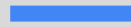


# Digital Healthcare & Me



**Sheilagh Foley (Patient)**

**My Journey...**

# Background

- Patient for 20 years
- Multiple Cancers
- Heart Failure

# We have come a long way

20 years ago...

- “No card, No chemo”
- The process should not control the patient - the patient is part of the process

# Today...

- ✘ “The computer is broken”
- ✘ “The person in charge is having their breakfast”
- ✘ “We don’t give information to patients because they wouldn’t understand it”
- ✘ “What is a CD?”

# Today, Tomorrow and the Future...

✓ “Yes, we have the technology”

✓ “As a patient you have enough on your plate, you don’t need to worry if the right person has the right information - that’s our job” - *Michelle*

# The User Journey...

# Modern Patients in Digital Healthcare

- We are digitally empowered
- “Focus on the user and all else will follow” - *Larry Page (former Google CEO)*



Tech Without User Input...

Apple without style...



# Google without content...



Twitter without reason...



Healthcare without tech...



We need to adopt digital strategies  
that will strengthen the patient  
partnership

**Building Tomorrow...**

# My Current Healthcare

10 Consultants



7 Hospitals



2 Countries





My 'Now' feels like this...

- ❑ **HECTIC**
- ❑ **TIME-CONSUMING**
- ❑ **LOGISTICS**



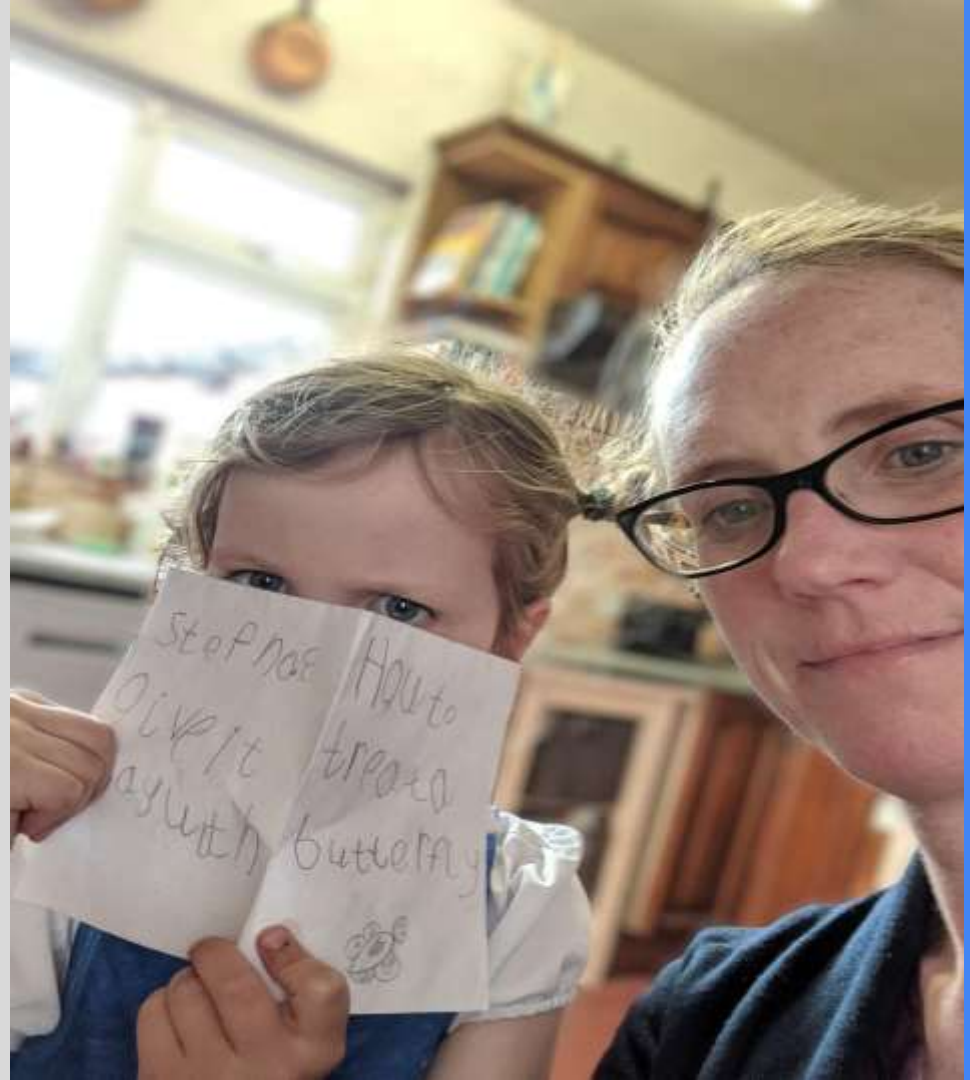
# What's next for me?

“More than one in five people in Ireland have now experienced telemedicine” - *Oireachtas Report 2021*

# Telehealth Benefits

1. The real recovery starts in your own home
2. Convenience
3. Personalized care

The real recovery  
starts in your own  
home...



Convenience...



Personalized  
care...



I hope my 'Future'  
feels like this...

- EASY*
- CONVENIENT*
- PERSONAL*



# Telehealth Fears

1. Patient will get overlooked
2. We won't be able to do it
3. Replace in-person care



# Positive Steps

- Bring the patients along on the journey
- Provide reassurance, awareness and education along the way
- Shift the narrative: Digital Healthcare is *our* future