

**Interreg**  
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European Regional Development Fund



EUROPEAN UNION



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Clinical remote assistance of the Puglia Region for the Covid- 19

## **Methodology and Programme of the Training Course**

**Authors: AReSS Puglia - Agenzia Regionale Strategica  
per la Salute ed il Sociale**

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**Year of Release: 2022**

THE  
**METHODOLOGY**

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If, on the one hand, the outbreak of the COVID-19 pandemic dramatically highlighted the organizational and management difficulties within the various healthcare systems, on the other hand, it offered the cue to intervene with innovative technological solutions that could guarantee a minimum of support to the traditional hospital and general medicine healthcare system, which, especially in the most critical territories, suffered considerable inconvenience.

The impediment to the usual public health practices has further highlighted the potential advantages and value of home care not only in containing the spread of the contagion, but also in assisting all those categories of people, already 'fragile' in themselves, who have seen their conditions worsen considerably as a result of the measures introduced.

In this context, the Apulia Region started, in March 2020, the experimentation of a process and a technological and IT solution (Covid-19 APP Management System) that allowed the remote monitoring and health surveillance of the population forced to their homes by the pandemic.

The flexibility of application shown by this solution, which in its most general form made it possible to set up the Regional Telemedicine Centre, makes it quite easy for it to be transferred to healthcare contexts that, although different from an organisational point of view, 'suffer' from the same problems faced. With a view, therefore, to a possible transfer of the solution from the healthcare context of the Apulia Region to the Greek healthcare context, we proceeded to analyse the structure, especially the organisational structure of the latter, to highlight the points of contact and the differences between the two, and with particular focus on any differences in the management and processing of healthcare data.

We then went on to illustrate the 'methodological' approach taken in the preparation of the Hcasa Covid19 Management System technological solution, especially about its adaptation and insertion in a healthcare organisational framework, highlighting above all its extreme flexibility and ability to adapt and provide support even within protocols and guidelines different from the case in question.

The training section, represented by three instructional videos, then covered specific insights into each of the three components of the solution: the organisational model, the technological component and the privacy and data processing component. Through these videos, users can better immerse themselves in the methodological context and better understand the 'rationale' that led to the definition of the solution.

Finally, a video tutorial illustrated, in as much detail as possible, the practical functionalities of the entire IT and technology system, in its most extensive version, not limited only to covid-19 patients, from which the regional Telemedicine Centre is then released.

The produced material has been uploaded on a selected password-protected repository whose access has been given to project beneficiaries.

In order to assist beneficiaries with any clarification or answer to further doubt, AReSS Puglia has also created an off-line help desk. Project beneficiaries are entitled to use the help desk by sending an e-mail (up to 10 requests per institution) to the dedicated address the formal end of CoofHea lifetime (31/12/2022).



THE  
**PROGRAMME**

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## MODULE 1

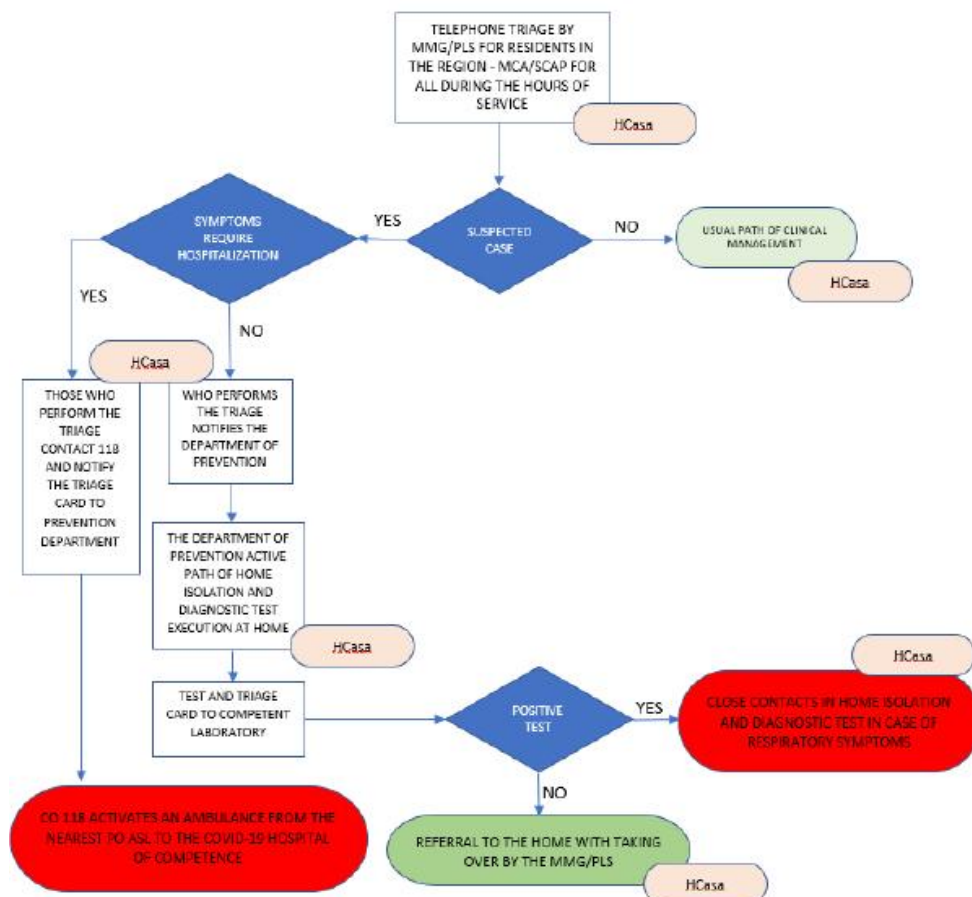
# HCASA\_COVID-19

## MANAGEMENT SYSTEM OPERATING PROTOCOL

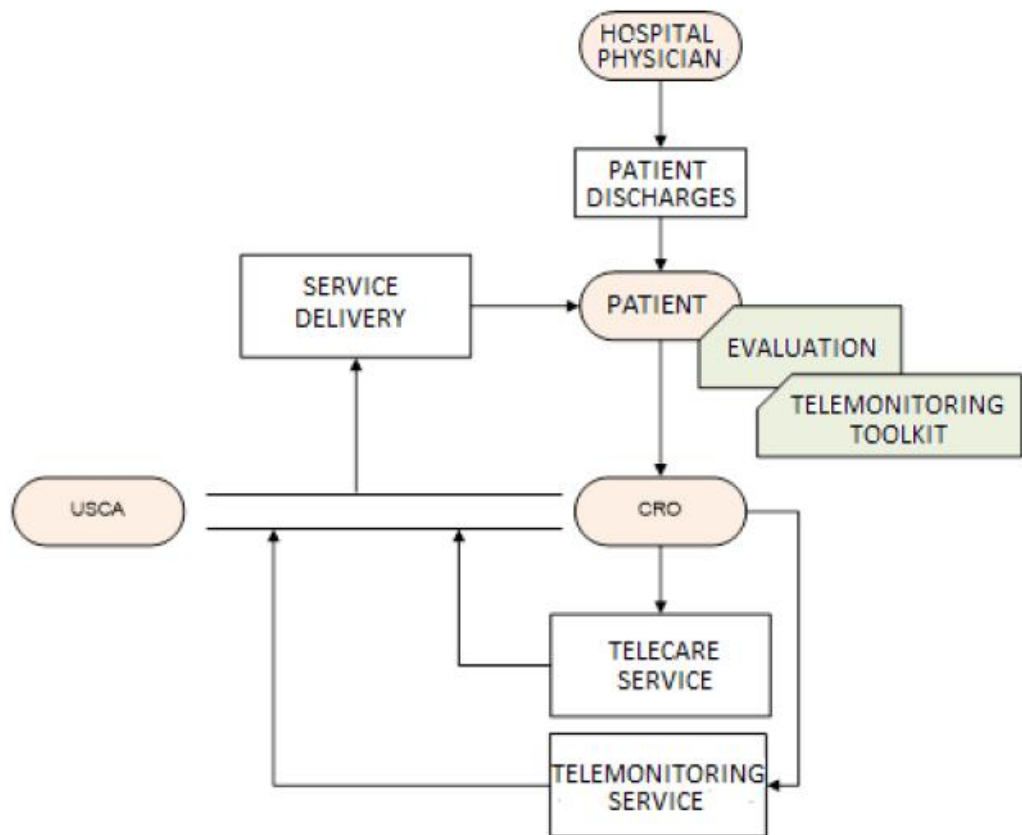
The aim of the webinar is to illustrate the genesis and structure of the operational protocol adopted by the Puglia Region at the outbreak of the SARS-Cov2 pandemic, focusing on the assessment and organizational analysis prepared in order to make the solution possible and effective. The possible solutions for transferring the solution to the Greek system will also be illustrated.

### Regional flow charts (guidelines) – transposition highlighting where and what can be managed with the HCasa system

Suspected case at home



## CASE B – POSITIVE COVID-19 PATIENT IN CONTINUITY OF CARE DISCHARGED TO HOME OR ISOLATED ENVIRONMENT



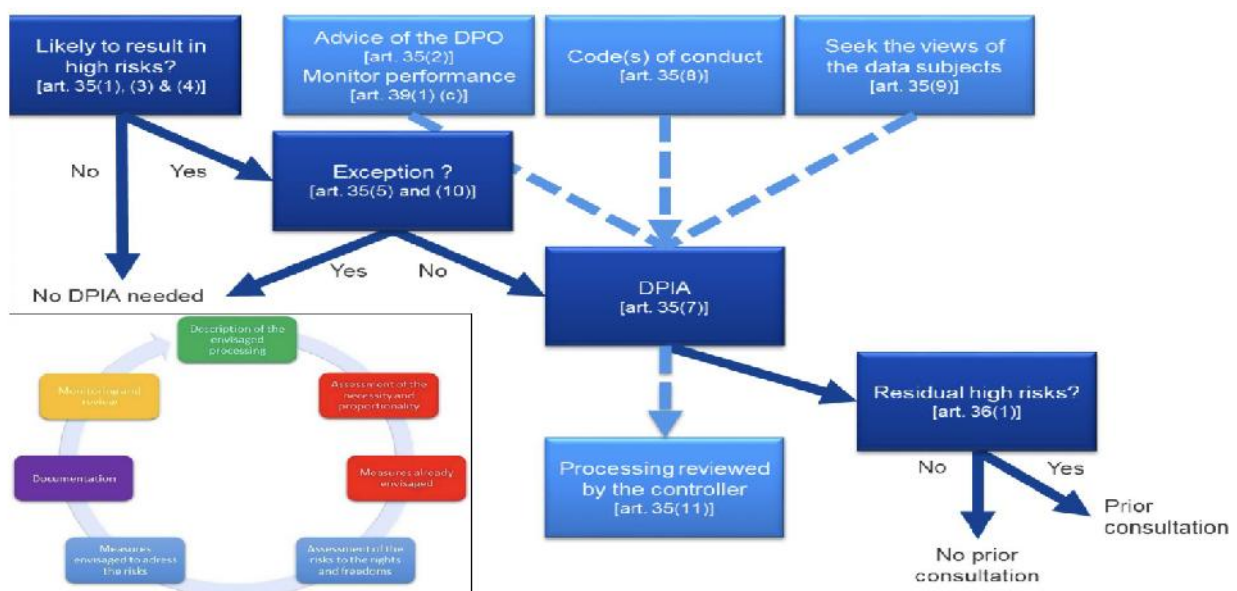


## MODULE 2

# PRIVACY AND PERSONAL DATA PROCESSING

Explaining the privacy and personal data processing systems of the two countries, and how these impacts the adopted solution. Illustrating the adopted solutions with respect to operational protocol and evaluating their transferability in the Greek system.

E.U. System	
Italian System	Greek System
Treaty on the Functioning of the EU Art. 16	
Fundamental Charter Art. 7 and Art. 8	
Reg. EU 679/16 (GDPR) - Reg. EU 1807/2018 (Non Personal Data) - Dir. EU 2002/58 (e-Privacy)	
Guidelines, Opinions, Recommendations, Best Practices by EDPB (former WP29) and EDPS	
Legislative Decree 196/03 (as modified by L.D. 101/18)	Law N. 4624 published on 29 August 2019 Law N. 3471 published on 28 June 2006
Guidelines, Opinions, Recommendations, Best Practices by Italian DPA	Guidelines, Opinions, Recommendations, Best Practices by Greek DPA
Decisions from ECJ	
Decisions from Italian Courts	Decisions from Greek Courts





## Module 4: VIDEORECORDED TUTORIAL

# THE REGIONAL TELEMEDICINE OPERATIONAL CENTER

AGENDA: The staff of the Puglia-AReSS Region has illustrated, in a RECORDED session, the operation of the Regional Operations Center of the Puglia Region.



### Telemonitoring

Parametro	Parametri Misurabili	Soglia Minima	Soglia Massima	Giorno della misurazione	Orario Misurazione	Fascia Oraria	Status
Monitoraggio temperatura	Temperatura	35	38	Lunedì	07:30	Prima di colazione	✓
Monitoraggio temperatura	Temperatura	35	38	Martedì	07:30	Prima di colazione	✓
Monitoraggio ECG	ECG tracciato Frequenza cardiaca da ECG ECG QTc ECG QRS duration ECG QT	60	150	Venerdì	12:00	Mezzogiorno	✓
Monitoraggio ECG	ECG tracciato Frequenza cardiaca da ECG ECG QTc	60	150	Givedì	12:00	Mezzogiorno	✓

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## CONTACT INFORMATION

### Regione Puglia

quiregione@regione.puglia.it  
+39 800 713 939  
Lungomare Nazario Sauro, 33,  
70125 Bari, Italy



**REGIONE  
PUGLIA**

### AReSS Puglia

Agenzia Regionale Strategica  
per la Salute ed il Sociale

management@aress.regione.puglia.it  
+39 080 540 4242  
Lungomare Nazario Sauro, 33,  
70125 Bari, Italy

