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Technical Specification

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Health informatics — Internet healthcare service pattern

*Informatique de santé — Modèle de services de soins de santé sur
internet*

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This document was prepared by Technical Committee ISO/TC 215, *Health informatics*.

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Introduction

The rapid development of information technologies such as the internet, cloud computing, and big data, as well as their in-depth application in the healthcare field, has given birth to internet healthcare services. With the help of information technologies, internet healthcare services have redistributed medical resources, thereby reconstructing relevant processes, improving service efficiency and promoting fairness across the industry. Healthcare organizations, such as hospitals, outpatient clinics and even some internet companies, provide the public with various online healthcare services. These healthcare service providers, as well as a growing variety of healthcare service types, are intertwined in cyber and physical space, and, together, they have formed a complex internet healthcare service system. The global pandemic has significantly impacted the capacity of the traditional healthcare system to deliver essential healthcare services. Therefore, accelerating the development of internet healthcare services and improving the maturity of non-contact service delivery is inevitably becoming the primary trend of future growth in this field.

The service pattern is the organization and coordination mode of the internet healthcare service system. It includes but it is not limited to the boundary of relevant participants, the collaboration of diverse processes from both business and medical perspectives, the exchange of related information and the realization of healthcare service goals. The ISO 12967 series has developed a concept model to describe healthcare information systems, focusing on enabling openness, integration and interoperability of healthcare information systems. An internet healthcare service pattern aims to organize the entire system and coordinate related participating elements. An understandable description of the pattern throughout the early, mid and late stages of service implementation is critical to effectively designing, rapidly constructing and continuously operating a sustainable healthcare service system. However, communication among relevant participants is long yet costly due to the need for more unified terminology describing and classifying internet healthcare services. Besides, a consolidated descriptive method is necessary. The lack of a descriptive model would impede the identification of the service pattern types, thus bringing difficulty in reusing and systematically analysing internet healthcare services.

This document aims to identify the standardized description and classification of internet healthcare service patterns through terminology and modelling suitable to facilitate pattern reuse, optimize the current healthcare expenditure level, accelerate industrial development, and lay the foundation for systematic analysis of the entire industry.

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