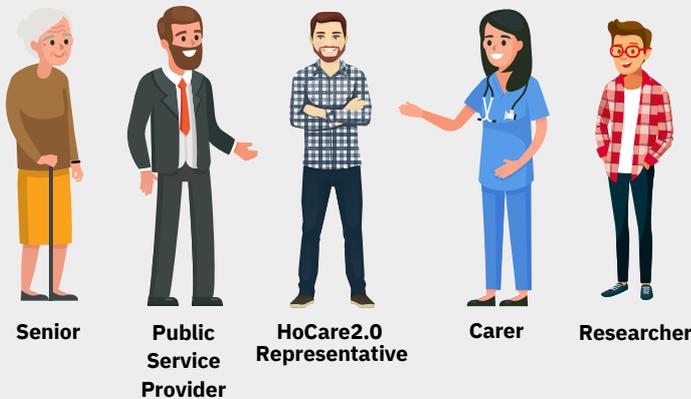# HoCare2.0 Pilot

PATIENT ROUTE MANAGEMENT

Dr.BetMen is a user-driven web platform and application connecting the key players along the patient journey to improve and develop their collaboration. The route is an institutional journey patients take when referred for further treatment by health professionals. The pathway gives an outline of what is likely to happen on the patient's journey and can be used both for patient information and for planning services. DrBetMen offers a solution to reduce the administrative burden on healthcare providers, speed up patient care, make the whole process transparent and minimise face-to-face encounters.

Senior **Public Service Provider** **HoCare2.0 Representative** **Carer** **Researcher**

by
National Directorate General for Hospital

01/2021 - 04/2022

PARTICIPANTS

health care emloyees (medical professionals) health services users (patients) and their relatives

ACTIVITIES

- Mapping
- Qualitative interviews
- Comparative analysis
- Desk research
- Low-fidelity prototyping
- Feedback collection

AND THE END?

I appreciate that with co-creation the service will be actually useful and usable when finished.

It is good to have help at hand, either my family or caregiver.

WHAT WE LEARNED

- Regular contact with and parallel engagement of end users is a key feature of development activities.
- However, the problem of drop-outs still persists, and remains a core challenge to the success of the developmet process per se.