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**World Health  
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**ARMENIA**

# **ArMed NATIONAL DIGITAL HEALTH SYSTEM**

## BACKGROUND

ArMed is a national digital health system that has been used in Armenia since 2017. The platform enables the collection and synchronization of clinical, administrative and financial data linked with the provision of standard health-care services, and aims to facilitate patient engagement.

Currently, the system administers data on health-care services that are covered by basic benefit and social insurance packages. Reimbursement of such services is based on the information collected through the platform. Armenian citizens can access information about their primary health-care facility, primary-care physician and treatments received during visits. They are also able to book medical appointments and make video calls with selected doctors. Furthermore, ArMed has played an important role in the management of the COVID-19 pandemic in Armenia.



In 2021, the platform was certified under the global information security standard ISO/IEC 27001. After full deployment of the system by 2025, it is foreseen that users will have access to and control over their entire electronic health record, care plans, electronic prescriptions, insurance, and other health and financial information.

## THE TECHNOLOGY



Patients can access ArMed via a mobile phone or computer. The ArMed dashboard is accessible to government officials via a desktop platform. ArMed includes the following modules:

- a patient flow management module, which enables the management of online registrations, referrals, schedules of medical personnel and availability of equipment;
- an electronic health record module, which contains laboratory results, diagnoses, lists of medicines taken and other health details of patients;
- a reporting module, which includes quantitative reports on different population groups, financial reports on services provided and actions taken; and
- an insurance claims management module, which allows the rejection or approval of insurance claims and the export of corresponding reports.

In April 2020, a COVID-19 module was added to ArMed to collect information about infected patients and the population's immunization status.

Armenia is currently in the process of integrating a vaccine module into the platform to track the coun-

try's vaccination rates with a detailed breakdown of age, sex, region and vaccine type. A vaccination QR code has been generated to be used for the purpose of travel.

## IMPACT



ArMed is expected to bring the following benefits.

- **Reduced health risks.** The system provides timely access to the health history of each patient, allowing medical professionals to make informed decisions regarding the treatment process.
- **Saved time and resources.** The transition from paper to electronic records allows quick access to data, continuous recording of health information, and more efficient communication across different medical facilities and patients. The system also facilitates quicker registrations, referrals to doctors and access to electronic prescriptions.
- **Reduced costs.** The system enables medical professionals to review the results of all examinations a patient has had, thus avoiding unnecessary repeated procedures.

- **Promotion of data-driven health care.** ArMed enables relevant departments to obtain accurate statistics on the overall health picture in Armenia. It stimulates preventive health care, aids early diagnosis and reduces the risk of epidemics.
- **Better access to health care.** Digital health-care services improve access to high-quality medical services in rural and remote areas.

The new COVID-19 module, a centralized information collection point, has allowed the Ministry of Health to easily access data needed for decision-making and management of the public health emergency. For instance, decisions on lockdown extension and vaccination strategies were facilitated by the information collected through ArMed. Furthermore, it has enabled the Ministry of Health to publish key pandemic indicators on a daily basis.

*"ArMed has successfully allowed us to make important policy decisions throughout the pandemic, and we are looking forward to incorporating other important key indicators that will be used for future policy-making decisions."*

- Armenian Ministry of Health

The Ministry of Health is seeking to add new components to ArMed and its digital health system to help them to:

- quickly observe at which threshold the health system will experience shortages of beds overall and in specific designated health facilities, and use this information to introduce necessary measures;
- identify when the daily rate of positive cases of people tested for COVID-19 exceeds the recommended level of 5%;
- monitor levels of community transmission and ensure the recommended restriction measures are relevant for the given transmission level;
- analyse incidence rates to understand, for example, which age groups are driving the epidemic and which age groups are the most vulnerable and among which age groups increased testing should be introduced; and
- analyse COVID-19 vaccination uptake to inform Armenia's vaccination strategy to increase uptake.

## KEY LEARNING

- **A centralized information collection point allowed the Ministry of Health to easily access data needed for decision-making and management of the public health emergency.**
- **The biggest barrier for the deployment of the COVID-19 module was a lack of capacity to train physicians to input data into the system on a daily basis, which undermined timely and accurate data collection.**

## MORE INFORMATION

ArMed platform:

<https://corporate.armed.am/en/about-system>