### Republic of Moldova

#### 1. eHealth foundations

<table>
<thead>
<tr>
<th>National policies or strategies</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response</th>
<th>Year adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>National universal health coverage policy or strategy</td>
<td>Yes</td>
<td>75%</td>
<td>1995</td>
</tr>
<tr>
<td>National eHealth policy or strategy</td>
<td>Yes</td>
<td>58%</td>
<td>2004</td>
</tr>
<tr>
<td>National health information system (HIS) policy or strategy</td>
<td>Yes</td>
<td>66%</td>
<td>2004</td>
</tr>
<tr>
<td>National telehealth policy or strategy</td>
<td>No</td>
<td>22%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Funding sources for eHealth</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response</th>
<th>Funding source %**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public funding</td>
<td>Yes</td>
<td>77%</td>
<td>25-50%</td>
</tr>
<tr>
<td>Private or commercial funding</td>
<td>Yes</td>
<td>40%</td>
<td>&lt;25%</td>
</tr>
<tr>
<td>Donor/non-public funding</td>
<td>Yes</td>
<td>63%</td>
<td>25-50%</td>
</tr>
<tr>
<td>Public-private partnerships</td>
<td>No</td>
<td>42%</td>
<td>Zero</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multilingualism in eHealth</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response</th>
<th>Year adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy or strategy on multilingualism</td>
<td>Yes</td>
<td>28%</td>
<td>1989</td>
</tr>
<tr>
<td>Government-supported Internet sites in multiple languages</td>
<td>Yes</td>
<td>48%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>eHealth capacity building</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response</th>
<th>Proportion**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health sciences students – Pre-service training in eHealth</td>
<td>Yes</td>
<td>74%</td>
<td>50-75%</td>
</tr>
<tr>
<td>Health professionals – In-service training in eHealth</td>
<td>Yes</td>
<td>77%</td>
<td>25-50%</td>
</tr>
</tbody>
</table>

#### 2. Legal frameworks for eHealth

<table>
<thead>
<tr>
<th>Policy or legislation – purpose</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Defines medical jurisdiction, liability or reimbursement of eHealth services such as telehealth</td>
<td>No</td>
<td>31%</td>
<td></td>
</tr>
<tr>
<td>Addresses patient safety and quality of care based on data quality, data transmission standards or clinical competency criteria</td>
<td>No</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>Protects the privacy of personally identifiable data of individuals irrespective of whether it is in paper or digital format</td>
<td>Yes</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Protects the privacy of individuals’ health-related data held in electronic format in an EHR</td>
<td>Yes</td>
<td>54%</td>
<td></td>
</tr>
<tr>
<td>Governs the sharing of digital data between health professionals in other health services in the same country through the use of an EHR</td>
<td>No</td>
<td>34%</td>
<td></td>
</tr>
<tr>
<td>Governs the sharing of digital data between health professionals in health services in other countries through the use of an EHR</td>
<td>No</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>Governs the sharing of personal and health data between research entities</td>
<td>No</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Allows individuals electronic access to their own health-related data when held in an EHR</td>
<td>No</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Allows individuals to demand their own health-related data be corrected when held in an EHR if it is known to be inaccurate</td>
<td>Yes</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>Allows individuals to demand the deletion of health-related data from their EHR</td>
<td>Yes</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>Allows individuals to specify which health-related data from their EHR can be shared with health professionals of their choice</td>
<td>No</td>
<td>28%</td>
<td></td>
</tr>
<tr>
<td>Governs civil registration and vital statistics</td>
<td>Yes</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Governs national identification management systems</td>
<td>Yes</td>
<td>65%</td>
<td></td>
</tr>
</tbody>
</table>
### 3. Telehealth

<table>
<thead>
<tr>
<th>Telehealth programmes country overview</th>
<th>Health system level**</th>
<th>Programme type**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teleradiology</td>
<td>National</td>
<td>Pilot</td>
</tr>
<tr>
<td>Teledermatology</td>
<td>‡</td>
<td>‡</td>
</tr>
<tr>
<td>Telepathology</td>
<td>National</td>
<td>Established</td>
</tr>
<tr>
<td>Telepsychiatry</td>
<td>‡</td>
<td>‡</td>
</tr>
<tr>
<td>Remote patient monitoring</td>
<td>National</td>
<td>Pilot</td>
</tr>
</tbody>
</table>

### 4. Electronic Health Records (EHRs)

#### EHR country overview

<table>
<thead>
<tr>
<th>Health facilities with EHR</th>
<th>Country response</th>
<th>Year introduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>National EHR system</td>
<td>Yes</td>
<td>2014</td>
</tr>
<tr>
<td>Legislation governing the use of the national EHR system</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

#### Facilities with EHR

<table>
<thead>
<tr>
<th>Facilities with EHR</th>
<th>Year introduced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary care facilities (e.g. clinics and health care centres)</td>
<td>50-75%</td>
</tr>
<tr>
<td>Secondary care facilities (e.g. hospitals, emergency care)</td>
<td>&lt;25%</td>
</tr>
<tr>
<td>Tertiary care facilities (e.g. specialized care, referral from primary/secondary care)</td>
<td>&lt;25%</td>
</tr>
</tbody>
</table>

#### Other electronic systems

<table>
<thead>
<tr>
<th>Other electronic systems</th>
<th>Country response</th>
<th>Global “yes” response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory information systems</td>
<td>Yes</td>
<td>35%</td>
</tr>
<tr>
<td>Pathology information systems</td>
<td>No</td>
<td>18%</td>
</tr>
<tr>
<td>Pharmacy information systems</td>
<td>No</td>
<td>33%</td>
</tr>
<tr>
<td>PACS</td>
<td>No</td>
<td>26%</td>
</tr>
<tr>
<td>Automatic vaccination alerting system</td>
<td>No</td>
<td>10%</td>
</tr>
</tbody>
</table>

#### ICT-assisted functions

<table>
<thead>
<tr>
<th>ICT-assisted functions</th>
<th>Country response</th>
<th>Global “yes” response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic medical billing systems</td>
<td>No</td>
<td>58%</td>
</tr>
<tr>
<td>Supply chain management information systems</td>
<td>Yes</td>
<td>58%</td>
</tr>
<tr>
<td>Human resources for health information systems</td>
<td>Yes</td>
<td>69%</td>
</tr>
</tbody>
</table>

### 5. Use of eLearning in health sciences

#### eLearning programmes country overview

<table>
<thead>
<tr>
<th>Health sciences students – Pre-service</th>
<th>Country response</th>
<th>Global “yes” response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicine</td>
<td>Yes</td>
<td>58%</td>
</tr>
<tr>
<td>Dentistry</td>
<td>No</td>
<td>39%</td>
</tr>
<tr>
<td>Public health</td>
<td>Yes</td>
<td>50%</td>
</tr>
<tr>
<td>Nursing &amp; midwifery</td>
<td>No</td>
<td>47%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Yes</td>
<td>38%</td>
</tr>
<tr>
<td>Biomedical/Life sciences</td>
<td>Yes</td>
<td>42%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health professionals – In-service</th>
<th>Country response</th>
<th>Global “yes” response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicine</td>
<td>Yes</td>
<td>58%</td>
</tr>
<tr>
<td>Dentistry</td>
<td>No</td>
<td>30%</td>
</tr>
<tr>
<td>Public health</td>
<td>Yes</td>
<td>47%</td>
</tr>
<tr>
<td>Nursing &amp; midwifery</td>
<td>No</td>
<td>46%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>No</td>
<td>31%</td>
</tr>
<tr>
<td>Biomedical/Life sciences</td>
<td>Yes</td>
<td>34%</td>
</tr>
</tbody>
</table>
6. mHealth

mHealth programmes country overview

<table>
<thead>
<tr>
<th>Accessing/providing health services</th>
<th>Health system level**</th>
<th>Programme type**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-free emergency</td>
<td>National</td>
<td>Established</td>
</tr>
<tr>
<td>Health call centres</td>
<td>National</td>
<td>Established</td>
</tr>
<tr>
<td>Appointment reminders</td>
<td>National</td>
<td>Pilot</td>
</tr>
<tr>
<td>Mobile telehealth</td>
<td>Regional</td>
<td>Informal</td>
</tr>
<tr>
<td>Management of disasters and emergencies</td>
<td>National</td>
<td>Established</td>
</tr>
<tr>
<td>Treatment adherence</td>
<td>↓</td>
<td>Pilot</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accessing/providing health information</th>
<th>Health system level**</th>
<th>Programme type**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community mobilization</td>
<td>National</td>
<td>Established</td>
</tr>
<tr>
<td>Access to information, databases and tools</td>
<td>↓</td>
<td>↓</td>
</tr>
<tr>
<td>Patient records</td>
<td>Yes</td>
<td>18%</td>
</tr>
<tr>
<td>mLearning</td>
<td>No</td>
<td>5%</td>
</tr>
<tr>
<td>Decision support systems</td>
<td>No</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Collecting health information</th>
<th>Health system level**</th>
<th>Programme type**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient monitoring</td>
<td>Yes</td>
<td>78%</td>
</tr>
<tr>
<td>Health surveys</td>
<td>No</td>
<td>56%</td>
</tr>
<tr>
<td>Disease surveillance</td>
<td>Yes</td>
<td>59%</td>
</tr>
</tbody>
</table>

7. Social media

<table>
<thead>
<tr>
<th>Social media and health</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response†</th>
<th>Year adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>National policy or strategy on the use of social media by government organizations</td>
<td>Yes</td>
<td>18%</td>
<td>2013</td>
</tr>
<tr>
<td>Policy or strategy makes specific reference to its use in the health domain</td>
<td>No</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health care organizations – use of social media</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response†</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote health messages as a part of health promotion campaigns</td>
<td>Yes</td>
<td>78%</td>
</tr>
<tr>
<td>Help manage patient appointments</td>
<td>No</td>
<td>24%</td>
</tr>
<tr>
<td>Seek feedback on services</td>
<td>Yes</td>
<td>56%</td>
</tr>
<tr>
<td>Make general health announcements</td>
<td>Yes</td>
<td>72%</td>
</tr>
<tr>
<td>Make emergency announcements</td>
<td>Yes</td>
<td>59%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individuals and communities – use of social media</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response†</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learn about health issues</td>
<td>Yes</td>
<td>79%</td>
</tr>
<tr>
<td>Help decide what health services to use</td>
<td>No</td>
<td>56%</td>
</tr>
<tr>
<td>Provide feedback to health facilities or health professionals</td>
<td>Yes</td>
<td>62%</td>
</tr>
<tr>
<td>Run community-based health campaigns</td>
<td>Yes</td>
<td>62%</td>
</tr>
<tr>
<td>Participate in community-based health forums</td>
<td>No</td>
<td>59%</td>
</tr>
</tbody>
</table>

8. Big data

<table>
<thead>
<tr>
<th>Policy or strategy – purpose</th>
<th>Country response</th>
<th>Global &quot;yes&quot; response†</th>
<th>Year adopted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governing the use of big data in the health sector</td>
<td>No</td>
<td>17%</td>
<td>N/A</td>
</tr>
<tr>
<td>Governing the use of big data by private companies</td>
<td>No</td>
<td>8%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

LEGEND

* Country context indicators
All other country indicators. Global Health Observatory. 2012-2014 - http://www.who.int/gho

** Glossary
- Indicates the percentage of participating Member States responding “Yes”
- Don’t know
N/A Not applicable
† Indicates question was unanswered
§ Indicates question was unanswered
Zero No funding

International level: Health entities in different geographic regions
Regional level: Health entities in countries in the same geographic region
National level: Referral hospitals, laboratories and health institutes (mainly public, but also private)
Intermediate level: District or provincial facilities; public and private hospitals and health centres
Local or peripheral level: Health posts, health centres providing basic level of care
Informat: Use of ICT for health purposes in the absence of formal processes and policies
Pilot: Testing and evaluating a programme
Established: An ongoing programme that has been conducted for a minimum of 2 years and is planned to continue

http://www.who.int/goe