



# Impact of Internet on Cytology Information Management

Ljerka LUIĆ and Livia MOLNAR

*Karlovac University of Applied Sciences, Croatia*

*Karlovac University of Applied Sciences, Croatia*





# ABSTRACT

- a private cytology laboratory in Croatia that possesses an IT system that meets the stakeholders' needs of the healthcare sector.
- private doctors' offices/polyclinics in their operations use IT technologies in their operations make only partial use of Internet capacities in the segment of communication with their business associates and patients.
- implication of a need to continue the research on a statistically relevant sample of EU countries.





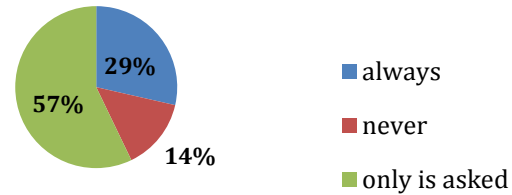
# RESULTS

- specific content tailored to specific user queries in an interactive operating regime that meets the stakeholders' requests.
- the impacts of informatization, and how well the observed laboratory has adapted to using the Internet to meet its stakeholders' needs.
- improvement of turnaround time and the quality of results/medical data thus the integrated business-medical information system, with an imperative to meet the laboratory's operating standards as well as requirements of both corporate and individual clients.

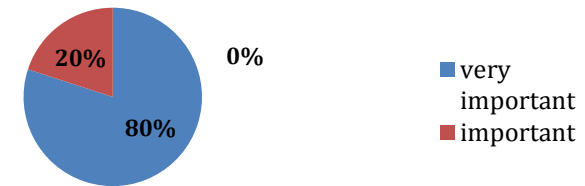




### Do you forward e-mail from cytology laboratory to patients



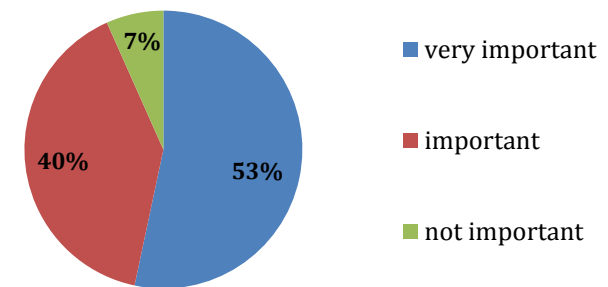
### Importance of e-mail communication with cytology laboratory



- preliminary research was conducted in 15 doctors' offices/polyclinics out of a total of 40 with which the sample laboratory collaborates.

- a total of 14 questions were divided into two groups, by the following two topics. Harmonization of the business and medical information system, and Use of Internet technologies in daily operations.

### Importance of e-mail communication with patients





- polyclinics/doctors' offices all have a basic form of healthcare information system.
- in practice, however, these systems differ greatly in terms of scope, usage, and integration via the Internet (particularly in the form of email).
- the reasons for this can be found in the economic maturity of a particular polyclinic/doctor's office and in the strategic direction of their management concerning the application of Internet in everyday business.





- the healthcare information system of public institutions in the Republic of Croatia is compliant with the healthcare information systems of the most developed European countries, and we can see the areas for its further improvement in the private sector.
  
- the healthcare sector in Croatia follows the trends of internet usage in its operations, but it lags behind in using the Internet for communicating with patients who use laboratory services.





## REFERENCES

- R. K. Yin, *Case Study Research: Design and Methods*, Newbury Park: Sage Publications, 1989.
- G. Surján, R. Engelbecht, P. McNair, *Health Data in the Information Society*, IOS Press Amsterdam, 2002.
- E. Dreizen, M.S. Lima, R.B. Kitagawa, F.J. Corronos, O. Spinelli, Development of a database for cervical database reports, *Informatics in Primary Care* **19** (2011), 119-124.
- V. Radisic Biljak, I. Ozvald, A. Radeljak, K. Majedic, B. Lasic, Z. Sifar, M. Vucic Lovencic, Z. Flegar-Mestric, Validation of a laboratory and hospital information system in a medical laboratory accredited according to ISO 15189, *Biochemia medica* **1** (2012), 86-91

