

# The Patient Perspective

The Patient Perspective in the Dutch  
NTA Telemedicine

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# Dutch NTA Telemedicine

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Netherlands Technical Agreement  
(NTA) Telemedicine was established



# What is the NTA?

Framework document

Addresses key issues:

- definitions
- goals
- quality aspects
- quality system



# Perspective

Basis for international normative documents (CEN, ISO)

Vehicle for patient empowerment



# Definition of Telemedicine

Care process:

1. Distance bridged by ICT
2. At least one of the actors is an accredited healthcare practitioner



# Scope of NTA

EHR: database

Scope of NTA is approximately EHR  
for personal care data



# NTA: Patient Orientation

NTA aims at improving:

1. Independence
2. Self-reliance
3. Participation in society and social life
4. Self-determination (autonomy through freedom of choice) for care consumer and his relations



# Control of Data

Care consumer has ultimate control over his own data

Care provider must give access to patient's own data and provide copy on request



# Process description

In accordance with ISO 9000, 9001  
and 9004

Firstly client (patient) goals

Secondly: processes



# Process description

## Processes:

1. Care processes → outcomes (goals)
2. Business processes → care processes
3. Information processes → care and business processes



# Information processes

Care consumer decides who, in with functional role within the care process, is entitled to have access for reading/writing



# Implications of NTA

Clues for patient empowerment:

1. Patient defined goals
2. Strict method for defining roles, rules and rights of all actors



# NTA in practice

Five steps:

1. Is NTA applicable?
2. Define goals (patient empowerment)
3. Define processes: care, business and information processes
4. Translate goals into measurable quality indicators
5. Quality system



# Perspective

Vehicle for patient empowerment

Basis for international normative documents (CEN, ISO)

Support from other countries is crucial

