centres	Public	●		
	Private		●	
Geriatric nursing homes	Public		●	
	Private		●	
Mental health facilities	Public	●		
	Private		●	
Pharmacies		●		

Access for categories of people

Sub-indicator	Answer options + answer (●)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians				●	0% / 83%
Authorised persons				●	0% / 68%
Assistance from an official contact point	●				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Sweden EU-27 Average

Digital Decade eHealth indicators

2023

Iceland

State-of-play at a glance

In Iceland, all categories of healthcare providers investigated in the eHealth survey, except geriatric nursing homes, supply relevant data to the online access service for electronic health records. Citizens can access these data through an online portal, although a mobile application is not available. Iceland improved its eHealth maturity score by confirming that the online access service follows WCAG guidelines. This standard has been accepted as the de facto standard for all governmental web pages in Iceland. In 2024, Iceland plans to implement functionality that will enable citizens to grant authorised individuals access to electronic health records on their behalf. This functionality builds on legal provisions already in place. The main gap in Iceland's eHealth maturity is that only eight out of the 13 data types investigated in this framework are available to citizens.

RECOMMENDATIONS:
- Make the data types of current problems, medical devices/implants, operations/procedures, medical imaging reports, and medical images available to citizens through the online access service.
- Offer a mobile application for citizens to access their electronic health records.
- Build on existing legal provisions and implement technical functionality for authorised persons to access electronic health data on behalf of others.

Key statistics

Iceland has an overall eHealth maturity score of 79% in 2023. This compares to a maturity score of 70% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Iceland.

Iceland scores 65% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 38%.

80-100% of the national population is technically able to access the online access services for eHealth records through online portal(s), logging in using an eID compliant with eIDAS Regulation. Furthermore, 8 out of 10 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Iceland scores 75% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

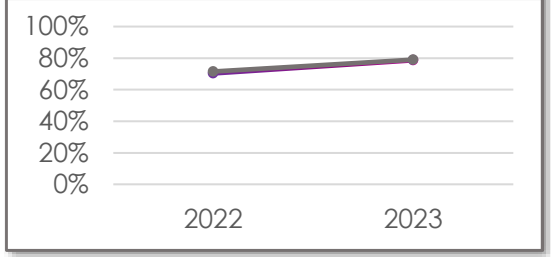
State of play on access eHealth data – 2023

Iceland

MATURITY LEVEL RATING

OVERALL

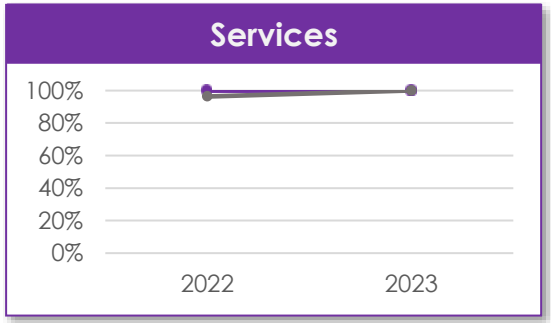
Maturity



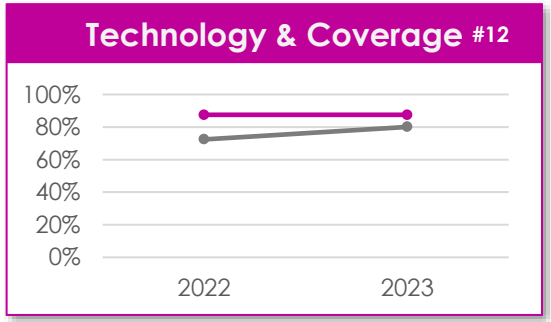
Ranking Iceland

FOUR LAYERS

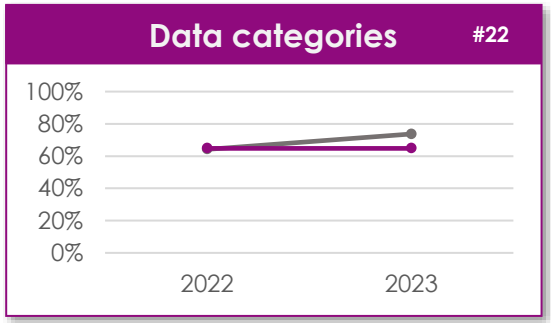
Services



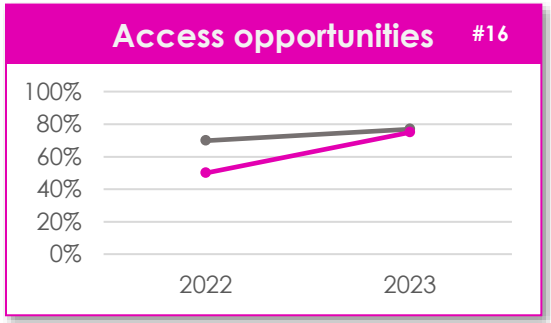
Technology & Coverage #12



Data categories #22

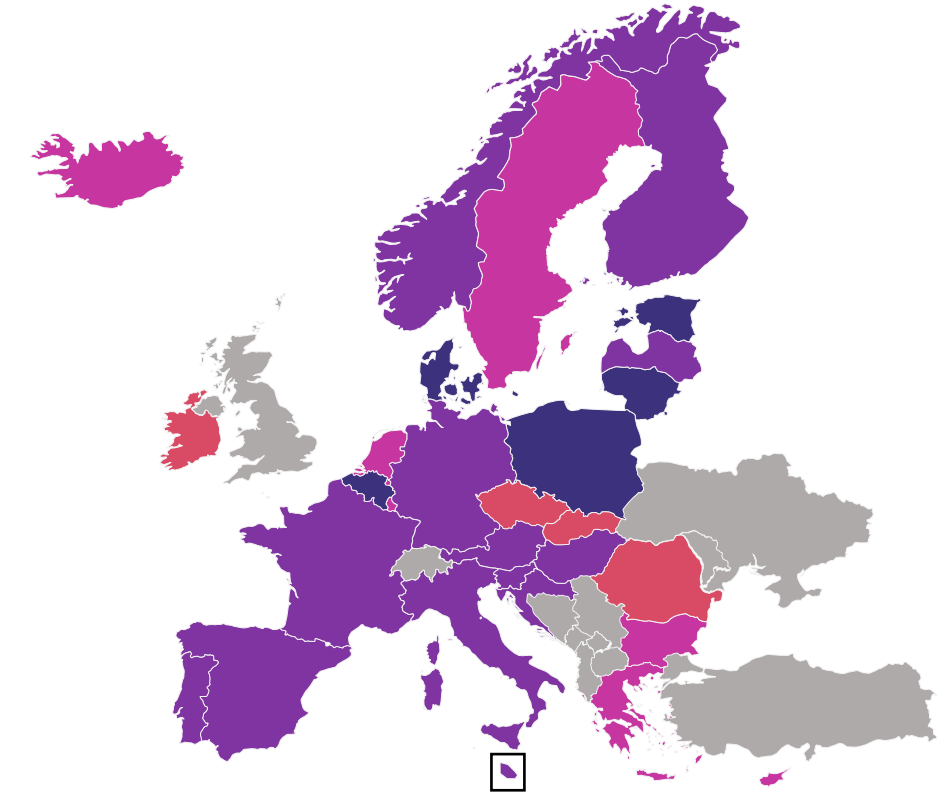


Access opportunities #16



EU-27 Average Iceland (IS) # Ranking 2023 IS

OVERALL MATURITY LEVEL SEGMENTATION



State of play on access eHealth data – 2023

Iceland

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			57% / 76%
	Personal information	●			
	Allergies	●			
	Problems			●	
	Medical devices/implants			●	
	Procedures/operations			●	
	Medicines	●			
Results and reports	Laboratory test		●		38% / 62%
	Medical imaging reports				
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Iceland

EU-27 Average

State of play on access eHealth data – 2023

Iceland

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation	•	100% / 82%
	eID based on two-factor authentication		
	Other identification means		
Digital platform	Online portal(s)	•	70% / 85%
	Native mobile application(s)		
	Both		
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	80%		80% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private	•		
Rehabilitation centres	Public	•		
	Private	•		
Geriatric nursing homes	Public		•	
	Private		•	
Mental health facilities	Public	•		
	Private			•
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons		•			50% / 68%
Assistance from an official contact point		•			50% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Iceland EU-27 Average

Digital Decade eHealth indicators

2023

Norway

State-of-play at a glance

In Norway, all data categories investigated in this framework, except medical imaging reports and medical images, are made available to citizens. Most of the available data types are made available in a timely manner, except for data about allergies, current problems, and laboratory test results. Norway's online access service for electronic health records provides functionality that reduces barriers to accessing the service, such as following web accessibility guidelines and the ability to grant legal guardians and authorised persons access to electronic health records on behalf of others. However, authentication with a (pre)notified eID is not yet enabled. The main gap in Norway's eHealth maturity is the lack of private healthcare providers supplying data to the access service.

RECOMMENDATIONS:
- Make the data types of medical imaging reports and medical images available to citizens through the online access service.
- Enhance the authentication method for logging in to the online access service by using a (pre)notified eID.
- Increase the supply of health data by onboarding more categories of healthcare providers.

Key statistics

Norway has an overall eHealth maturity score of 88% in 2023. This compares to a maturity score of 84% in 2022. In 2023, the EU-27 average is 79%.

A centralised, nationwide access service is technically available in Norway.

Norway scores 74% on categories of health data, compared to a European average of 74%. The country's lowest-scoring sub-indicator in this thematic layer is electronic results and reports, with a maturity score of 38%.

80-100% of the national population is technically able to access the online access services for eHealth records through both native mobile application(s) and online portal(s), logging in using an eID based on two-factor authentication. Furthermore, 7 out of 11 applicable categories of healthcare providers supply relevant data.

Regarding access opportunities for certain categories of people, Norway scores 100% compared to a European average of 77% and does follow the Web Content Accessibility Guidelines.

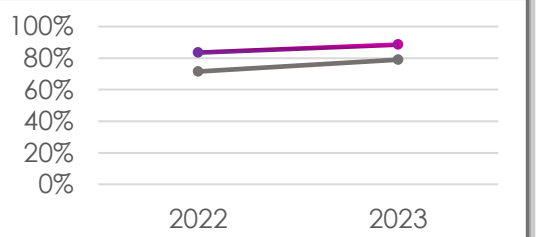
State of play on access eHealth data – 2023

Norway

MATURITY LEVEL RATING

OVERALL

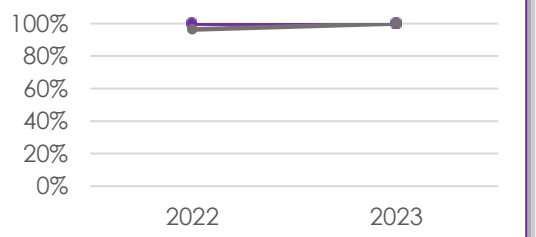
Maturity



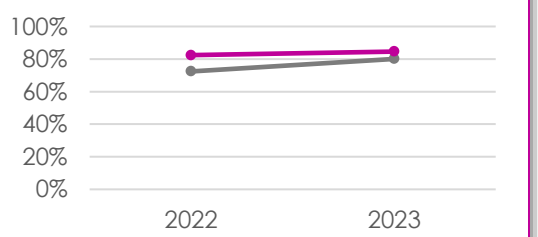
Ranking Norway

FOUR LAYERS

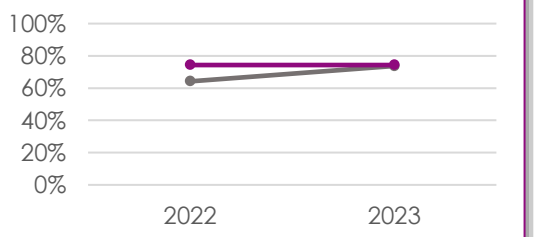
Services



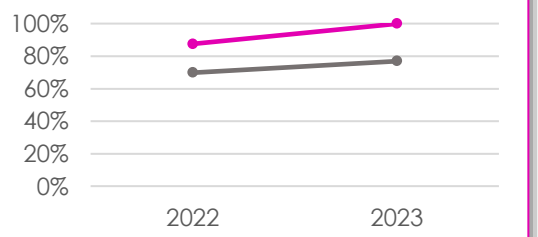
Technology & Coverage #16



Data categories #18

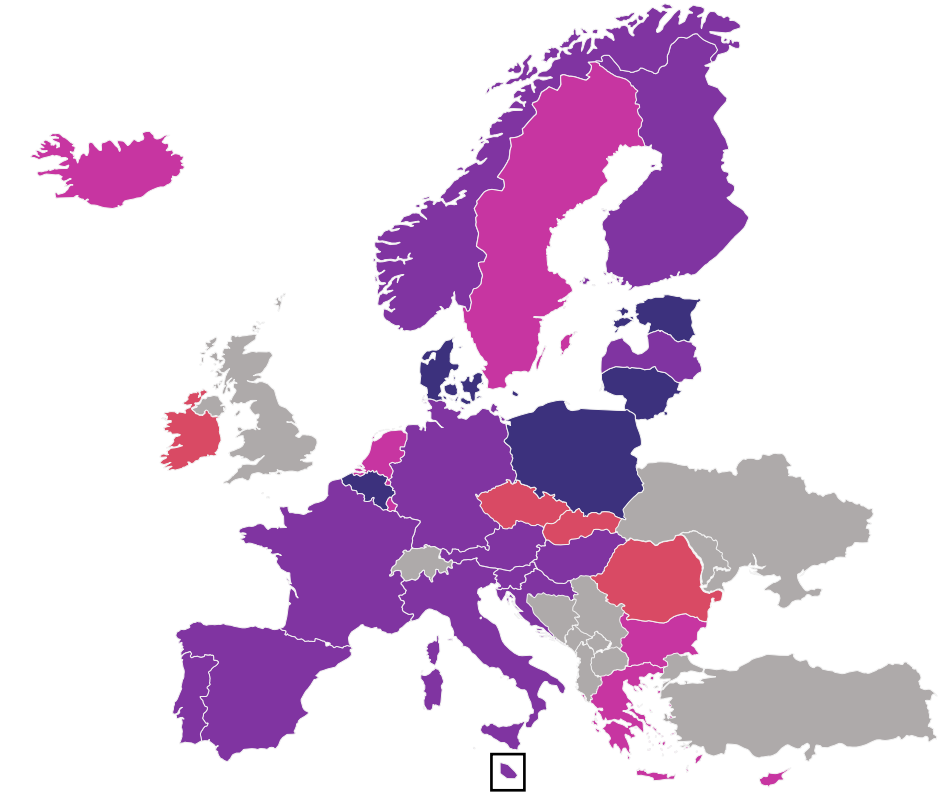


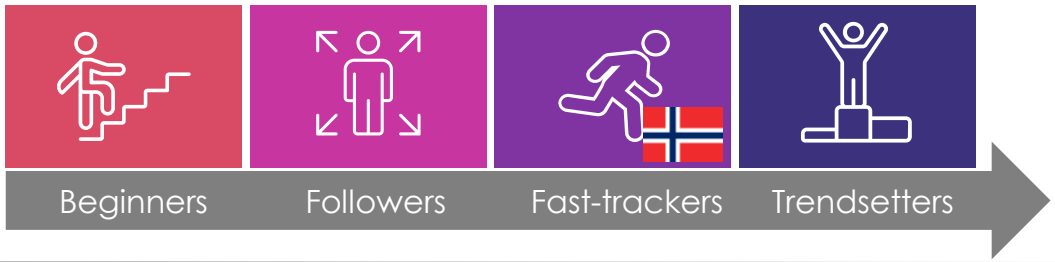
Access opportunities #1



EU-27 Average Norway (NO) # Ranking 2023 NO

OVERALL MATURITY LEVEL SEGMENTATION





State of play on access eHealth data – 2023

Norway

LAYERS PERFORMANCE

Access service

Sub-indicator	Answer	Score
Existence of online access service	Yes, a centralised, nationwide access service is technically available	100% / 100%

Access to data categories

Sub-indicator		Answer options + answer (●)			Score
Data categories	Sub-data categories	Available and updated timely	Available	Not available	
Individual information	Identification	●			86% / 76%
	Personal information	●			
	Allergies		●		
	Problems		●		
	Medical devices/implants	●			
	Procedures/operations	●			
	Medicines	●			
Results and reports	Laboratory test		●		38% / 62%
	Medical imaging reports			●	
	Medical images			●	
	Hospital discharge	●			
Other	ePrescription	●			100% / 83%
	eDispensation	●			

Norway

EU-27 Average

State of play on access eHealth data – 2023

Norway

LAYERS PERFORMANCE

Access technology & coverage

Sub-indicator	Answer options + answer (•)		Score
Authentication	eID compliant with eIDAS Regulation		75% / 82%
	eID based on two-factor authentication	•	
	Other identification means		
Digital platform	Online portal(s)		100% / 85%
	Native mobile application(s)		
	Both	•	
Percentage able to access	80-100% of the national population		100% / 86%
Healthcare providers connected and supplying data	64%		64% / 67%

Healthcare providers connected and supplying data

Types of healthcare providers		Yes	No	Not applicable
Primary care physicians and community care centres	Public	•		
	Private	•		
Secondary and tertiary hospitals and clinics	Public	•		
	Private		•	
Rehabilitation centres	Public	•		
	Private		•	
Geriatric nursing homes	Public	•		
	Private		•	
Mental health facilities	Public	•		
	Private		•	
Pharmacies		•		

Access for categories of people

Sub-indicator	Answer options + answer (•)				Score
	Legally facilitated and implemented as a functionality	Legally facilitated, but not implemented as a functionality	Implemented as a functionality, but not legally facilitated	Neither legally facilitated nor implemented as a functionality	
Legal guardians	•				100% / 83%
Authorised persons	•				100% / 68%
Assistance from an official contact point	•				100% / 83%
Web Accessibility Directive compliance	Yes				100% / 74%

Norway EU-27 Average

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