

New Era of Healthcare Innovation In Taiwan

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Trust

Efficiency

Quality



Care



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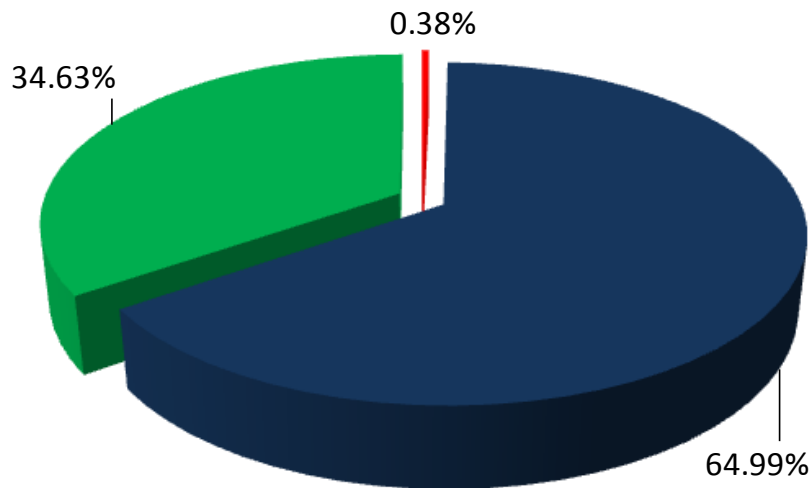


Current Status of Healthcare Insurance System in Taiwan

Compulsory Program / Single Payer

- Universal Coverage.
- Guarantee equal access to health care service.
- There were 20,325 contracted service providers, including 493 hospitals (100% contracted), in 2013.

- Coverage Rate is 99.62%
- Including **Prisoners** since 2013



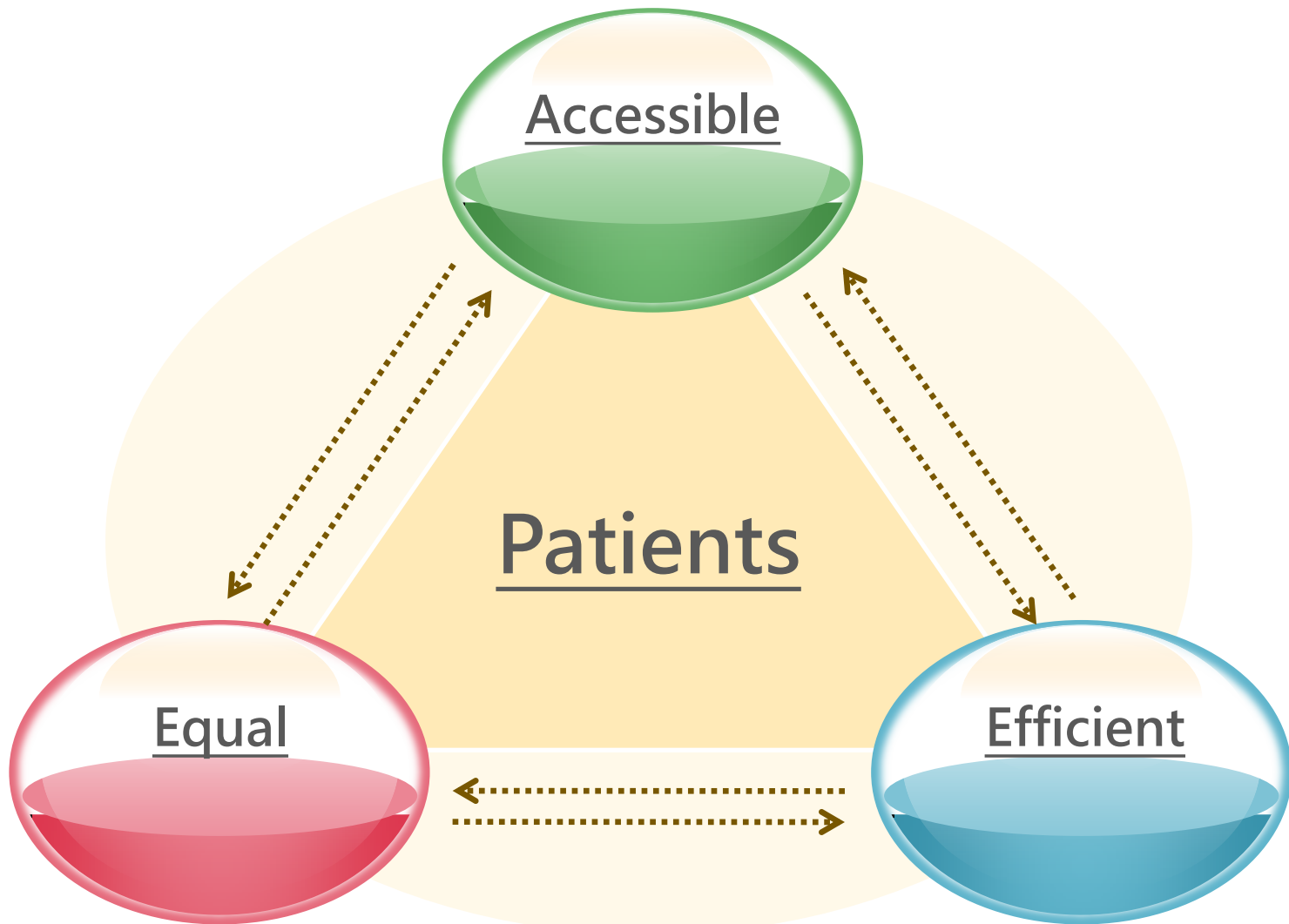
■ Un-Insured ■ Insured ■ Insured's Relative

Advantage

- Low administrative costs.
- Low co-payment, below 10% on average.
- Comprehensive Medical services, including outpatient services, inpatient services, dental, traditional medicine etc.
- Big database.



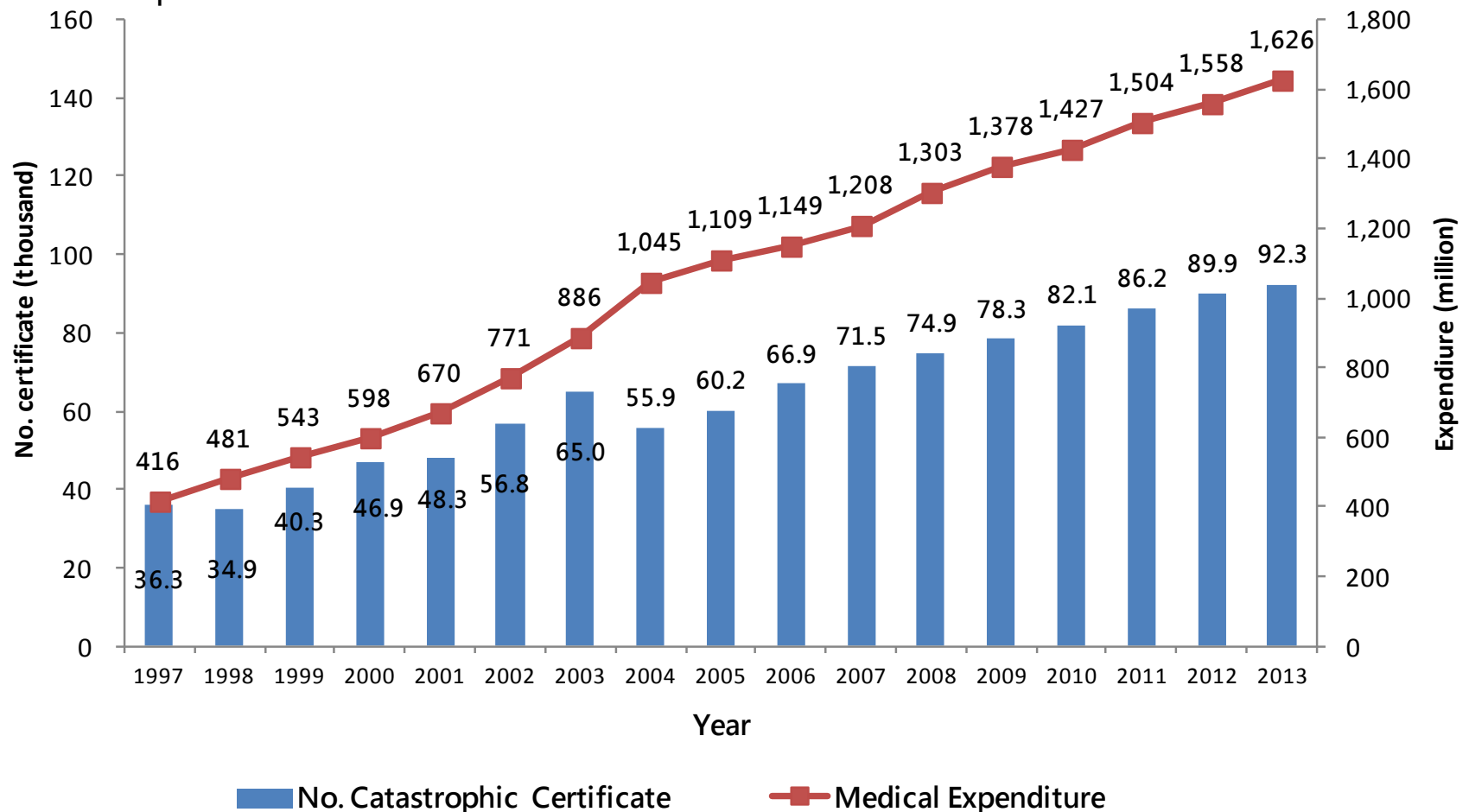
Objectives of National Health Insurance





Catastrophic Illnesses

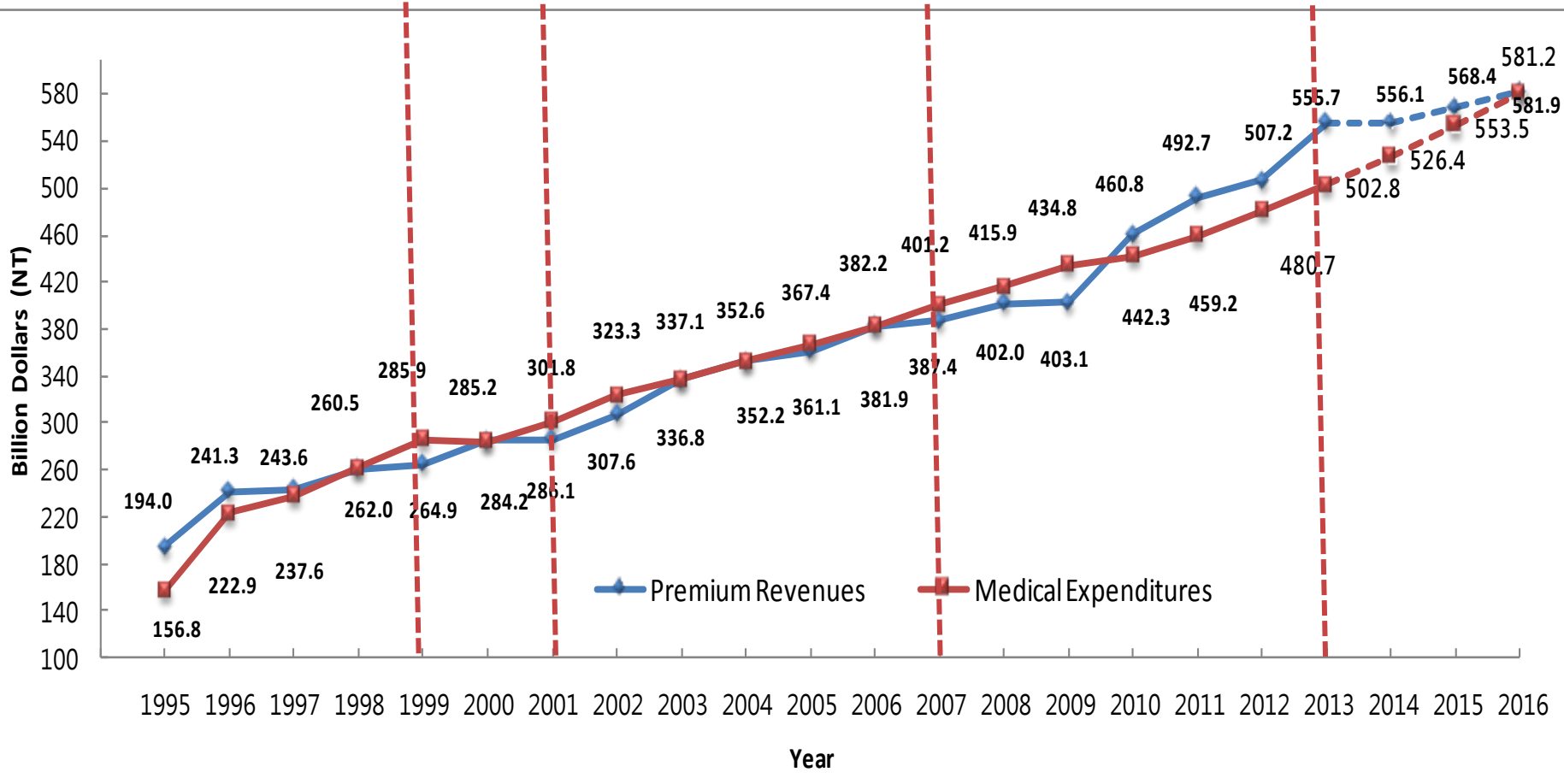
- There are more than 920 thousand catastrophically ill patients, or about 3.9% of all those insured under NHI program.
- Their medical expenditure in 2013 costs NT\$ 162.6 billion, or 27.1% of all NHI expenditure.





NHI Revenues and Costs Since 1995

NT\$ billion





Growing Medical Expenditure

Reasons of growing medical expenditure:

Intrinsic

- Easy access to the healthcare system resulting in high consultation visits to doctors
 - The number of outpatient visits is much higher than that in Europe

Extrinsic

- Population Aging
- Patients with Chronic Disease are increasing
- New treatments/technology
 - Introduction of high-cost new drugs and high-tech products to the treatment regimens



Provision of Health Care in Past & future

Healthcare Delivery in 2007

Secondary Care

Emergency room, Diagnostics,
Intensive Care, Minor surgery,
Major surgery, Ambulatory services

Primary Care

Initial diagnosis,
Prescriptions,
Routine checks

Self-Care

OTC drugs,
Basic medical advice

Patient

Healthcare Delivery in 2020

Secondary Care

Emergency room,
Intensive Care,
Major surgery

Primary Care

Complex diagnostics & treatment,
Minor surgical procedures,
Basic diagnostics & prescriptions
Life checks

Self-Care

Web based self-diagnostics
OTC drugs for chronic & non- chronic
Wellness service

Patient

Source: Pharma, PricewaterhouseCoopers. "2020: the vision. Which path will you take?(2007)."



Strategy of NHIA

To provide a more informative & transparent platform to healthcare service providers and patients

In order to do that, two innovative projects were launched in 2014 and are being executed aggressively. They are:

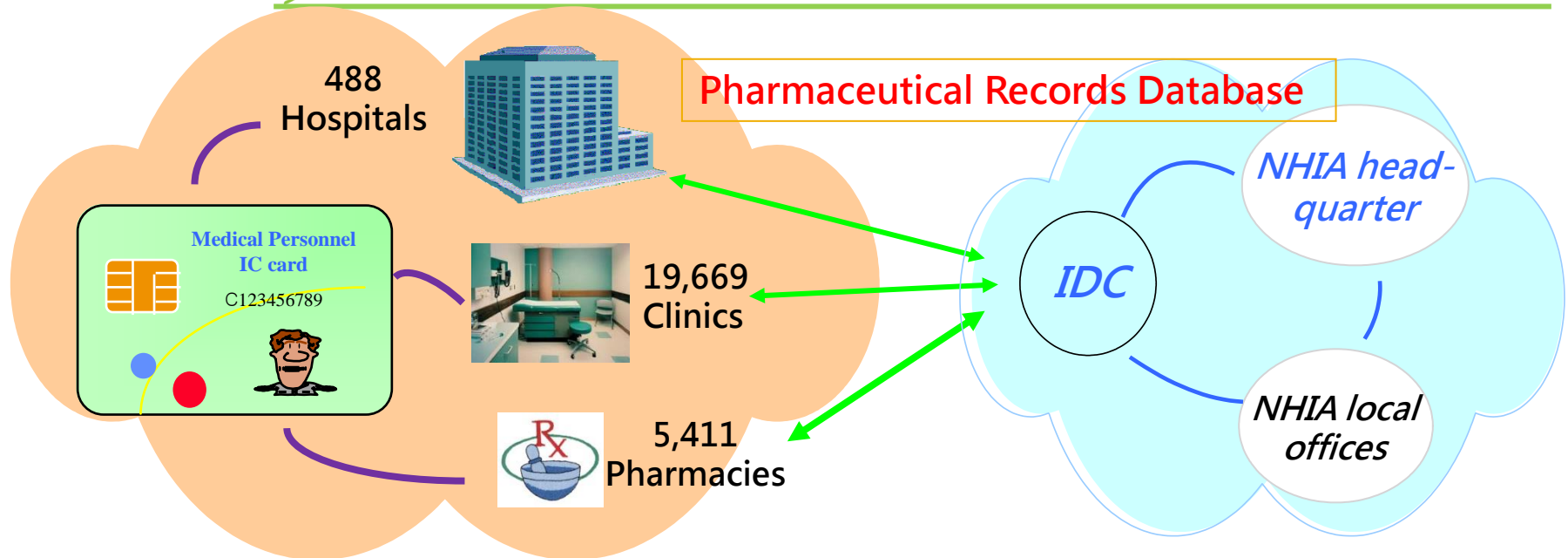
• **NHI PharmaCloud**

• **My Health Bank**

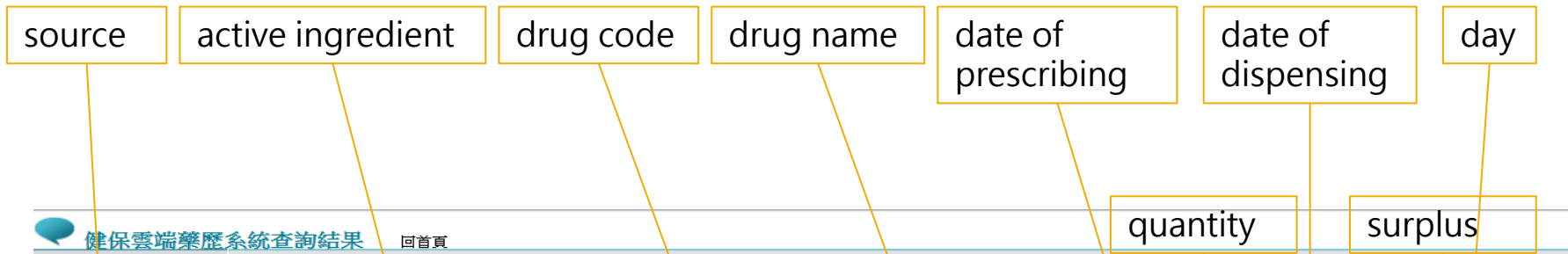




The NHI PharmaCloud, Taiwan



- ✓ A patient-centered medication information system established in July 2013
- ✓ Information updated on a rolling daily basis
- ✓ Allowing authorized medical practitioners to view real-time medication records with patient's consent
- ✓ Subject to strict privacy and security through VPN network



健保雲端藥歷系統查詢結果 [回首頁](#)

1、本系統資料不含自費藥品且簡表藥品可能低報，資料傳輸會有24~48小時之時間落差。2、建議須向病人詢問藥品服用情形，方能掌握病人所有用藥品項。
 3、本系統呈現之「主診斷」欄位係特約醫事服務機構醫療費用申報資料，僅供參考，確實診斷應以病歷記載為主。

身分證號： Z299***965

查詢其他保險對象健保卡資料：

ATC5名稱 成份名稱 就醫區間 餘藥

藥品名稱 來源 本院 他院 藥局

項次	來源	ATC5名稱	成份名稱	藥品 健保代碼	藥品名稱	就醫日期 (住院用 藥起日)	慢連箋 領藥日 (住院用 藥迄日)	藥品 用量	給藥 日數	單筆 餘藥 日數 試算
1	他院 門診	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/01/10		12	8	0
2	他院 門診	Fluoroquinolones	Moxifloxacin	A019799212	Pyridoxal Phosphate Injection "Tai Yu"	102/07/01	102/07/01	56	4	0
3	他院 門診	Fluoroquinolones	Moxifloxacin	B023712265	Avelox Infusion Solution 400mg/250ml	102/01/01		56	4	0
4	他院 門診	Fluoroquinolones	Moxifloxacin	B023712265	Avelox Infusion Solution 400mg/250ml	102/02/20		8	1	0
5	藥局	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/01/10		12	8	0
6	藥局	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/01/14		12	8	0
7	藥局	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/01/22		12	8	0
8	藥局	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/02/10		12	8	0
9	藥局	Solutions Affecting The Electrolyte Balance	Sodium Chloride	AC48699209	Ktolac Injection 30mg/MI (Ketorolac)	102/02/14		12	8	0



How NHI PharmaCloud Benefits

- To offer authorized healthcare professionals the comprehensive medication information in order to provide patients with high quality care
- To prevent accidental duplication of prescriptions and prescription fraud
- To protect patients from drug interactions and dosage errors
- To save the cost of drug expenditure





My Health Bank



衛生福利部中央健康保險署

NATIONAL HEALTH INSURANCE ADMINISTRATION,
MINISTRY OF HEALTH AND WELFARE



健康存摺系統 / MY HEALTH BANK

ID

>>身 分 證 號

PIN

>>自然人憑證密碼

請插入自然人憑證後按確認

確認





Multiple Sources

Scope of Benefits

- Inpatient care
- Outpatient care
- Prescription drugs and certain OTC drugs
- Dental services (orthodontics, prosthodontics excluded)
- Traditional Chinese medicine
- Day care for the mentally ill
- Home nursing care
- Allergy & Vaccine records**



Disease

Injury

Child Delivery

14



High Quality-Medical Claim Data

Medical Claim Data Flow (Monthly)

Claim reception

- Network
- Electronic media
- Paper(<1%)



Provisional payment

- 80-90%
(according to
previous
deduction
rate)



Claim review

- Automatic
adjudication
rules
- Profile analysis
- Professional
Peer Review



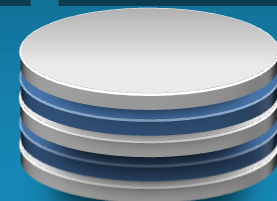
Approval & payment

- Web site



Calculate point value

- Global
budget





NHI IC Card for each patient

NHI IC Card



Functions of NHI IC Card

Simplification of management process

Daily update of medical visit data

Infectious disease tracing & monitoring

Heavy-user detection & management



Providing personal medical data

- **Personal medical data accessibility**
 - Self-management healthcare records
 - Alerting hospital to claim with accurate data
 - Facilitating discussion between doctors and patients
- **Personal Privacy**
 - Certificate identity
 - Download files security





How soon can the patient get the data?

登出



健康存摺系統

- 健康存摺提供 台灣端近一年特約醫事機構申報及健保卡上傳之醫療費用資料，並非病歷，相關診斷及詳細罹病情形，請洽相關醫事機構。資料期間自申請日前2日起一年間之醫療費用申報及上傳資料，並於每日更新健保卡上傳資料之內容，例如：103年07月03日申請可查詢102年07月01日至103年07月01日之醫療費用申報及上傳資料，以此類推。

- 請於申請日之隔日8時再至本網頁查詢資料後保留7日（例如：103年07月03日提出申請，請於103年07月04日8時至103年07月04日15時至本網頁查詢資料，密碼為您的「身分證號」（首碼英文為大寫）。

**Medical Data Period:
2013/7/1~2014/6/30**

Apply Date: July 2, 2014



Download Date: July 3, 2014

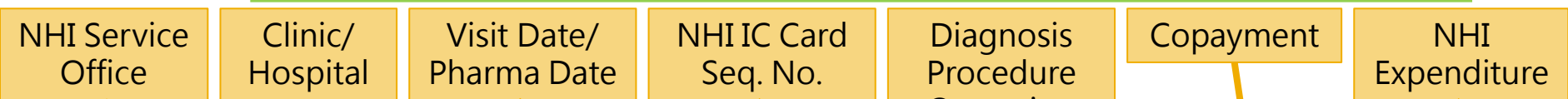
步驟一：醫療資料申請

申請情形

	申請日期	資料起迄期間	可下載期間	狀態
	103/07/02	102/07/01 至 103/06/30	103/07/03 至 103/07/09	可下載



My Health Bank – Outpatient



ID	Period	健保署服務單位	醫事機構 醫編代碼	就醫日期 醫編名稱	交付調劑、檢查 或復健治療日期	健保卡 就醫序號	疾病 分類碼	疾病 分類名稱	處置碼	處置名稱	部分負 擔金額	健保支 付點數
醫編總量												
		東區	***診所	103/05/14		0022	7140	類風濕性關節炎			250	1,438
			00110C	一般門診診察費—基層院所門診診察費 1·每位醫師每日門診量在三十人次以下部分(3-1)未開處方或處...								1
			05211C	門診藥事服務費—慢性病處方給藥28天以上(山地離島地區每人每日100件內)								1
			08005C	紅血球沈降速度測定								1
			12015C	C反應性蛋白試驗—免疫比濁法								1
			05018C	肌腱注射								1
			A047570100	"汎宇" 樂悠錠								56
			AC29575100	舒腦膠囊 10公絲(服納利林)								28
			AC316761G0	"柏理"康速龍錠 5毫克(培尼皮質醇)								56
			AC346701G0	"強生"葉酸膜衣錠 5公絲								24
			AC367491G0	舒肌痛膠囊(鋁箔膠箔)								56
			AC42899100	"健亞" 戴瘡膜衣錠 200公絲(硫酸羥氣奎寧)								56
			AC47371100	"強生" 易除痛膠囊 200毫克								56
			B022726100	滅殺除癌錠 2·5公絲								24
		南區	**檢驗所	103/05/14		0022	7140	類風濕性關節炎			0	275
			12015C	C反應性蛋白試驗—免疫比濁法								1

Detail Orders:
Medicines
Medical Devices

Order
Quantity



NHI

My Health Bank--Flow Chart



**Citizen Digital Certificate
& the card reader**

Login website and Apply

**Download one year data
Next day**

Download the ZIP files

**Unzip the files
by password**



Healthcare Innovation 2014



NHIA

NHI IC Card

Premium

Claim Data

Payments

My Health Bank

NHI PharmaCloud



Insured

Healthcare Services

Copayment



Providers



Vision of Future

Insured

My Health Bank

Outpatient,
Inpatient,
Prescriptions,
Medical test,
Rehabilitation

NHI PharmaCloud

Prescriptions, Prevent
and Drug Interaction

HIS

Electronic Records**

Providers

Quality Relevant

Routine Statistical Reports, Quality Index
revealed

Information Querying

Fee schedule, Drug, Self-paid Medical devices
etc.



THANKS FOR YOUR ATTENTION

Chia-Ming Lake (the Tears of Angel) Taiwan photo by Joe Joe Huang