

1) Appraisal of the report 2017

- Deleted
- Adapted
- Gaps

2) Education of practitioners and researchers

The expansion of ICT and its use in the healthcare context raise the need for appropriate education of healthcare practitioners related to proper selection and use of different ICT, along with development of adequate skills, knowledge and attitudes (competency) necessary for suitable professional reflection and critical appraisal. Competent healthcare practitioners are the corner stones for effective implementation of innovative technologies in healthcare. Along with the practitioners, patients' education on appropriate use and needs understanding present a very important issue. Additionally, research of ICT application in delivery of healthcare and self-care is essential to reveal the impact of such technologies on the patient outcomes and healthcare system efficacy.

3) Interprofessional part

There are many e-platforms created with the aim to facilitate patient information exchange between different healthcare professionals. On the one hand, this is a very nice solution for gathering different patient information at the one place, available to the whole healthcare team. However, on the other hand, the limited access to the information by different profile of healthcare professionals presents the obstacle for delivery of some healthcare services (e.g. pharmaceutical care services because of limited access of community pharmacists to the patient clinical information). Accordingly, the roles, responsibilities and expectations of different healthcare professionals in the context of patient healthcare are necessary to be well known as a prerequisite for efficient interprofessional e-platforms use in practice. In order to fulfill the above mentioned, education of healthcare practitioners in interprofessional collaboration is necessary.

4) International collaboration Patient conversation, common software, funding for partnership, should be explored

It was noticed that similar softwares for communication with patients, have been developed recently throughout the European countries. In order to bring all the

efforts together, and to decrease the time and other resources waist, the PCNE project aimed to development of such a software has been proposed. Funding possibilities have also been discussed (i.e. Horizon 2020, EIT Health) and already developed models of cooperation with ICT companies have been proposed.

5) Adopted regulations, safety and privacy

- Quality management system (QMS)

It was agreed that QMS elements implementation in ICT tools development are necessary as a guarantees for e-tool appropriate and safe functioning.

6) Bioethics

Bioethical concepts have to be implemented in the process of ICT development, as well as within two whole concept of e-health and e-pharmacy delivery to the patients

7) Treats

Be ready to adapt traditional pharmaceutical services to be affective in online environment (i.e. counseling)

8) Further recommendations

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