

Bioserveur:
**The incremental development and large scale adoption of a
Medical Data Secured Internet Service in France:
From Rationale to current Adoption and Benefits
towards Vision of the Future**



**Experience of a Laboratory results server in the French
Region of Rhone Alpes**

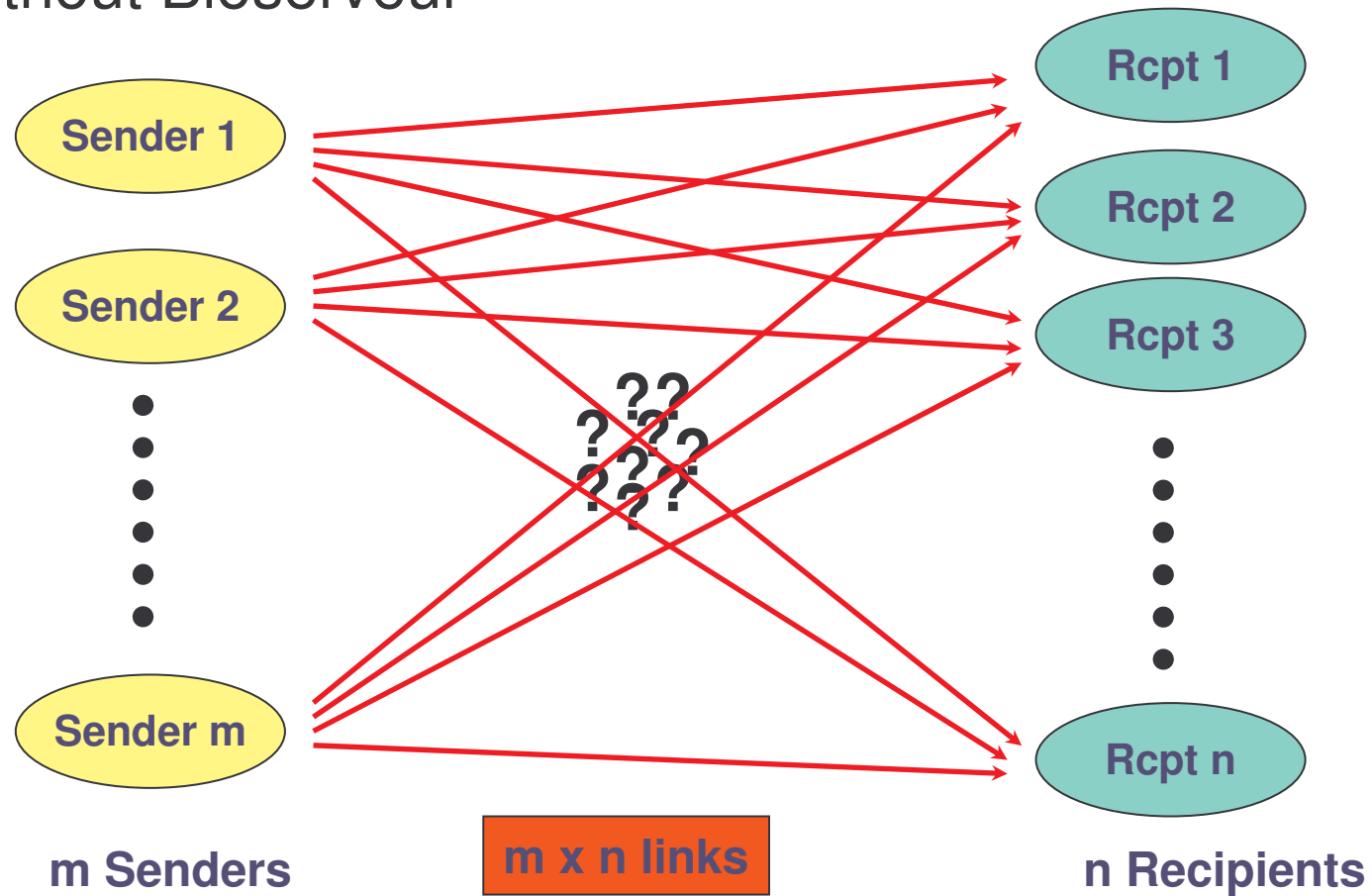
**Rémy Pillot,
Président de la Commission Medi@bio Rhone-Alpes - France**

The Goals of the project

- A server for billing transmission
- A Lab. information website
 - For GPs : biology, prescription and decision support tools, epidemiological data, email accounts
 - For biologists : Professional information
 - For the public : patient information
- A server for laboratory results

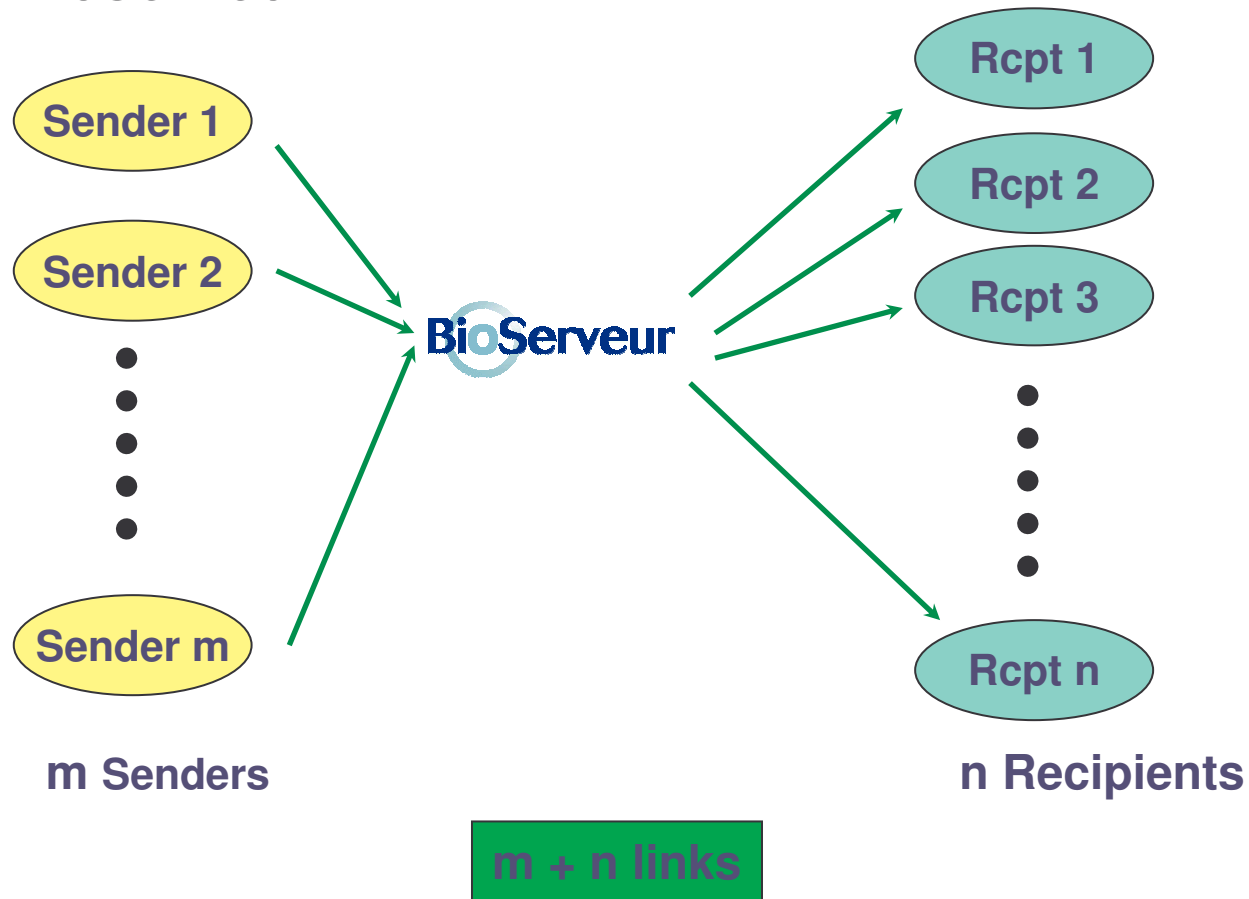
Concept

- Without Bioserveur



Concept

- Using Bioserveur



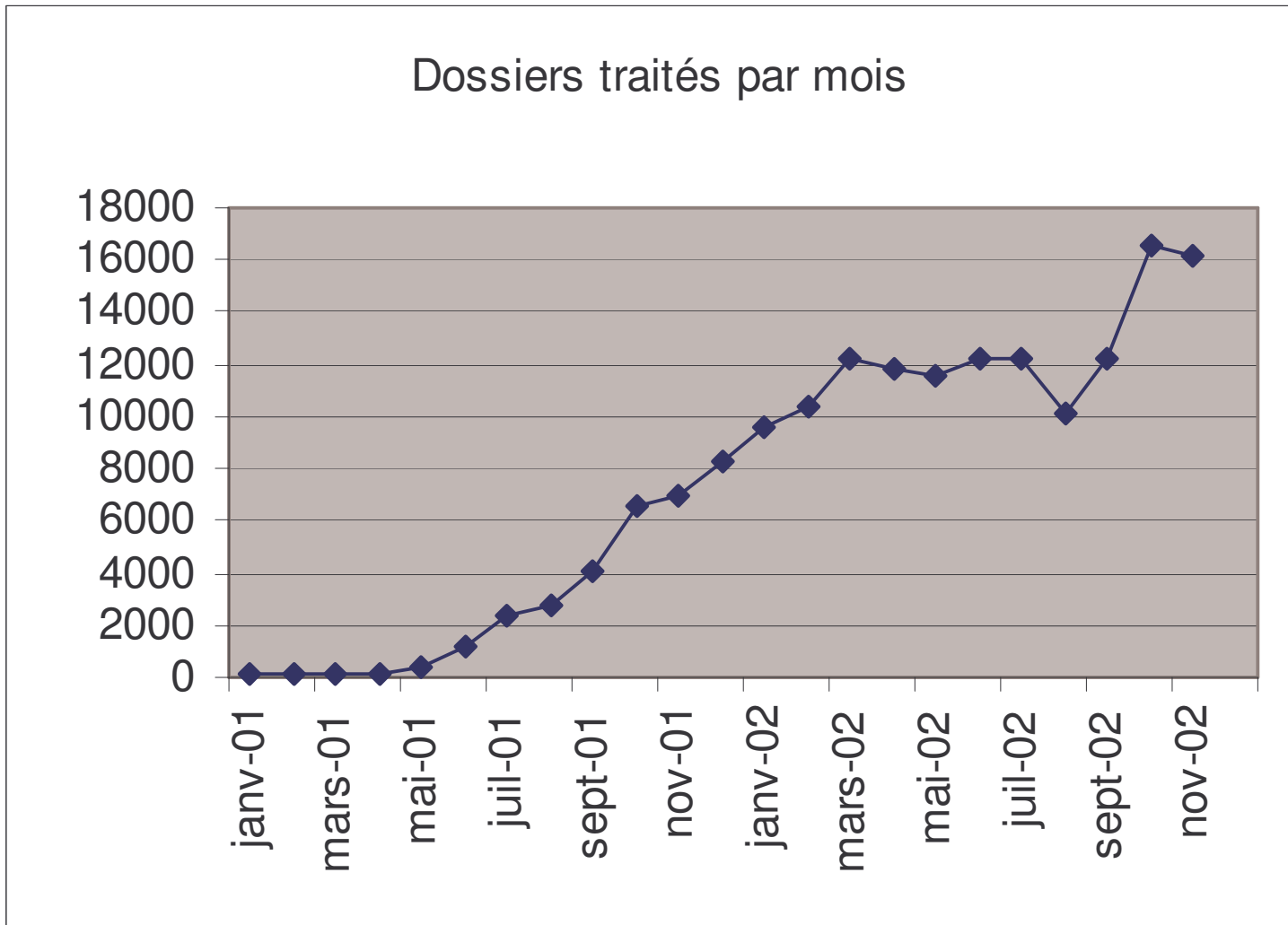
The project steps

- RFP
- CALL FOR TENDER
- SELECTION
- March 2001 : Signature of a Contract with Bioserveur

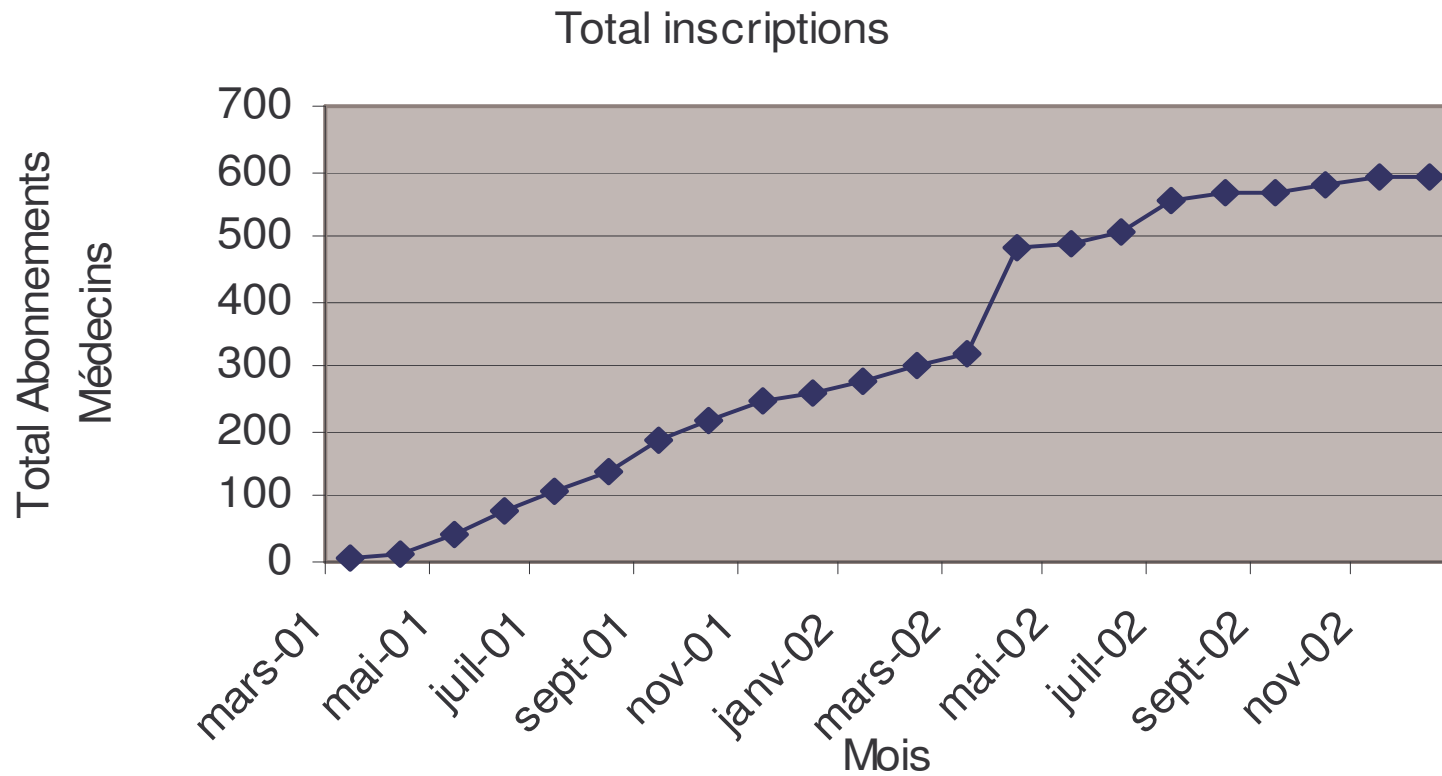
2002 : Slow UPTAKE

- March 2002 : Installation of a Project committee
- October 2002 : slow dissemination outside the department of the project's leader
- Low usage of the service by the GPs (50%)

Files managed per month



Number of GP subscriptions



2002 : Slow increasing

- In 2002, the Committee launches :
 - A satisfaction survey among the GPs
 - A Call Center to assist the users

2003 : GPs survey

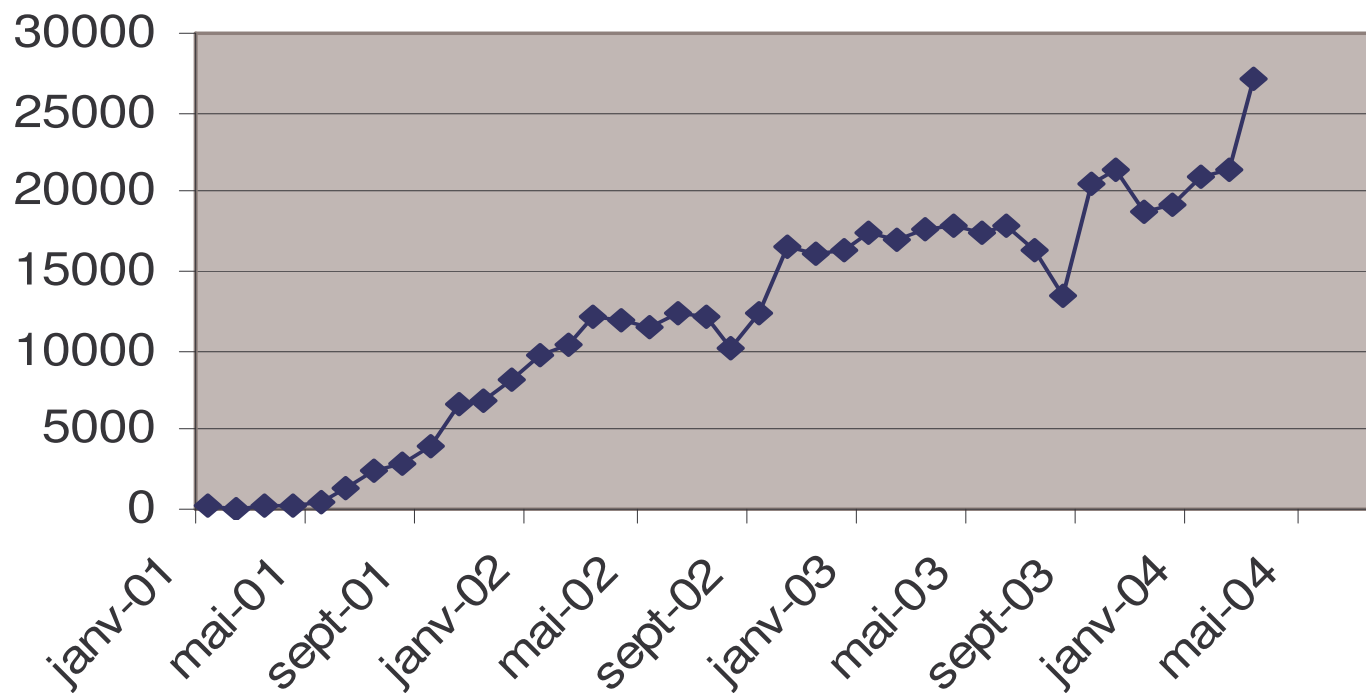
- **Awareness:**
 - 68% of the GPs know Bioserveur
 - 49% of the GPs use the service
 - 72% of the GPs familiar with Bioserveur use it
- **Satisfaction Results:**
 - 33% very satisfied
 - 39% satisfied
 - 28% unsatisfied

Bioserveur growth

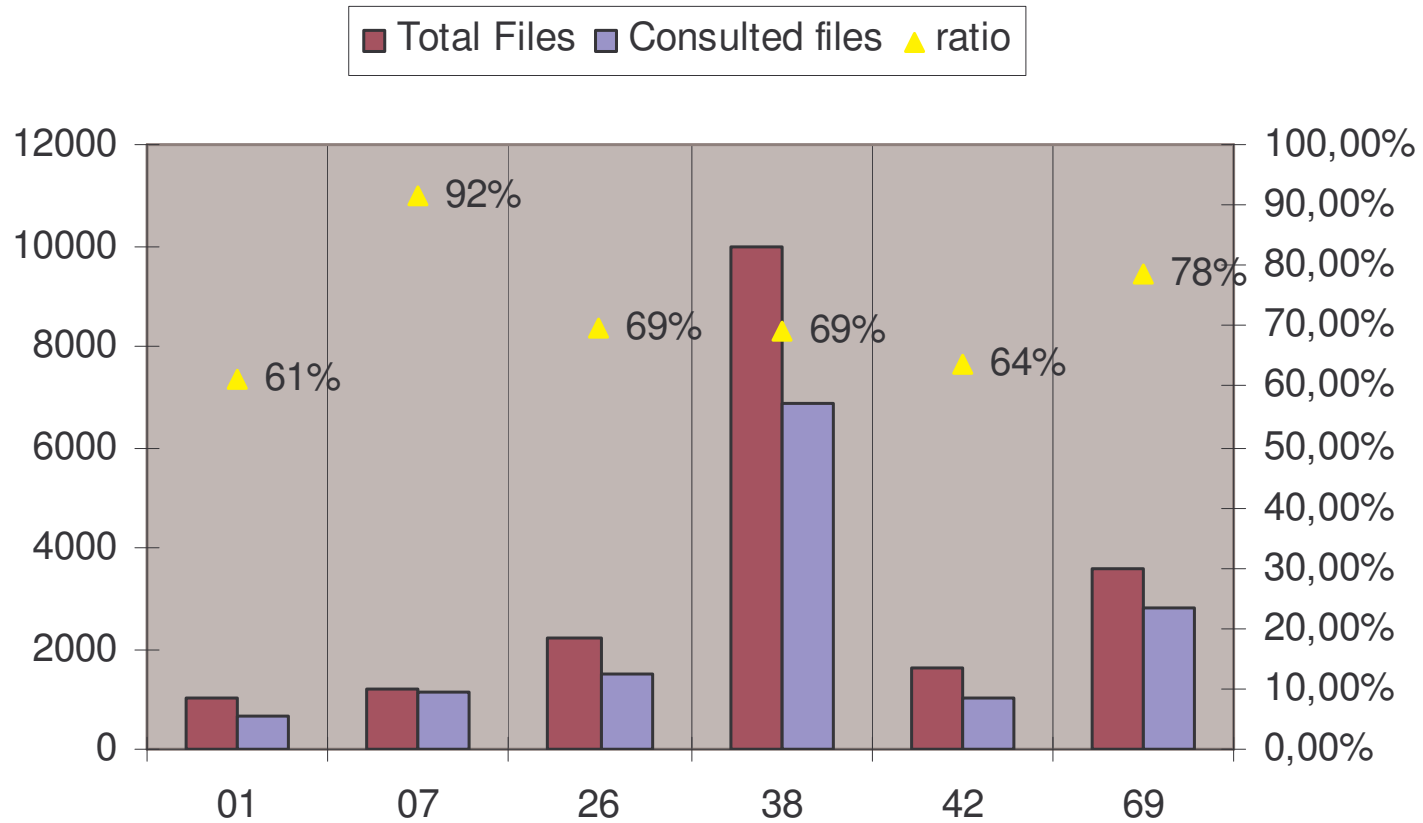
- Call Center operational
- Bioserveur Promotion
- → Increase of the use of the service by registered GPs
- Problems encountered by Bioserveur

Files managed per month

Dossiers traités par mois



Managed files (feb 2004)



Good perspectives

- 2006 :
 - 80.000 files/month in the region of Rhone-Alpes
 - 180.000 files/month in France
- Increase slower than expected
- Good points :
 - Others regions follow
 - 80% of the registered GPs use the service

Today : acceleration

- Rhone-Alpes :
 - Total files : 125.000 files/month
 - 1300 GPs
 - 250 labs

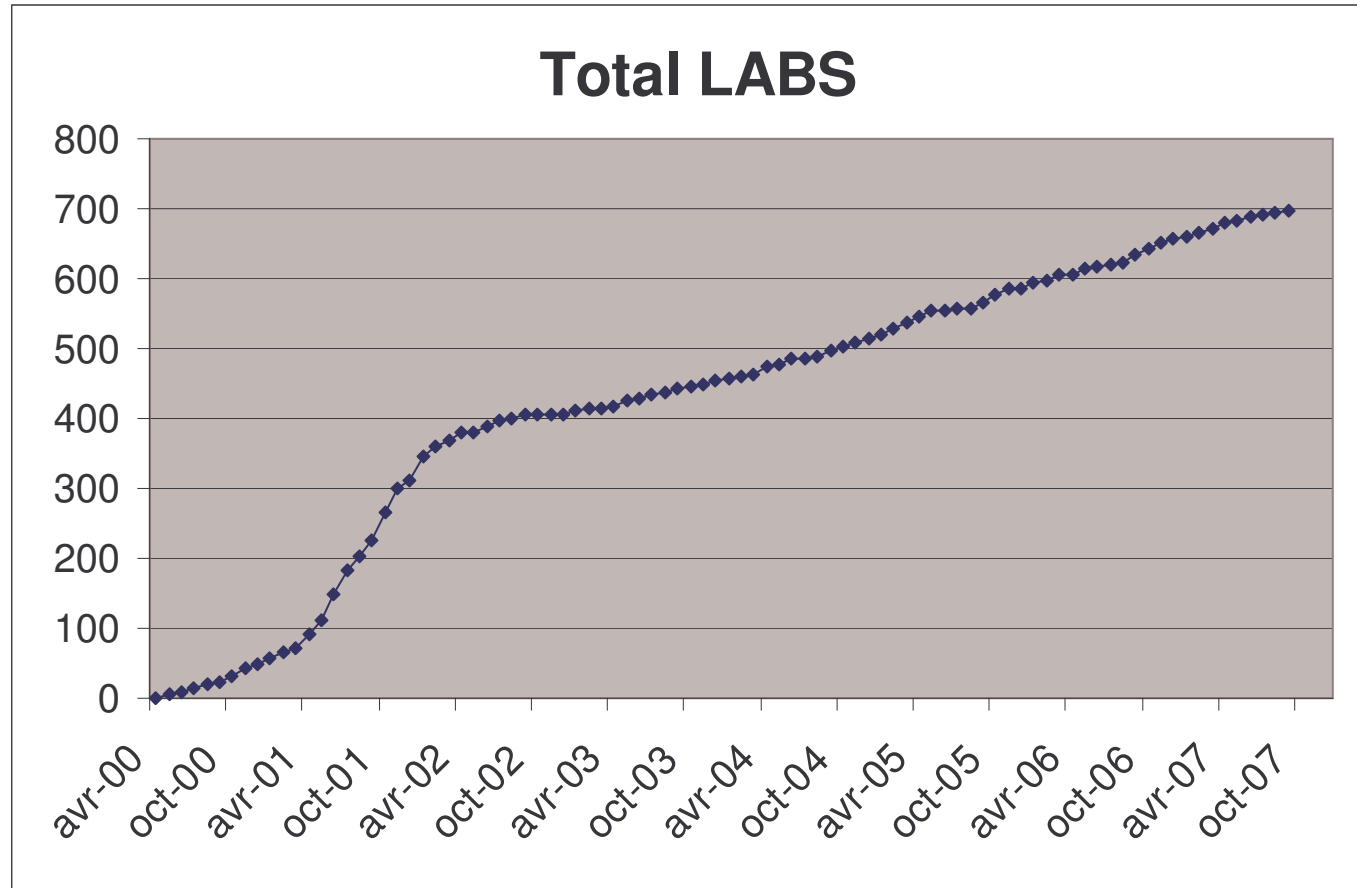
For France →

Octobre 2007

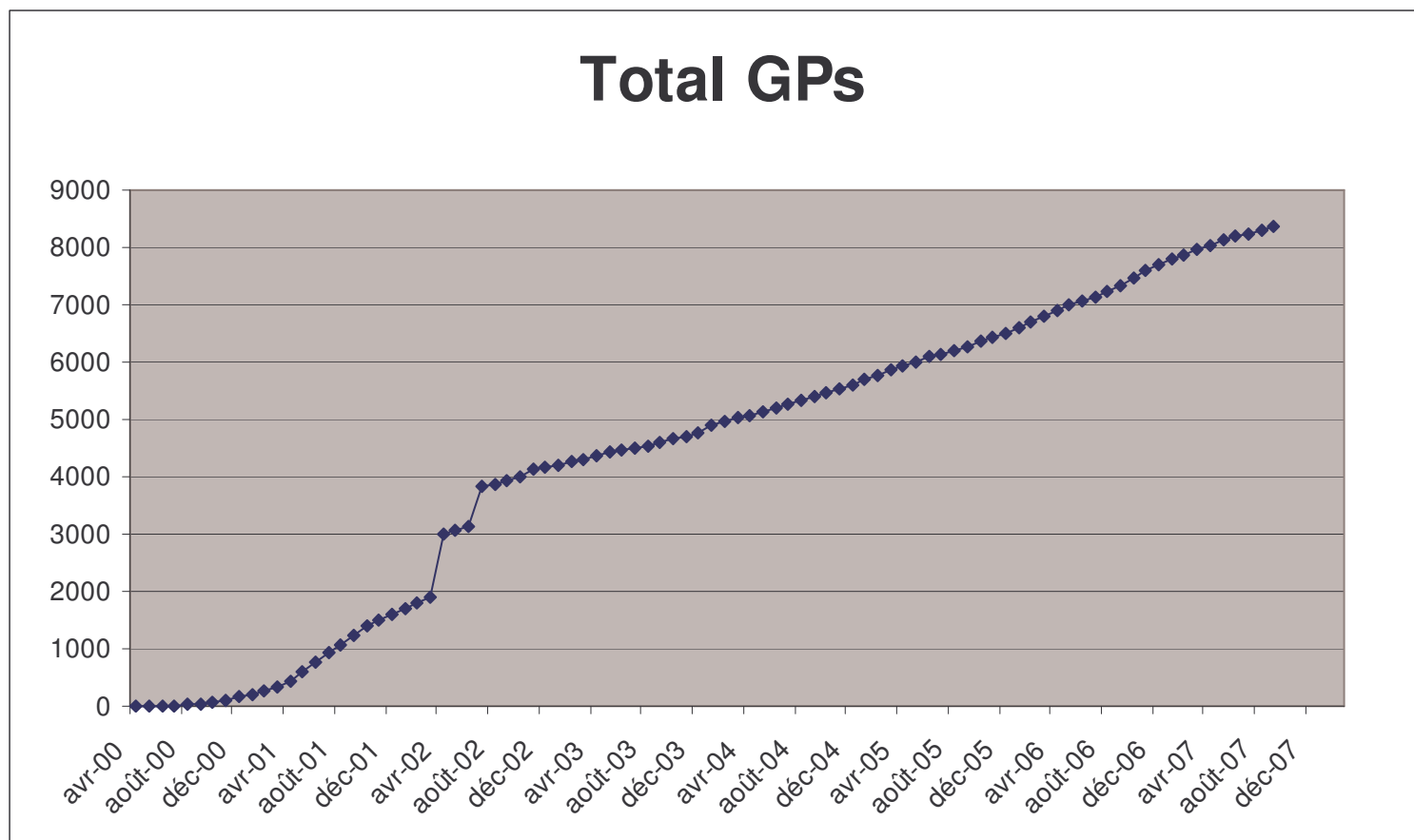
Rémy Pillot Président de Médiabio



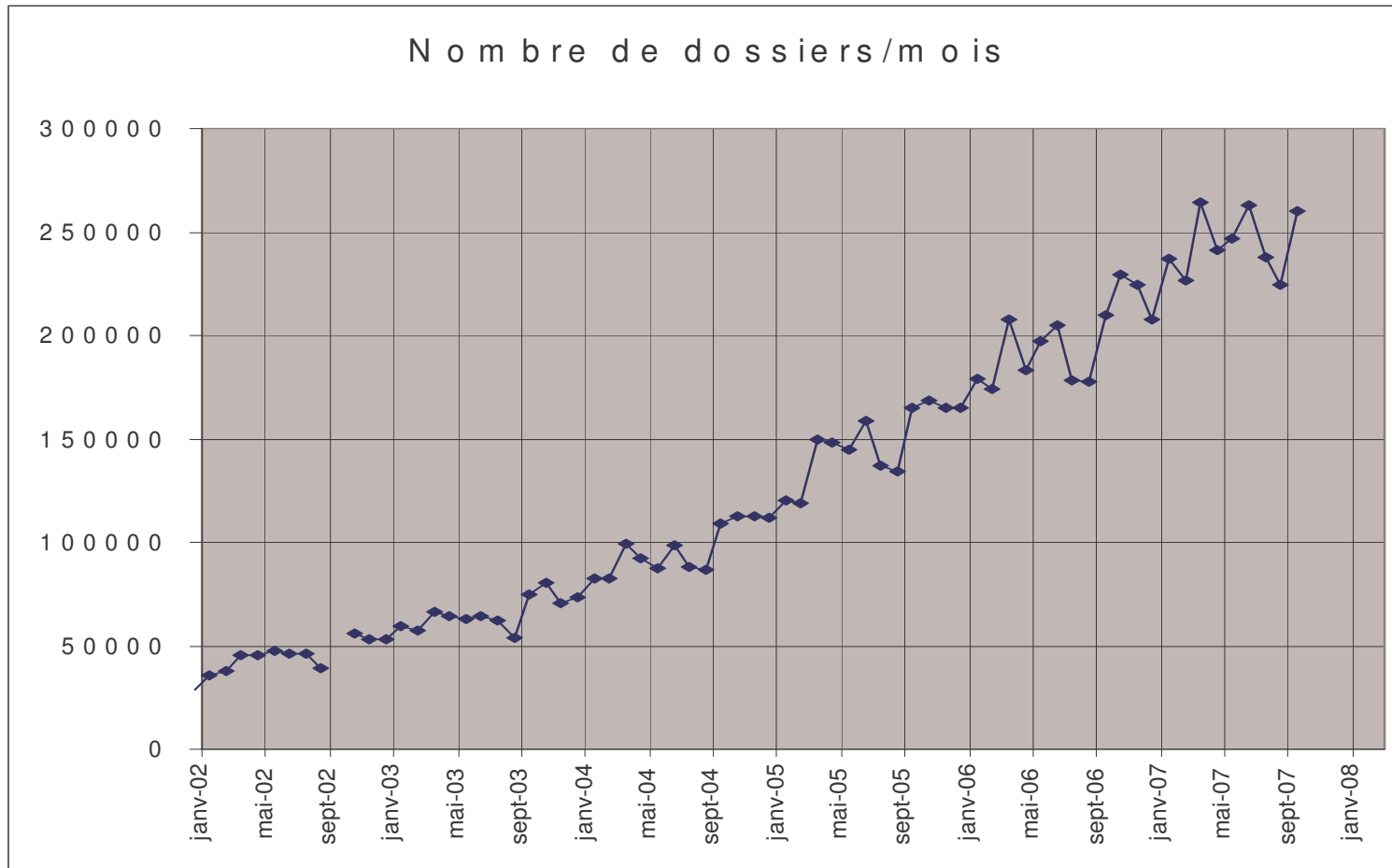
Number of LABs subscriptions



Number of GP subscriptions



Files managed per month



Advantages for the Labs

- Easy setup (same parameters for every GPs)
- Speed and Ease of transmission
- Security and Confidentiality
- Advanced Tracking
 - transmissions problems
 - efficient transmission



Traçabilité

Rechercher un patient...

Claude TACHOIRE



Traçabilité

Destinataires

Messages d'Alertes

Recherche Patient

Aide en Ligne

Quitter

Vos Paramètres

Messages envoyés

Afficher les messages envoyés durant le mois de **Septembre** 2007 à destination de

Tous les prescripteurs

Cliquez sur la barre ci-dessous pour n'afficher que les résultats envoyés tel jour.

Tous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31

18 messages envoyés en Septembre 2007

| Prescripteur | N° de demande | Patient | Date d'envoi | Traçabilité |
|--------------------|---------------|------------|---------------------|-------------|
| TEST IMAGE | 7092610057 | TEST IMAGE | 06/10/2007-20:10:08 | |
| TEST IMAGE | 7092510101 | TEST IMAGE | 06/10/2007-20:14:03 | |
| Dr BISSON Jean luc | 7092510101 | TEST IMAGE | 06/10/2007-20:14:07 | |
| Dr BISSON Jean luc | 7092510100 | TEST IMAGE | 06/10/2007-20:18:48 | |
| Dr BISSON Jean luc | 7092510099 | TEST IMAGE | 06/10/2007-20:14:06 | |
| TEST IMAGE | 7092510099 | TEST IMAGE | 06/10/2007-20:14:06 | |
| Dr BISSON Jean luc | 7092510096 | TEST IMAGE | 25/09/2007-17:02:04 | |
| TEST IMAGE | 7092510096 | TEST IMAGE | 25/09/2007-17:02:03 | |
| Dr BISSON Jean luc | 7092510095 | TEST IMAGE | 25/09/2007-16:58:06 | |

Message téléchargé par le prescripteur le 06/10/2007-20:18:48

Advantages for the Labs

- Availability 24/7
- Paperless
- Data storage at the Platform level
- Shared data
- Savings

Advantages for the GPs

- Free of charge
- Single point of service (lab results server) for all labs
- Transparent choice of format for the lab
- Available 24/7

Tomorrow

- **Future project**

- Extension to all Hospitals (a few are already connected)
- Will include LOINC (translated in French by the SFIL)
- Connected to the regional platform SISRA (Regional Health Information System) for dissemination of EHR (DPPR) and PHR (DMP)

SISRA Platform – The tools

The central architecture is made with 3 tools :



Common Regional Patient Identification Server
Every structure identifies the patient with its tools. A gateway between the hospitals allows the local key and patient information transfer. The STIC server affects a regional key to the patient. For every other connection, each system gets the regional key for the patient.

> 340 000
delivered
regional
keys



A health « google » (without storage for personal medical data)

Allows to get the patient information from every system and present them in a coherent way.

> 94 000 patient
files with 18
connected
regional
structures



Exchange platform for networks and every health professional in town or hospital

20 user
networks

BIOLOGY in the Regional patient file

