

When it comes to medical information, efficient data management is key – from everyday prescriptions to X-Rays, laboratory results and more complex diagnostics, each and everyone of us has accumulated a significant number of health-related data over the years. The nationwide implementation of electronic health records platform ELGA has made accessing these as straightforward and hassle-free as possible: By storing all of a patient's medical data in one secure, digital file, all medical data is readily available for both patients and health care providers – quickly, easily and around the clock.

How it works

Since its launch in 2014, ELGA has been implemented in approximately 150 hospitals, 6,500 doctor's offices, 1,500 pharmacies, and 100 care facilities throughout Austria. As such, Austrian patients are no longer required to bring their own medical information to healthcare appointments. Instead, their medical history is securely stored in a digital file, accessible by healthcare professionals across the country, regardless of the city, state or institution they are working in. Additionally, ELGA features an e-medication system which automatically stores prescriptions issued by doctors, eliminating the need for patients to bring physical copies to pharmacies. The innovative e-vaccination tool also provides a detailed record of a patient's immunizations, including those for COVID-19.

While most health care institutions have automatic access to ELGA, patients initially have to register using their digital signature (Handy-Signatur) or electronic information card (Bürgerkarte). However, using the service is not mandatory, with an opt-out function readily available.

The Big Picture

Primarily, ELGA acts as a central point of storage for the medical records of over 9 million individuals. But it also plays a vital role in making diagnostics more accurate: By collecting and storing patients' full medical history in one central location, medical professionals have access to all relevant facts and data to make well-informed decisions when prescribing a course of action or treatment – which is particularly valuable in cases of emergencies. Additionally, ELGA helps prevent medication or drug abuse by ensuring all relevant information is readily available for medical professionals before writing a new prescription. As a fully digital solution, ELGA is a major step in making Austria's healthcare system much more transparent and efficient – and improving national health.

Quick Facts

- Solution area: **Processes, Quality assurance and certification, Regulations and compliance, Technological innovation**
- Administrative level: **Federation**
- Solution process: **Digitization and technology, Health and care, Public service**
- Technology: **Information technology**