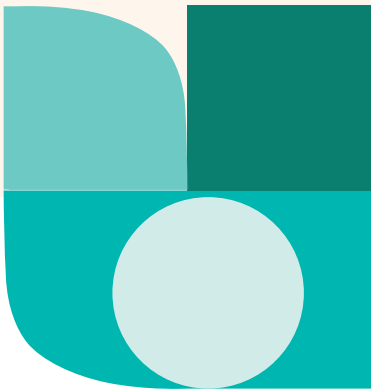


Omda Wellme



Secure e-care
communications platform

Overview

Omda Wellme is a communications platform that supports citizens in their health and well-being. From a single portal and with a single log-in, users can access a wide range of clinical and social care services and engage in a secure dialogue with care professionals. As well as a “citizen portal”, Omda Wellme has a portal for care professionals to communicate safely, not only with patients but also with each other, individually or in groups.



A modular software-as-a-service (SaaS) platform

The Omda Wellme platform offers a range of digital services for citizens and care professionals.

It is a modular software-as-a-service (SaaS) platform from which the services required can be freely deployed. However, external services can also be integrated with the platform, and this is core to Omda's approach to inclusivity and visibility in e-care.

Underpinning Omda Wellme is an eGovernment environment of secure identification. The digital services offered by Omda Wellme out of the box are part of that environment, but the aim is to integrate as many other solutions as possible. In principle, all responsible actors are welcome in the e-service ecosystem.

The modularity of the platform and its openness to third parties give the regions, towns, municipalities, and private care providers that implement Omda Wellme a huge amount of freedom to localise the solution to best serve their citizens.

It also makes Omda Wellme adaptable for use in different e-care contexts and markets. Developed for the Finnish region of North Ostrobothnia, the framework can be customised to fit the complex and unique care jurisdictions of other countries in the Nordics and beyond.

The services

The platform offers a range of digital services, many in the area of healthcare.

Citizens can take ownership of their care through the home measurement of vital health factors such as blood sugar, alcohol consumption, sleep rhythm, weight, blood pressure, allergies, asthma attacks, and so on. These self-care medical data improve diagnostic and treatment outcomes because they can be shared in real-time with healthcare professionals, provided the user has given his or her consent.

In addition to recording body measurements, citizens can map their well-being with questionnaires on lifestyle habits, and how these impact their health. Other Omda Wellme functions enable users to view their diagnoses, check laboratory and X-ray results, and set reminders for check-ups.

Omda Wellme is a platform for remote consultation, either through secure messaging or with a full video-based appointment between professionals and their patients, allowing patients and healthcare professionals to interact directly without booking phone calls or in-person appointments. This enables clinicians to handle non-acute patient contacts more efficiently and provide easily accessible services to people with special needs, such as chronic illnesses, the elderly, and the disabled.



The solution integrates seamlessly with remote reception and chat solutions, creating a protected space where patients and professionals can meet, possibly to discuss recent symptoms or self-recorded measurements that can be interpreted or diagnosed in real-time by the healthcare provider.

Another interface between professional and patient is the forms and application module. Digitising forms improves the service delivery process and customer experience. .15Electronic forms reduce the need for manual operations while providing accurate and quantifiable information. By storing form data in a consistent way, statistical analysis and reporting will be facilitated.

There are hundreds of ready-made forms in Omda Wellme. Some are completed by patients prior to a consultation; professionals use forms to set out detailed treatment or rehabilitation plans.

Digital services reserved for professionals include data transfer between colleagues, hospitals, or different municipalities, as well as a peer support and learning module.

However, the services in Omda Wellme are only part of its potential. The Omda Wellme implementation in North Ostrobothnia has over 30 integrations with other business software such as Microsoft Teams and Visma; the symptom checker Omaolo; and many others that are relevant and useful to the Finnish context.

Each health system or region has its particular needs, and each can expand its customised Omda Wellme platform with the secure third-party apps that best serve its community.



Why Omda Wellme

The benefits for citizen users

- Increased visibility and accessibility of services
- Services consolidated in a single place, with a single UI and log-in
- Health information is shared with a range of professionals, municipalities, or platforms (if consent is given)
- Autonomy and ownership of personal well-being (or that of a close relative)

The benefit for care professionals

- Speeds up flow of information with citizens and between professionals
- Facilitates and harmonises guidance to citizens
- Remote capabilities for instant messaging or video chat with up-to-date information on symptoms and other health indicators
- Enables consultations across multi-professional teams

The benefits for management

- Enables digitalisation
- Platform can be localised to serve the unique needs of the community
- Improves knowledge management through reporting
- Provides structured data and statistics to help assess the effectiveness of services