TONGA: Introducing eGovernment through Digital Health
The project has two outputs

- Improve the enabling environment for the use of digital health
- Implement a digital health information system
Digital Health for Tonga

Digital health is the convergence of digital technologies with health, healthcare, living, and society to enhance the efficiency of healthcare delivery and make medicines more personalized and precise.
More than just an IT system

Data Use
- Legitimate Purpose
- Use of eHealth Standards
- Data Retention
- Data Sharing Agreements

Data Confidentiality
- Consent Directives
- Break the Glass
- National Consent Service
- Consent Management
- Privacy Impact Assessment

Data Security & Audit
- Role, Record,
- Field Based Access
- Data Encryption
- Audit

Key Documents
- Patient Bill of Rights (Data)
- Data Sharing Agreements
- Consent Directives

Person Identity Management
- National Health Identifier
- National Identity Service
- Authenticating Person Identity
- Proxies

Practitioner Identity Management
- Practitioner Identity
- Scope of Practice
- Virtual Consult / Telemedicine
- Practice Restrictions

User Identity Management
- User Identity
- Userids / Passwords
- Authenticating User Identity
- Federated Identity
Some of the Challenges and how we tackled them

- **IT & internet connectivity**
  - Locally Hosted Solution (No Cloud)
  - Local Databases
  - IT Infrastructure Updates

- **Digital literacy challenges**
  - Basic Computer Training Embedded in the Project
  - Standardization of IT Infrastructure

- **Resistance to change**
  - Change Readiness Workshops
  - Change Management

- **COVID-19**
  - Remote implementation
  - Governance
How does Gender fit in?

**Education and Skills**
- Digital learning for health workers
- Capacity building across ministries
- Patients have digital options

**Health and social protection**
- Better health service delivery
- Digital support to outer islands
- Unique health identifier
- Health data never before available

**Governance and open data**
- Women’s voice
- Gender data and statistics
- Population data

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**Women’s economic empowerment**

**Gender equality in human development**

**Gender equality in leadership**

**Women’s time poverty reduction**

**Women’s resilience shocks**
Progress

Project Impact
To improve health services delivery based on a nationwide digital health information system.

Project Outcomes
To improve the quality, reliability, and granularity of health statistics, disaggregated by sex and age.
Posters show real women in health facilities and provide information on the upcoming Go Live