

# Assessment Of Use Of Digital Healthcare Services and Telemedicine In Healthcare Organizations

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## Abstract

**The Purpose of the Study:** The objective of the study was to better understand the process and level of digitalization of healthcare services, as well as the use of tele-medicine in healthcare organizations. **Materials and Methods:** In-depth face-to-face interviews were conducted with total of 20 functional leaders who led the digitalization process in healthcare organizations via zoom application. For the data analysis, interviews were recorded, transcribed and analyzed. **Findings:** Findings indicated that receiving an HIMMS level 7 certificate was a goal of all public hospitals but was not the goal for private healthcare organizations although their healthcare services have nearly become digitalized. The key benefits regarding the digital healthcare services included savings, efficiency, increased patient safety, reduced medical errors, and speed access to patient records, digital archiving and closed loop drug delivery system. Digital healthcare services were very valuable in every single area particularly, intensive care units. Use of telemedicine in public hospitals was limited to transferring patient data to e-pulse. However, the use of telemedicine services in private hospitals was becoming increasingly popular. **Highlights:** (1) The digitalization of healthcare services was a goal of all hospitals due to the benefits of technology (2) HIMMS EMRAM certification was a goal for public hospitals but not for private hospitals (3) Use of Telemedicine in public setting is limited; however, private hospitals are expanding their telemedicine services (4) The number of digital hospitals has been increasing in Türkiye.

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