Panel Session 1: What does the 21\textsuperscript{st} century patient demand from healthcare?

Dr Tony KO

Director (Cluster Services), Hospital Authority, Hong Kong
Ensuring adequate accessibility

- **Physical Accessibility**
  Health facilities, goods and services

- **Economic Accessibility / Affordability**
  Ability to pay for services without financial hardship

- **Information Accessibility**
  Information and ideas concerning health issues

Enhancing patient empowerment

5 “E” of Empowerment stand for:

- **Education**: health literacy, making informed decisions
- **Expertise**: self-management, unique expertise on healthcare
- **Equality**: equal partners with health professionals
- **Experience**: work with organisations, channel experience and collective voice
- **Engagement**: involving in designing healthcare services, research

Patient Empowerment Campaign, European Patients Forum 2015
Introducing and applying technology

- Information technology-based solutions, smart hospitals
- Big Data Analytics Platform
- Tailor-made services, intelligent medical services
Thank you !
Contact

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