What’s Up, Doc? E-Health on Physician-Patient Relations and Network. Edition No. 1

Description: E-Health is the comprehensive use of ICT in healthcare. It is promising to solve several major future challenges in healthcare by improving efficiency, offering better treatment options and helping to create a new generation of informed and involved patients. However, controversies are high as there is little empirical evidence on these benefits. Estonia has assumed a pioneer role by implementing eHealth on a nationwide level. The project is still in the implementation phase but is likely to affect the traditional physician-patient relationship. This paper investigates how Estonian physicians expect the healthcare service provision to be altered in terms of quality, efficiency and safety. The paper also investigates how the broader network around the physician is likely to be affected. The research is built around a single case of Estonia where the sample consists of three major hospitals on the forefront of the implementation process. The results indicate that the physician-patient relationship will be mainly negatively affected through physician's perceptions. The broader network will change in relation to enhanced mobility and shifts in persistent roles.

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