

CASE STUDY



Your health information in your hands

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Digilugu

The concept and design of Digilugu remained unchanged for the past decade, with the last major update occurring in 2013. The outdated portal's unfriendly user experience resulted in negative feedback from users, making the creation of a new health portal a top priority.

People's health awareness has significantly increased in recent years, leading to higher expectations for the accessibility of health data. The COVID-19 pandemic highlighted the importance of digital health records, particularly for viewing COVID-19 certificates and test results.

Users have raised several concerns regarding Digilugu:

- Basic functions were usable but required significant effort;
- The website's name was unclear;
- Navigation and design were complicated;
- The language and terminology used on the website and in documents was difficult to understand;
- The platform lacked essential features, failing to provide sufficient value to users.



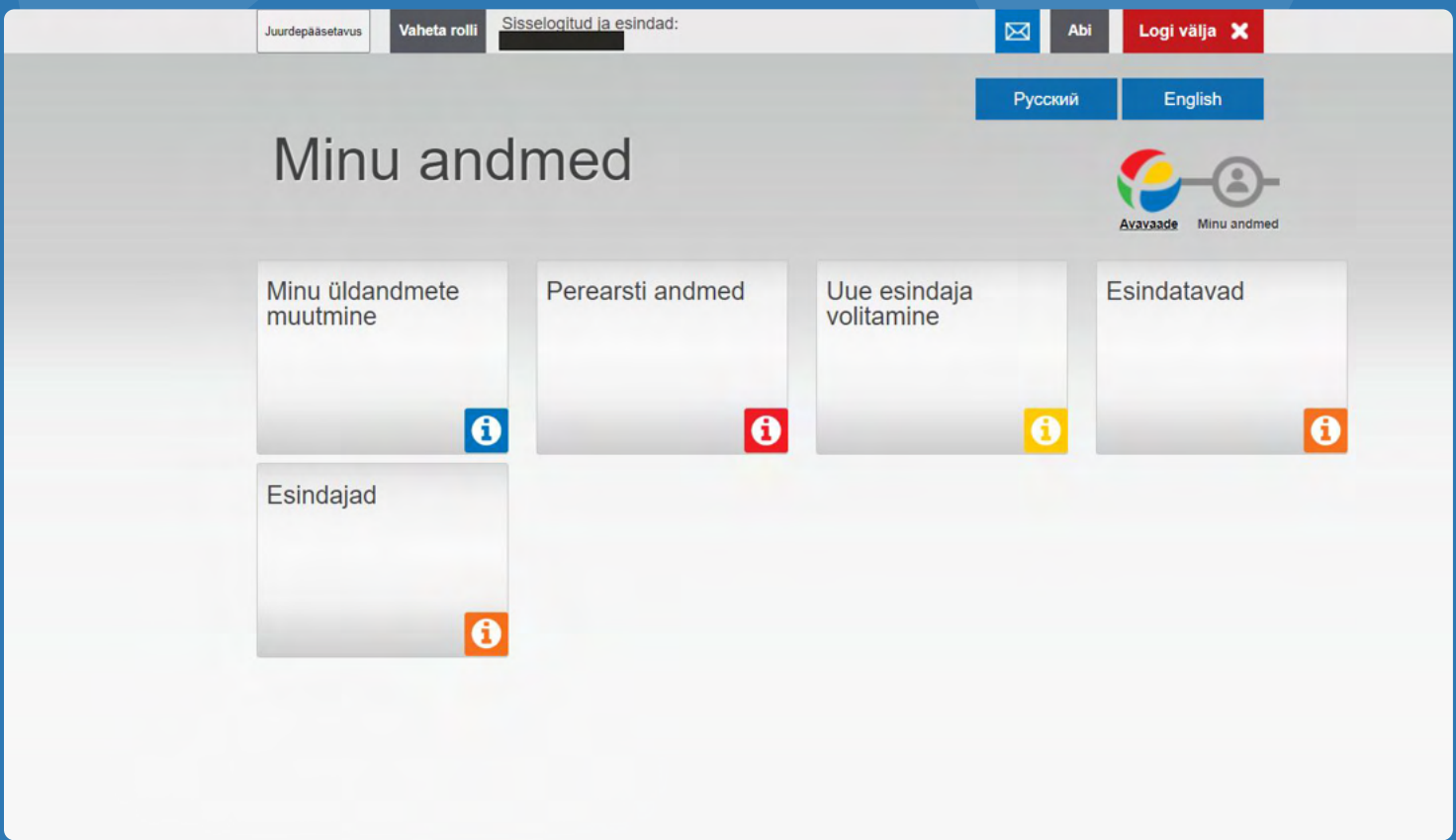
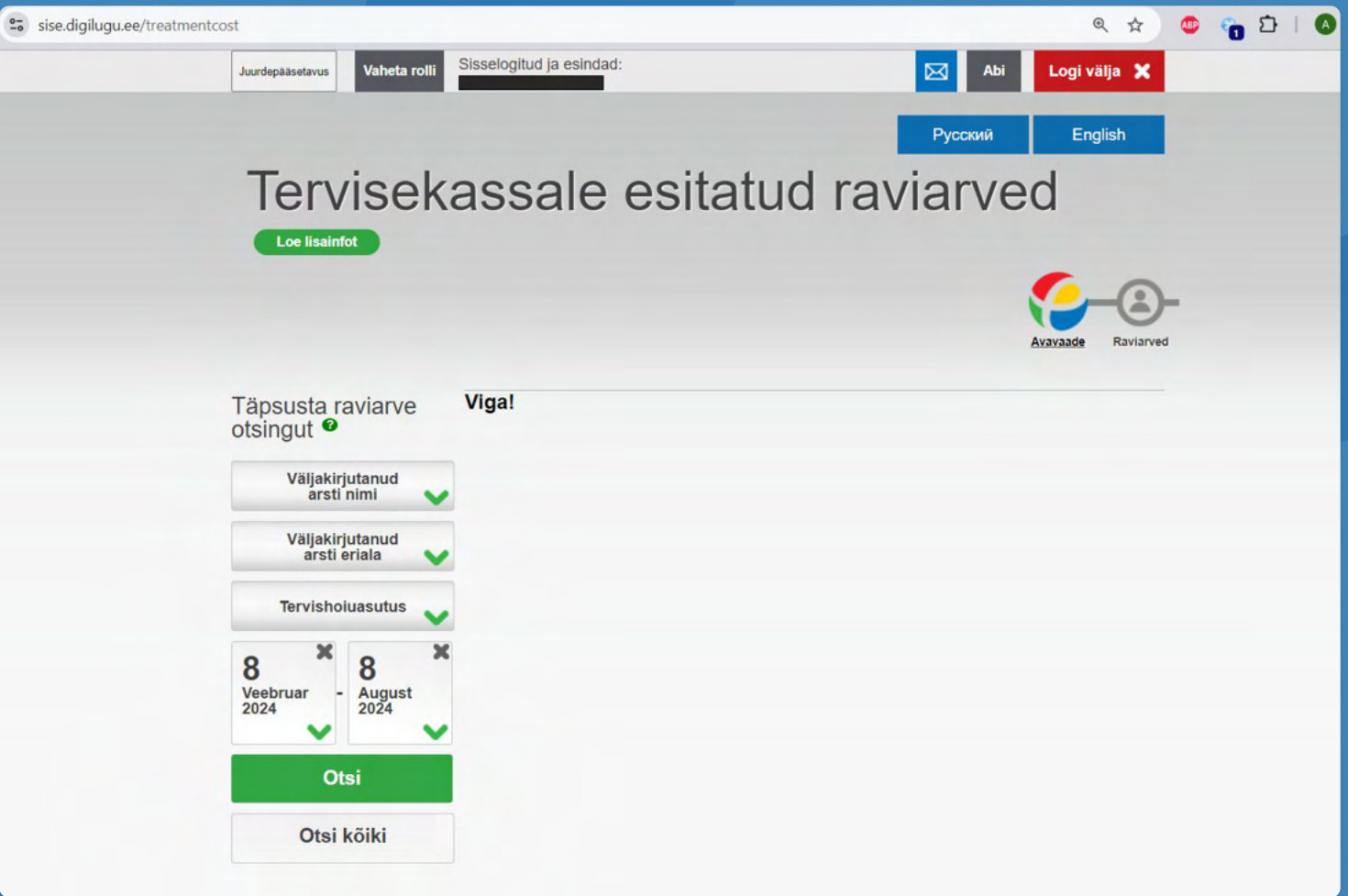
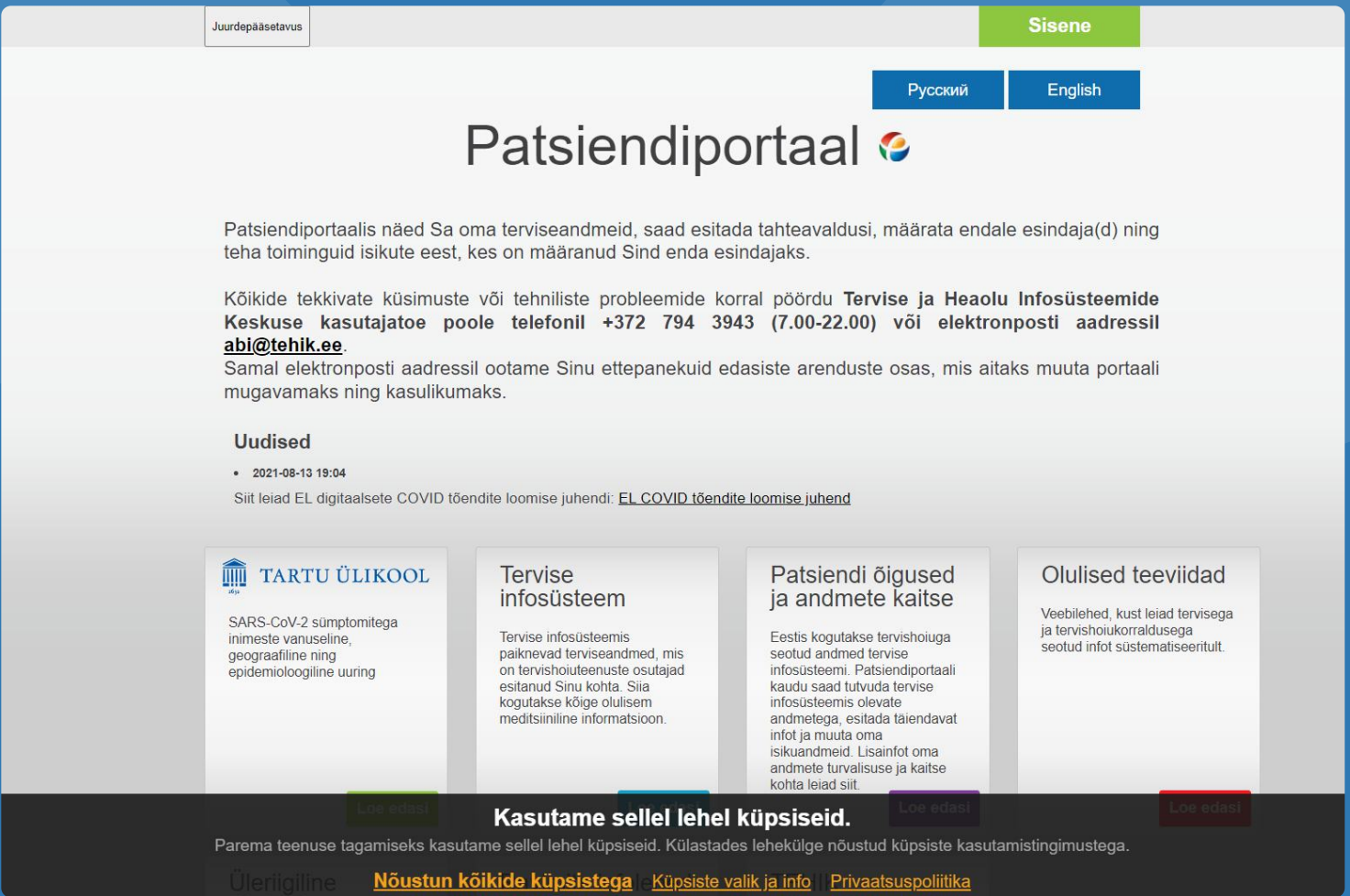
Birth of the new Health Portal

Health Portal is a digital gateway that provides access to your personal and family’s health information.

On November 27, 2023, Health Portal replaced the previous digital health record system Digilugu.ee. The primary goal in developing the new Health Portal was to make it more user friendly. Existing services from digilugu.ee were updated to make viewing health-related data more convenient. Additionally, complex medical terminology, which was difficult to understand in the old portal, was simplified. For instance, the term "epicrisis" was confusing for many users.

The biggest challenges in developing the new portal included:

- Data quality;
- Catering to different user groups;
- Simplifying and translating medical terminology;
- Document-based thinking;
- Expectations and limitations imposed by legislation.



Identity and Communication

The biggest challenge in creating a new identity for the Health Portal was the well-established name “Digilugu” and its recognized visual appearance. Additionally, the requirements imposed by VEERA design system limited creative freedom while simultaneously ensuring the portal conveyed the same reliability as other government applications. Despite these constraints, the new brand successfully endowed Health Portal with a unique personality.

During the project, a comprehensive identity was developed, including the name, logo, visual language, and illustrations, as well as examples of material usage and the fundamental principles of communication, all of which are aligned with both the service content and the design system.



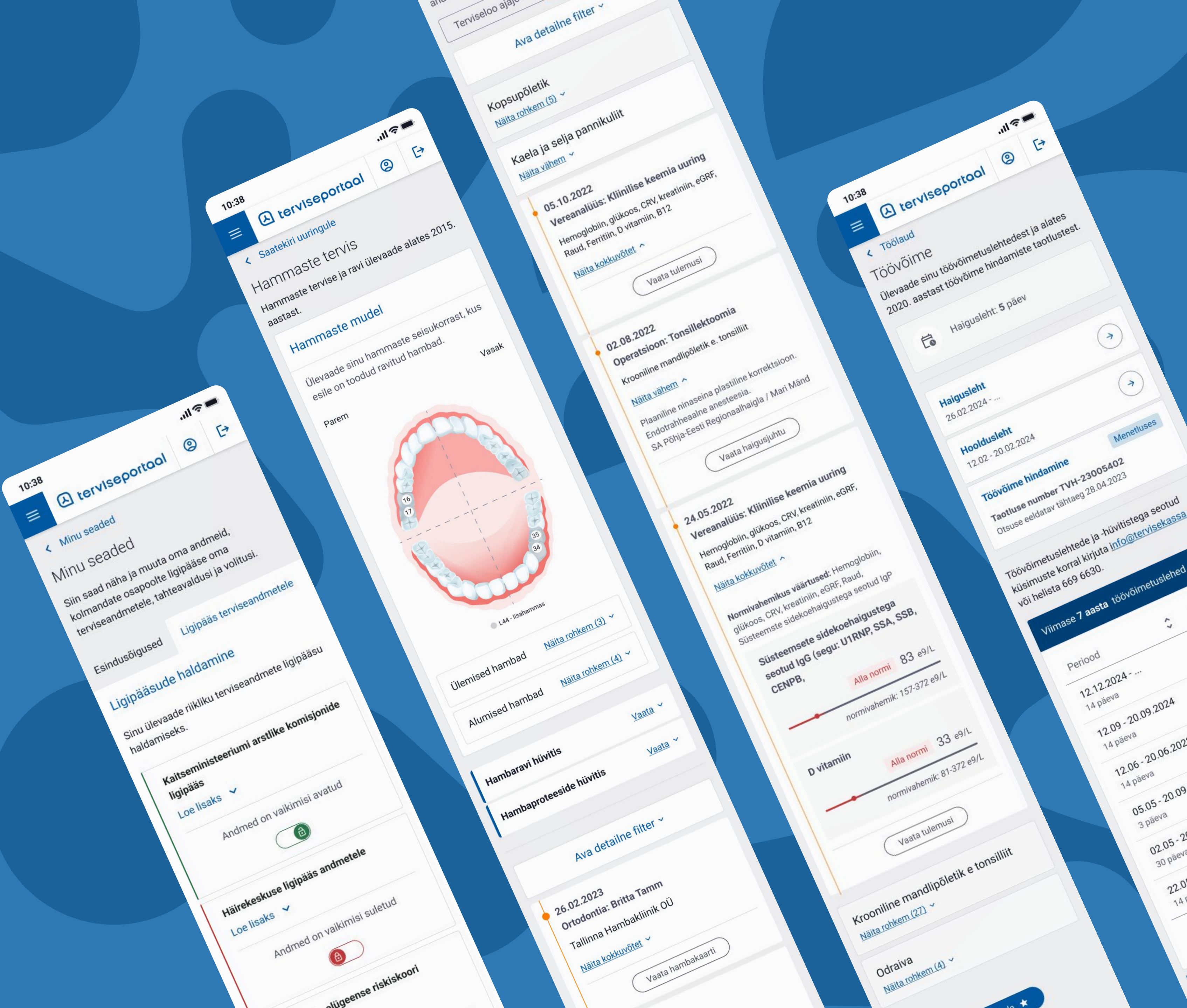
Service Design

The goal of the Health Portal is to support individuals' digital interactions with the medical world. Health Portal provides an overview of health data and helps users keep track of planned follow-up activities from their doctor, thereby reducing paper usage and promoting a more environmentally friendly lifestyle.

It is estimated that patients remember only about 20% of the information shared during a doctor's visit. The health portal aims to ensure that patients have access to all critical information so that no detail is overlooked.

From a service design perspective, the biggest challenge of the project was to create a solution within a tight timeframe that addresses user needs while considering all technical and data-related constraints. Consequently, the user interface design incorporates TEHIK's design system, which gives the portal a similar look and reliability to other government projects.

One of the unique aspects of the medical field is its domain-specific terms such as "epicrisis," "CITO," and others, which were simplified during the project.



My Health History

In Digilugu.ee, health events were displayed according to document types, such as outpatient or inpatient epicrisis, growth notifications, etc. In Health Portal, all interactions with the medical system are consolidated into a single timeline, providing a quick and comprehensive view of all the user's health events. The timeline makes it easy to find important events, which are presented as brief summaries, and users can view the details of each individual case if needed.

As of the end of July 2024, the Health Portal has been logged into over 6.35 million times.

The average number of logins per month for Digilugu was 640,000, whereas the Health Portal login numbers are around 900,000.

The most popular view is "My Health History," which is accessed by 23% of users.



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Ligipääsetavus

Teated

Mina esindan: Ülle Rebane

Keel: EST

Minu töölaud

Vastuvõtud ja saatekirjad

Retseptid ja meditsiiniseadmed

Minu tervise ajalugu

Hammaste tervis

Vaktsineerimine

Personaalmiditsiin

Töendid ja deklaratsioonid

Töövõime

Raviarved

Logiraamat

Avaleht

Minu tervise ajalugu

Minu tervise ajalugu

Ülevaade sinu haigestumiste, uuringute, analüüside ja visiitide ajaloost alates 2006 aastast.

Vastuvõtud

Analüüsid

Uuringud

Vaktsineerimine

Kiirabi

Haiglaravi

Operatsioon

Ava detailne filter

	05.09.2023	Analüüs: Veri Hemogramm, Kreatiniin, e-GRF, Uurea, TSH, ALAT, ASAT, Vitamiin D, Vitamiin B12 Näita kokkuvõtet	Vaata tulemust
	01.06.2023	Vastuvõtt: Tartu Ülikooli Kliinikum Hüpertooniatõbi e essentsiaalne e primaarne arteriaalne hüpertensioon e kõrgvererõhktoibi Näita kokkuvõtet	Vaata haigusjuhtu
	01.06.2023	Analüüs: Uriin Ribaaanalüüs Näita kokkuvõtet	Vaata tulemust
	12.05.2023	Perearsti vastuvõtt Äge suulae- e kurgumandlipõletik e tonsilliit Näita kokkuvõtet	Vaata haigusjuhtu
	12.05.2023	Analüüs: Veri CRV, Hemogramm Näita kokkuvõtet	Vaata tulemust
	07.03.2023	Röntgeniülesvõte ülajäsemetest (kaks ülesvõtet) Põhja-Eesti Regionaalhaigla Näita kokkuvõtet	Vaata tulemust
	07.03.2023	Kiirabikaart Luumurru kahtlus või pisivigastused (näos või jäsemetes) Näita kokkuvõtet	Vaata haigusjuhtu
	21.10.2021	Operatsioon: tonsillektoomia Põhja-Eesti Regionaalhaigla Näita kokkuvõtet	Vaata haigusjuhtu
	21.08.2021	Päevaravi Müeloidne leukeemia e müeloidleukeemia Näita kokkuvõtet	Vaata haigusjuhtu
	11.05.2021	Haiglaravi Krooniline mandlipõletik e tonsilliit Näita kokkuvõtet	Vaata haigusjuhtu
	03.03.2021	Analüüs: Veri Hemogramm, eGFR, ALAT, ASAT, kreatiniin,GGT, glükoos, CRV, settereakts... Näita kokkuvõtet	Vaata tulemust
	03.02.2021	Vastuvõtt: Perearstikeskus OÜ Lapse tervise tavaläbivaatus Näita kokkuvõtet	Vaata haigusjuhtu
	03.02.2018	Operatsioon: tonsillektoomia Põhja-Eesti Regionaalhaigla Näita kokkuvõtet	Vaata haigusjuhtu
	05.09.1960	Sünd Haiglas sündinud üksik laps Näita kokkuvõtet	Vaata haigusjuhtu

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Sisene

Minu tervise ajalugu

Minu tervise ajalugu

Ülevaade sinu haigestumiste, uuringute, analüüside ja visiitide ajaloost alates 2006 aastast.

Vastuvõtt

Analüüsid

Uuring

Kiirabi

Haiglaravi

Operatsioon

Ava detailne filter

05.09.2023

Analüüs: Veri

Hemogramm, Kreatiniin, e-GRF, Uurea...

Näita vähem

Plaaniline ninaseina plastiline korrektsioon. Endotrahheaalne anesteesia. SA Põhja-Eesti Regionaalhaigla / Mari Mänd

Vaata haigusjuhtu

01.06.2023

Vastuvõtt: Tartu Ülikooli Kliinikum

Hüpertooniatõbi e essentsiaalne e primaarne arteriaalne hüpertensioon e kõrgvererõhktoibi

Näita kokkuvõtet

Vaata tulemusi

01.06.2023

Analüüs: Veri

D vitamiin, B12 vitamiin

Näita kokkuvõtet

Kõik tulemused on normivahemikus.

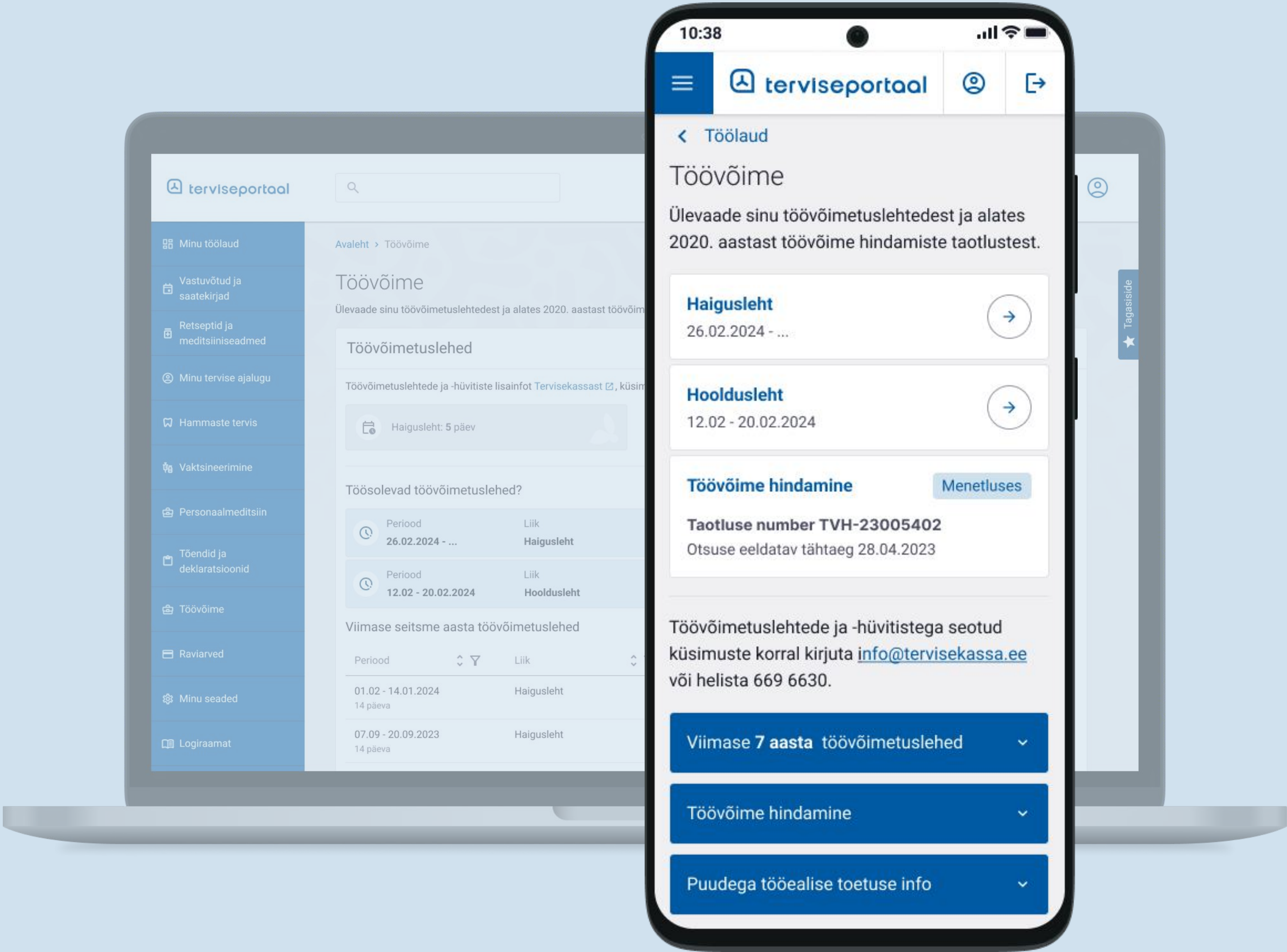
Vaata tulemusi

Accessibility

One of the significant shortcomings of Digilugu was access to health data, both from the perspective of user experience and accessibility standards (WCAG). Additionally, the system lacked mobile support.

A major achievement of the new Health Portal is its high level of mobile usage. Previously, users of Digilugu were approximately evenly split between mobile and desktop users. However, mobile users now make up at least 70% of all Health Portal users.

Health Portal has undergone thorough WCAG testing with various devices and operating systems, resulting in an accessibility report with a few specific observations. The testing was assisted by volunteers from the Estonian Association of the Blind and the Consumer Protection and Technical Regulatory Authority.



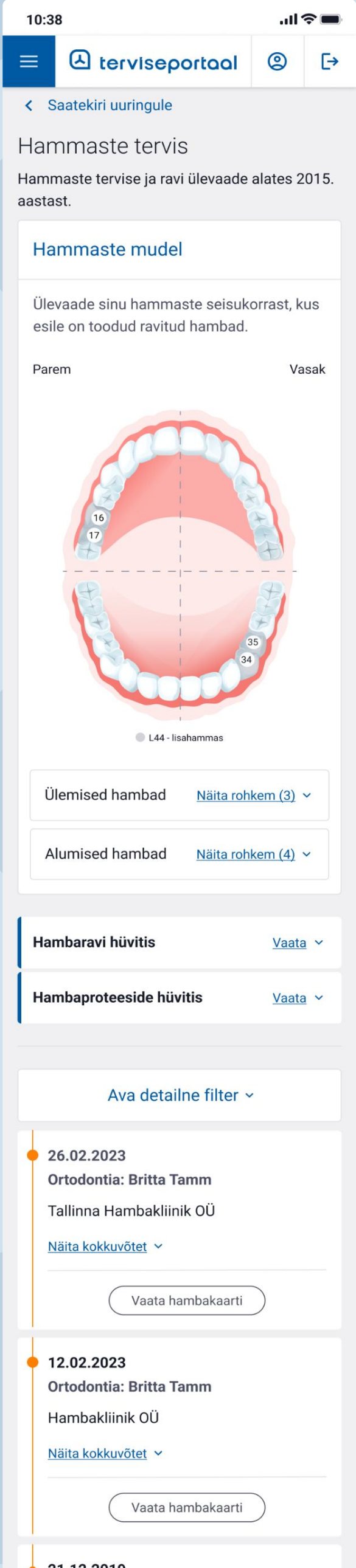
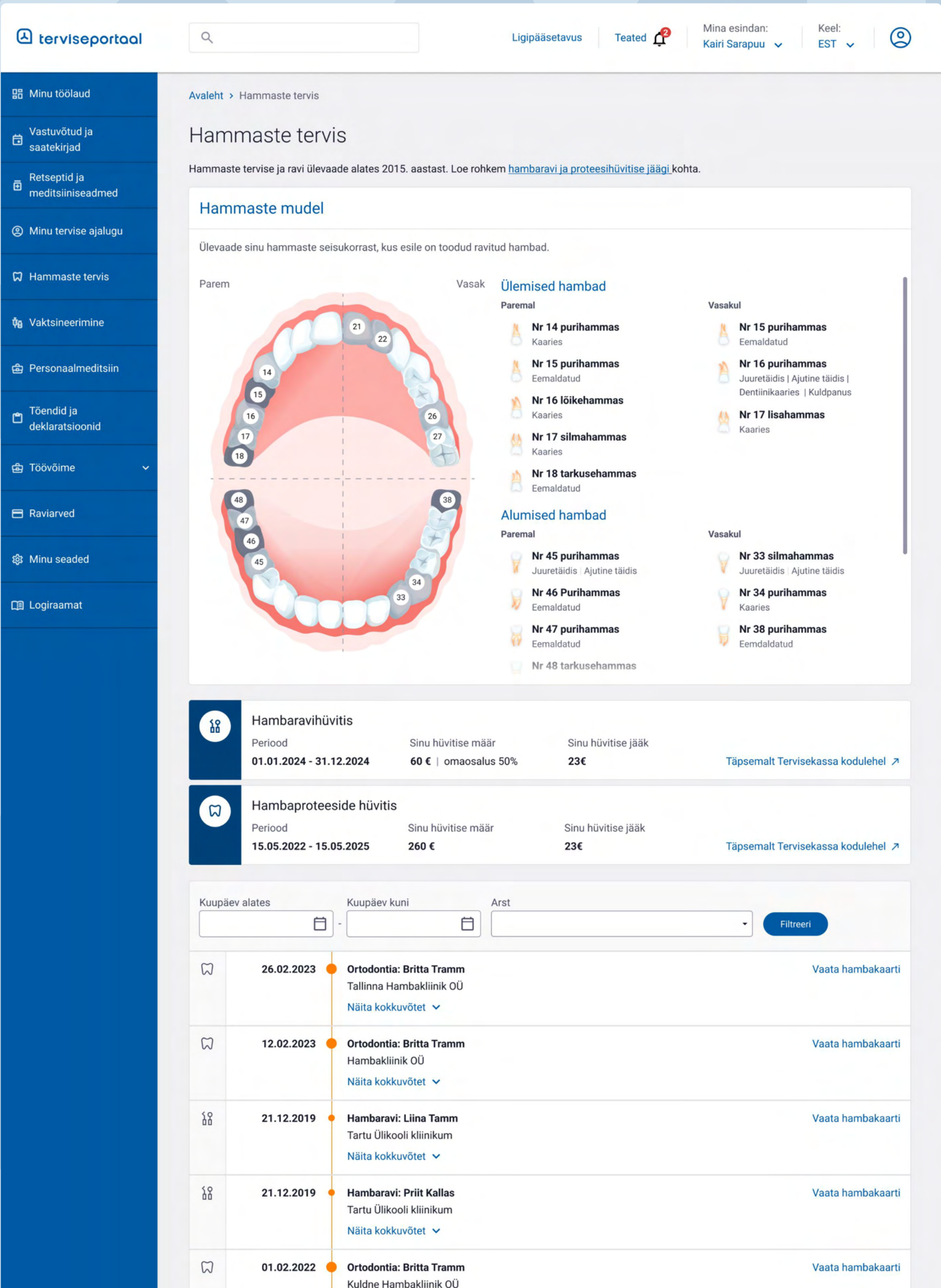
User Experience

The goal of the team of Health Portal is to provide an excellent user experience by being open to feedback and suggestions from users and actively engaging various target groups and service users.

Last spring, we involved the public through a social media campaign for feedback on the initial services and a new dashboard. Nearly 200 people participated, and their feedback led to the implementation of the requested improvements.

All services have been tested with users. According to the user support statistics from the Health and Welfare Information Systems Centre (TEHIK), there have been 5,322 inquiries since the Health Portal's launch. This valuable feedback is crucial for the ongoing enhancement of the portal and improvement of the user experience.

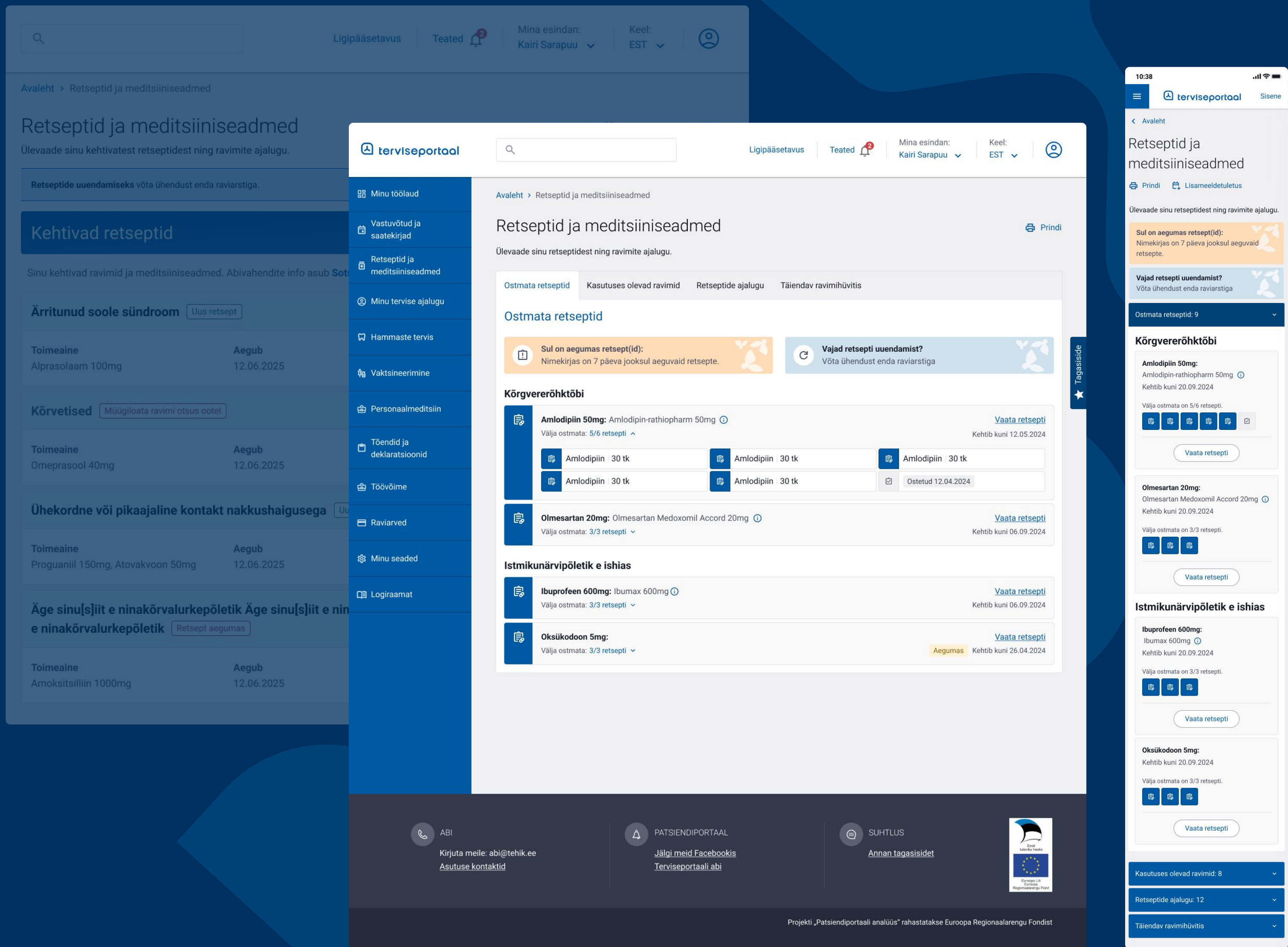
Additionally, we have involved family doctors, dentists, the Estonian Association of Laboratory Medicine, the Health Board, the Estonian Association of the Blind, the Estonian Disability Union, and other stakeholders in the development of the services.



Impact of the Health Portal

The aim of the Health Portal is to not only provide services when needed but also to help maintain good health and prevent potential health issues. The accessibility and usability of the health portal indirectly impact people’s health, years lived in good health, health awareness, and environmental sustainability.

- Quick access to all health data from one place;
- Paperless documentation eliminates the need for physical documentation;
- Increased health awareness and prevention;
- Reduced misdiagnosis and better management of chronic diseases: clear and understandable health content reduces the likelihood of patients seeking incorrect medical advice and improves monitoring of chronic conditions;
- Quick access to health data reduces the time healthcare professionals spend on administrative tasks, allowing them to focus more on patient care;
- Faster medical assistance: better-informed individuals can quickly get help for medical issues and participate in preventative activities, contributing to a healthier population;
- Improved accessibility to healthcare services: Health Portal is available everywhere, reducing regional disparities in access to services;
- Equality: digital solutions decrease health inequalities by offering easier access to various healthcare services, including those facing physical or financial barriers to medical care.





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www.terviseportaal.ee