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the European Union

CARES

Study Visit no.8

Pomorskie Voivodeship, Gdańsk, Poland

- *System-level Digital Mental Healthcare: Access and Quality by Design - The Vrapče Approach*

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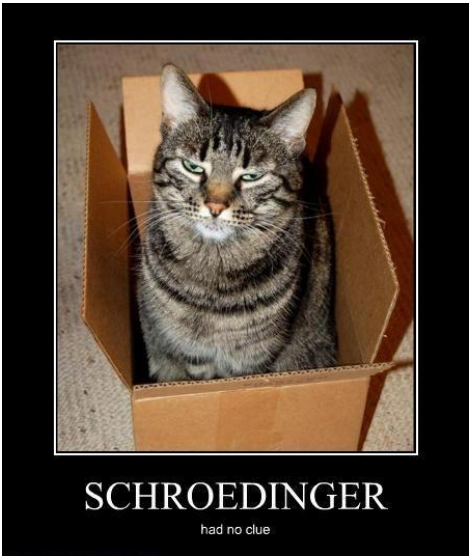
4-5 February 2026 | 15 min | Gdańsk

THE FIRST TELEPSYCHIATRY CENTER IN CROATIA

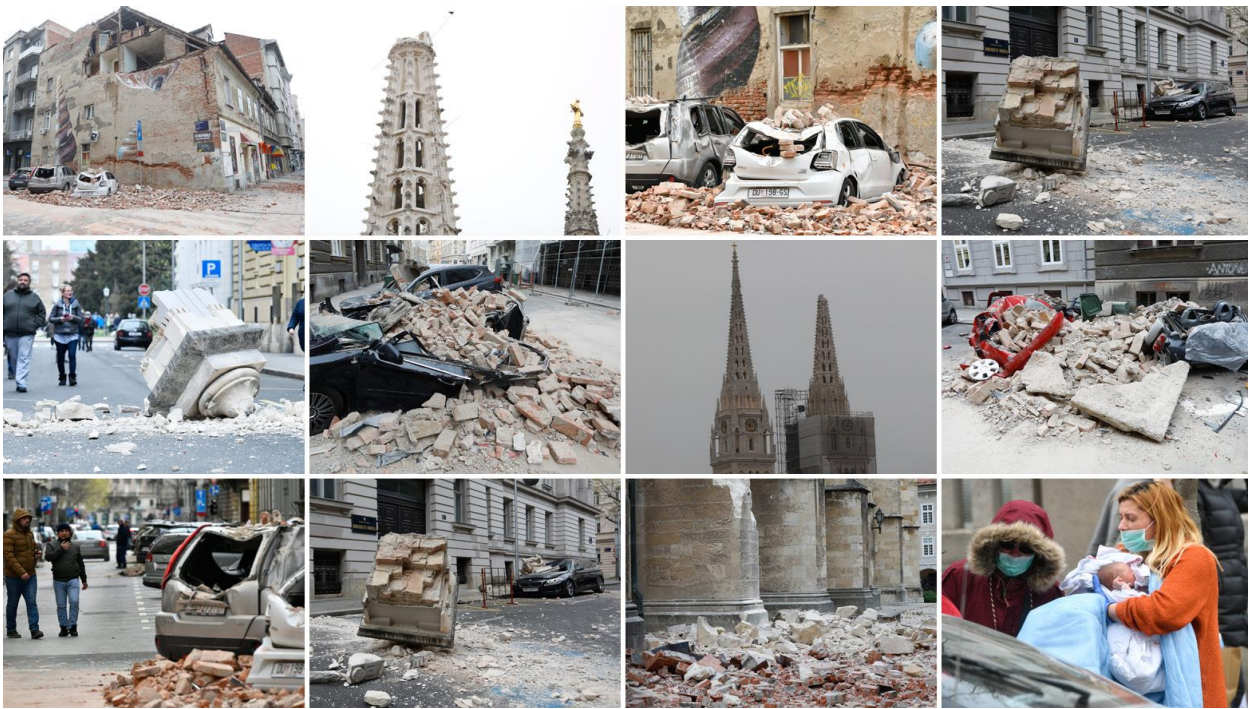


Klinika za psihijatriju Vrapče

*Klinika Medicinskog fakulteta Sveučilišta u Zagrebu
University Psychiatric Hospital Vrapče*

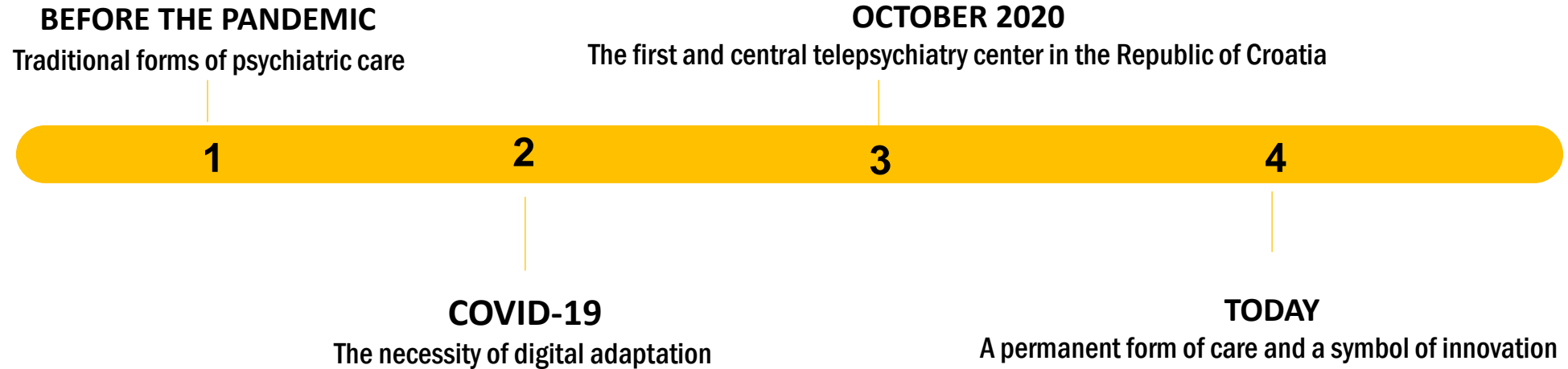


[Image - 344702] | Schrodinger's Cat | Know Your Meme



Jutamji list - **STRONG EARTHQUAKES SHOCKED ZAGREB**. First tremor recorded at 6.24, second half an hour later, citizens in the streets, huge damage, girl (15) critical

Invisible (indirect/direct))	Visible(indirect/direct)
Confidential	Consequences - threats
Picky	- answers
Contagious	



It was precisely from the efforts to ensure uninterrupted care that the first establishment of telepsychiatry in the Republic of Croatia emerged. This made telepsychiatry a permanent form of care, but also a symbol of the resilience and innovation of the mental health system.

COVID-19 “deregulation”:

- required professional authorizations (licenses)
- required patient identification
- required privacy of all stakeholders
- required technical and security
- specifications usability:
 - first review of individual conditions or disorders prescribing medications expanding
 - billing and cost-coverage options

Jeste li čuli za telepsihijatriju? Iz Vrapča su nam ispričali kako liječe pacijente u vrijeme epidemije

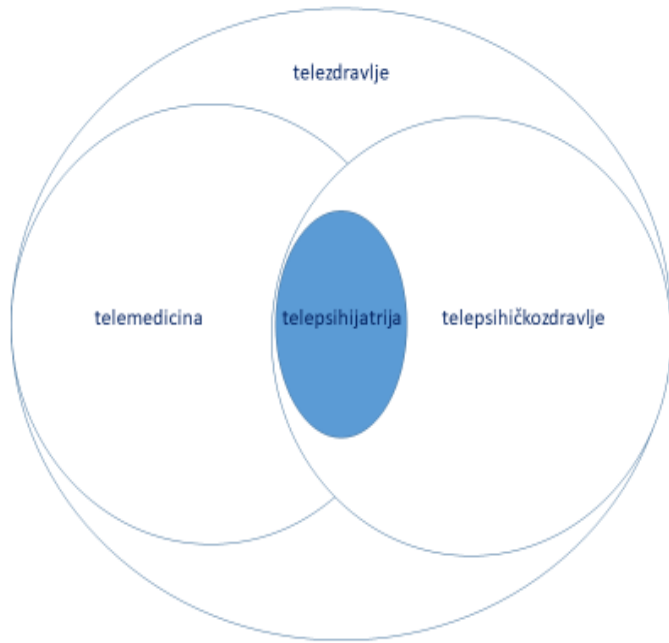
~3 min I. I. 03.04.2020 u 22:01

TELEMEDICINA

'NE MOGU VIŠE, POMOZITE!' Psihijatri iz Vrapča pomažu na daljinu: Ivana i Marko digitalno savjetuju one kojima treba psihološka pomoć

Oni koji trebaju pomoć zbog korone i potresa ne mogu do liječnika, no liječnici "stižu" njima putem mobitela, interneta, telefona...

Piše: Goranka Jurešić Objavljeno: 05. travanj 2020. 10:00



- Tele (mental) health (widely)
 - „...involving electronic and telecommunications technologies to support and promote long-distance health care, education, administration...”
- Telepsychiatry (narrow)
 - „...the provision of (psychiatric) services using telecommunication technologies...”

„cyber”, „digital”, „internet”, „online”, „e-”

TELEPSYCHIATRY AS A TOOL

Digital assets for specific purposes

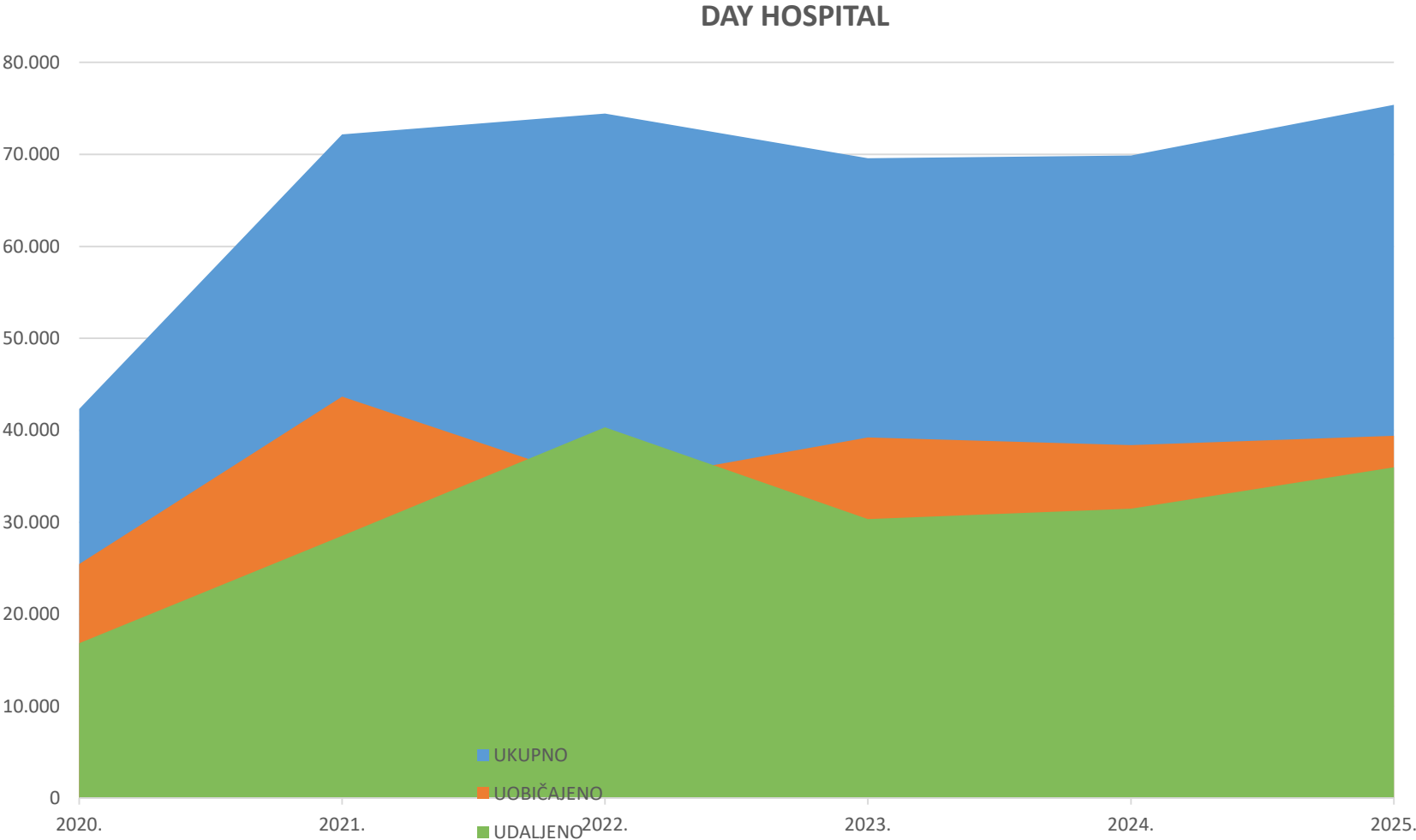
DIGITAL SPACE

A new meeting place for people and care

DIGITAL MENTAL HEALTH

A holistic approach to promotion, prevention, treatment and recovery

On this basis, the process of reconceptualization began: from telepsychiatry as a tool towards the digital space as a new meeting place for humans and care.



LEVELS OF ACTIVITY AT THE VRAPČE CLINIC

In everyday work, digital psychiatry today at the Vrapče Clinic encompasses all levels of activity, from treatment to research.



- **TREATMENT AND SUPPORT**
A large proportion (both number and type) of procedures in the outpatient system
- **EDUCATION**
eTraining and professional conferences
- **SUPPORTING PROCEDURES**
Quality and safety of care monitoring systems
- **SUPPORT FOR TRACKING RECOVERY**
More immediate, more real monitoring of conditions and circumstances
- **RESEARCH**
Applying AI and data automation
- **PROMOTION AND PREVENTION**
Media campaigns and public appearances

COVID-19 "Zajedno smo snažniji"
očuvanje blagostanja
sprječavanje izgaranja

Značenje i važnosti blagostanja i dobrobiti

<p>5 načina za postizanje psihološke dobrobiti u poslovnom okruženju</p>	<p>Komunikacijske vještine</p>	<p>Komunikacija</p>
<p>Grupa - zaštita od ili uzrok sindroma sagorijevanja</p>		

Stres i načini suočavanja s istime

<p>Integracija negativnih iskustava</p>	<p>Strategije suočavanja sa stresom</p>	<p>Regulacija emocija</p>
<p>Deeskalacija</p>	<p>Kontrola anksioznosti</p>	<p>Stres na radu - sagorijevanje</p>

BALANCE BETWEEN OPPORTUNITIES AND CHALLENGES

Safety	Data security, management, privacy, confidentiality
	Knowledge, skills, attitudes
	Boundaries of care and responsibility
Quality	Acceptability and appropriateness
	Efficacy and effectiveness
	Cost-efficiency
Feasibility and Sustainability	Legal and professional framework
	Justice
	Integration within healthcare system

- **effective**
- **efficient**
- **efficacious**
 - screening, detection and diagnosis
 - treatment and support for treatment and recovery
 - public health
 - education and training
 - research
 - health administration
 - can contribute to::
 - accessibility
 - compliance
 - quality
 - safety
 - comprehensiveness

The clinic, in line with its core values and historical mission, strives to maintain a healthy balance between benefits and risks, between "presence" and "distance".

PROFESSIONAL AND ETHICAL GUIDELINES AND PROCEDURES

TECHNICAL CONDITIONS

Basic technical requirements for providing digital care

CONSENTS AND CONSENTS

Procedures related to informed consent of patients

THERAPEUTIC PROCEDURES

Peculiarities of conducting therapy in a digital environment

ETHICAL ACTION

Determinants of ethical conduct in telepsychiatry

SYSTEM SUSTAINABILITY

Obstacles and incentives for integration into a comprehensive care system

EDUCATION AND TRAINING

Skills and expertise required for this form of care

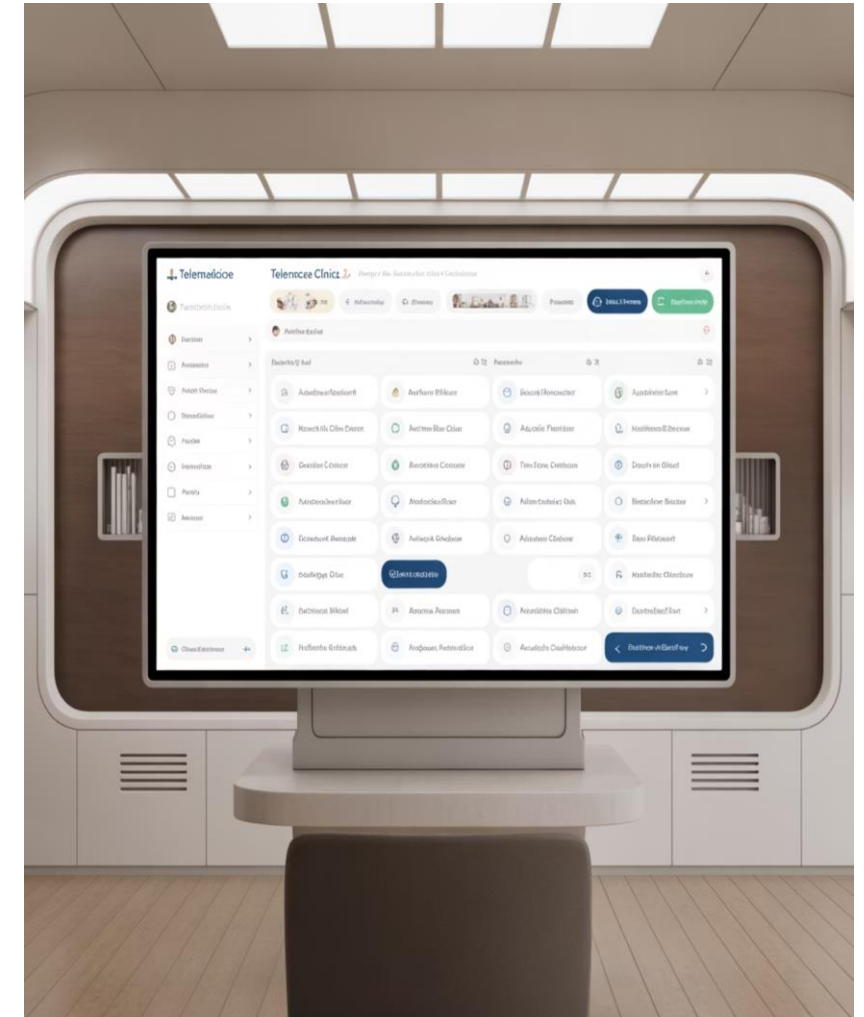
The clinic, in collaboration with all key stakeholders in the system, has proposed a series of professional and ethical guidelines and procedures that ensure the quality and safety of telepsychiatric care.

VIRTUAL CLINIC

THE FIRST COMPLETE DIGITAL SOLUTION

The clinic - together with the carrier of telemedicine activities in Croatia - the Croatian Institute of Emergency Medicine - has developed a relatively comprehensive digital solution for providing telepsychiatric care.

- aligned with the unique requirements of digital care
- enhanced level of security and confidentiality
- data protection and management
- a complete system for providing care



PARTICULARLY VULNERABLE GROUPS

- enables tailored, more appropriate support and treatment for particularly vulnerable groups (and those who care for them) who often have difficult access to usual forms of care

ELDERLY PEOPLE

Care tailored to the needs of the elderly, reducing the need for travel

PEOPLE WITH AUTISM

An environment that reduces sensory stimuli and anxiety

THERAPEUTIC COMMUNITIES

Care and support for persons with substance use disorders



The virtual clinic (eClinic)

Reliability

The platform operates with consistent performance, ensuring uninterrupted clinical services and dependable patient access to care.

Efficiency

Streamlined workflows reduce administrative burden while enhancing the quality and speed of healthcare delivery.

Security

State-of-the-art encryption and access controls protect sensitive patient data throughout all interactions.

Rigorous validation/field testing
Users-Centered Design
Principle-Driven Development



Complex Requirements

Telepsychiatry demands exceed general telemedicine standards, requiring specialized digital care environments



Sensitive Data Protection

Psychiatric information is exceptionally sensitive, necessitating robust security protocols and privacy safeguards



Validation Approach

If the system proves reliable in psychiatry—the most complex field—success in other medical areas can be reasonably expected

1

Interoperability

Seamless integration with existing digital health solutions and systems

2

Conversationality & Relational Adequacy

Natural communication that preserves therapeutic relationships

3

Accessibility & Ease of Use

Intuitive design for both clinicians and patients

4

Privacy, Security & Data Protection

Comprehensive safeguards for sensitive health information

5

Transparency & Predictability

Clear system behavior that builds trust and confidence

6

Resilience & Reliability

Consistent performance under varying conditions and demands

7

Integration Into Everyday Care

Smooth incorporation into existing clinical workflows

8

Reporting Capability

Robust analytics and documentation for quality improvement

Oppening of new Virtual Clinics

Registering new users (healthcare staff) requires entering basic personal and institutional details. After successful registration, the system administrator (CIEM) assigns user roles, enabling access to the Virtual Clinics.

HZHM - e-Ambulanta

Upute Hrvatski

EAMBULANTA: PRIJAVA

Molimo prijavite se kao korisnik

E-pošta

Zaporka

[Ne znate zaporku?](#)

Poštovani, registracija korisnika je namijenjena pružateljima skrbi. Ako ste pacijent, molimo obratite se vašem liječniku radi zakazivanja termina i dobivanja poveznice za spajanje u virtualnu ambulantu

[Registracija](#) [Poveži](#)

HZHM - e-Ambulanta

Upute Hrvatski

Molimo ispravno unesite polja označena *

E-pošta*

Zaporka*

Potvrdi zaporku*

Zaporka mora imati minimalno 7 znakova, sadržavati barem jedan broj, veliko i malo slovo i barem jedan pravopisni znak (npr. ! ? : ; , - + < > ...)

Zaporka se moraju poklapati

Ime*

Prezime*

Titula prefiks

Titula sufix

Adresa

Mjesto

Molimo odaberite...

Ustanova*

Molimo odaberite...

Datum rođenja*

Telefon

Komora

Molimo odaberite...

Broj u komori

OIB

☐ Procitao/la sam i slažem se sa Uvjetima korištenja i Pravilima privatnosti ovog portala.

[Registriraj se](#)

After logging into the system, healthcare professionals can access their assigned Virtual Clinics. Within each Virtual Clinic, they can review relevant notes and previously scheduled appointments.

The screenshot displays the 'HZHM - e-Ambulanta' web application. The top navigation bar is red and contains the title 'HZHM - e-Ambulanta', a user profile for 'Kristina Draguzet', and a language selector for 'Hrvatski'. Below the navigation bar, the main content area is titled 'VIRTUALNA AMBULANTA'. It shows the user 'KORISNIK: Kristina Draguzet' and a 'Stanje zahtjeva' button. A list of virtual clinics is displayed, each with a title, description, and three action buttons: 'Dodaj bilješku' (orange), 'Uredi' (blue), and 'Ulaz u sobu' (green). The clinics listed are: 'Soba Alpha' (testiranje - Alpha, Liječnik / Pacijenti), 'Test Soba Spec Pregled' (potrebe testiranja specijalističkih pregleda, Liječnik / Liječnik + Pacijent), 'Ambulantna grupa 2' (Test 2, Liječnik / Pacijenti), 'Antistres program' (Antistres program, Liječnik / Pacijenti), 'Ambulantna grupa' (Specijalistički pregled: Liječnik / Pacijenti), and 'Dnevna bolnica - Zavod za psihoterapiju, Centar za dnevno bolničko liječenje rehabilitaciju i edukaciju' (Dnevna bolnica - Hibridna). A search bar labeled 'Pretraživanje' is at the bottom left, and a system tray at the bottom right shows the date '8.8.2025', time '11:38', and weather '26°C Sunny'.

HZHM - e-Ambulanta Pacijenti Upute Kristina Draguzet Hrvatski

VIRTUALNA AMBULANTA Upute Natrag na naslovnicu

KORISNIK: Kristina Draguzet Stanje zahtjeva

Soba Alpha
Za testiranje - Alpha
Specijalistički pregled: Liječnik / Pacijenti
Dodaj bilješku Uredi Ulaz u sobu

ZABILJEŠKE

Test Soba Spec Pregled
Za potrebe testiranja specijalističkih pregleda
Specijalistički pregled: Liječnik / Liječnik + Pacijent
Dodaj bilješku Uredi Ulaz u sobu

Ambulantna grupa 2
Test 2
Specijalistički pregled: Liječnik / Pacijenti
Dodaj bilješku Uredi Ulaz u sobu

Antistres program
Antistres program
Specijalistički pregled: Liječnik / Pacijenti
Dodaj bilješku Uredi Ulaz u sobu

Ambulantna grupa
Specijalistički pregled: Liječnik / Pacijenti
Dodaj bilješku Uredi Ulaz u sobu

Dnevna bolnica - Zavod za psihoterapiju, Centar za dnevno bolničko liječenje rehabilitaciju i edukaciju
Dnevna bolnica - Hibridna
Dodaj bilješku Uredi Ulaz u sobu

Pretraživanje

26°C Sunny 11:38 8.8.2025

Healthcare professionals can submit a request to open a new Virtual Clinic (room), depending on the needs of the healthcare institution or the specific requirements of service delivery. Once the request is approved, a structured process follows for adding patients to the Virtual Clinic.

Slanje zahtjeva

HZHM - e-AmbulantaPacijenti Upute Kristina Draguzet Hrvatski

VIRTUALNA AMBULANTA Upute Natrag na naslovnicu

KORISNIK: Kristina Draguzet Zatvor

DEFINIRANJE ZAHTJEVA

Naziv

Tesna virtualna ambulanta

Opis

Simulacijska virtualna ambulanta namijenjena je demonstraciji procesa pružanja skrbi u digitalnom prostoru. Video prikazuje tijek rada i tehničke

Ustanova

Klinika za psihijatriju Vrapče

Vrsta prostora

Specijalistički pregled: Liječnik / Pacijenti

Napomena administratoru

Hvala,
Lijep pozdrav
Kristina Draguzet

Pošalji zahtjev

Antistres program

Antistres program
Specijalistički pregled: Liječnik / Pacijenti

Dodaj bilješku Uredi Ulaz u sobu

Ambulantna grupa

Specijalistički pregled: Liječnik / Pacijenti

Dodaj bilješku Uredi Ulaz u sobu

Dnevna bolnica - Zavod za psihoterapiju, Hibridna

Dnevna bolnica - Hibridna
Specijalistički pregled: Liječnik / Pacijenti

Dodaj bilješku Uredi Ulaz u sobu

Pretraživanje Air quality forecast 13:15 30.1.2026.

The system supports simple, efficient appointment scheduling and automatically sends patients direct links, facilitating communication and the organisation of care delivery in the digital space.

Uredi sobu

HZHM - e-Ambulanta
Pacijenti
Upute
Kristina Draguzet
Hrvatski

❌ PONIŠTI
💾 SPREMI
📄 SPREMI I IZADI
📄 ISPIS IZVJEŠTAJA
VIRTUALNE AMBULANTE

OSNOVNI PODACI

Naziv: Testna virtualna ambulanta

Opis: Simulacijska

Lokacija:

Vrsta prostora:

Dostupno:

Link sastanka: https://eamb...

Sastanak unutar sustava:

Prikaži virtualnu ambulantu:

Uključi vir. sobu za više od 10 sudionika:

TERMINI VIRTUALNE AMBULANTE

➕ DODAJ NOVI TERMIN

Pretraga

ZATVORI

Liječnici

Kristina Draguzet

Ponavljajući termin

Početni datum

28.11.2025

Završni datum

26.12.2025

Odaberite dane u tjednu

Pon

Uto

Sri

Čet

Pet

Sub

Ned

Vrijeme početka

Vrijeme završetka

Grupni sastanak

DODAJ

ZAKAZIVANJE TERMINA

Pacijenti

Niko Radas

Andreja Žagar

Sub	Nod
	2
	9
	16
	23
	30

✖ IZBRUŠI
🔗 IZRAVNA POVEZNICA
➕ DODAJ PACIJENTA
➖ OTPUŠT PACIJENTA
📄 IZVJEŠTAJ SUGLASNOSTI

Pretraga

	✉ E-pošta	👤 Ime	👤 Prezime	📍 Status	🏠 Domacin	👤 Pacijent	📄 Sadržaj zabilježbe	📄 BMB	👤 Grupe
<input type="checkbox"/>	✉ kristina.draguzet@bolnica-vrapce.hr	Kristina	Draguzet	📍	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
<input checked="" type="checkbox"/>	✉ niko.radas@gmail.com	Niko	Radas	📍	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	✉ androja.zagar@bolnica-vrapce.hr	Andreja	Žagar	📍	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

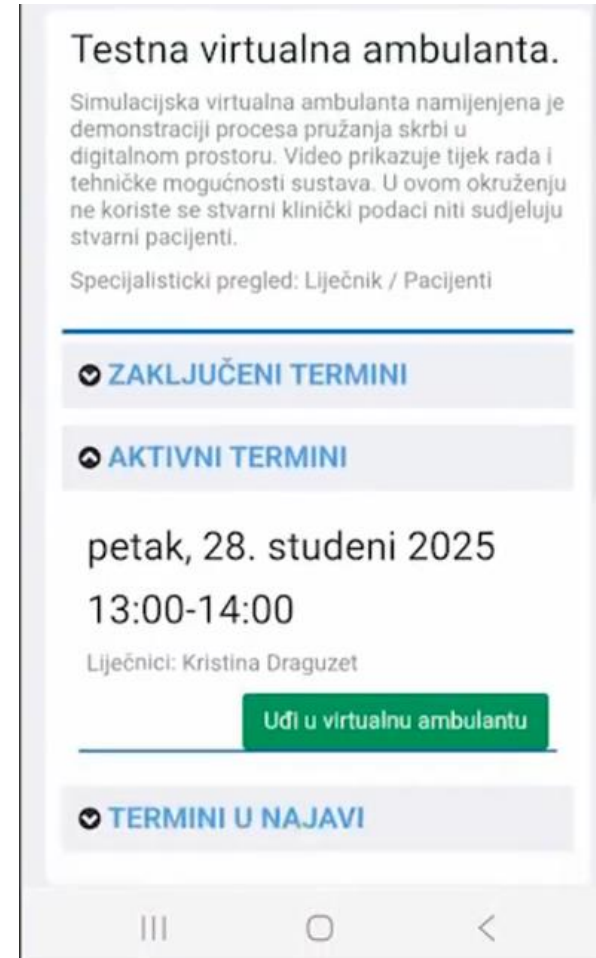
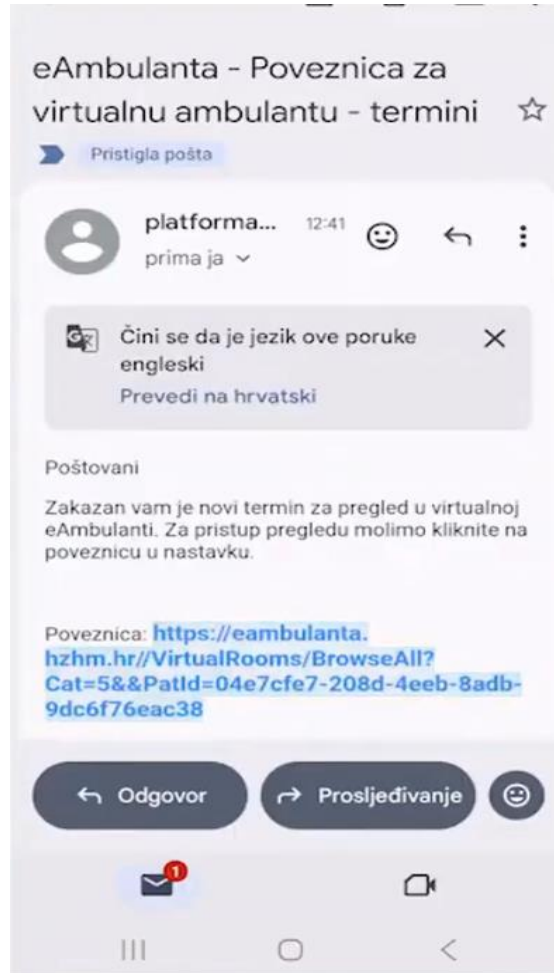
Pretraživanje

Air quality forecast

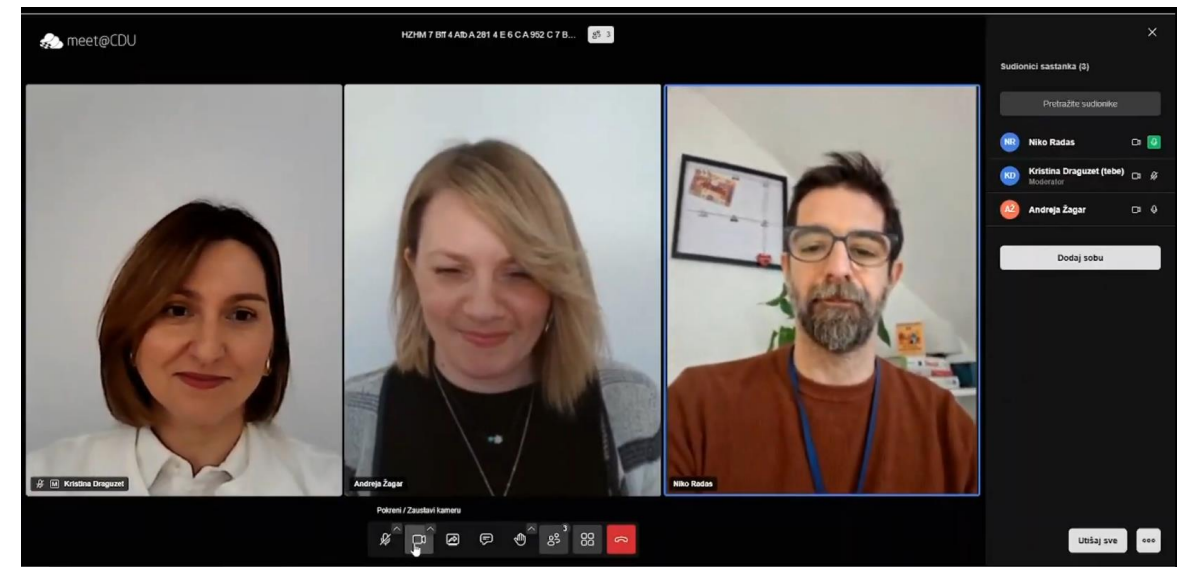
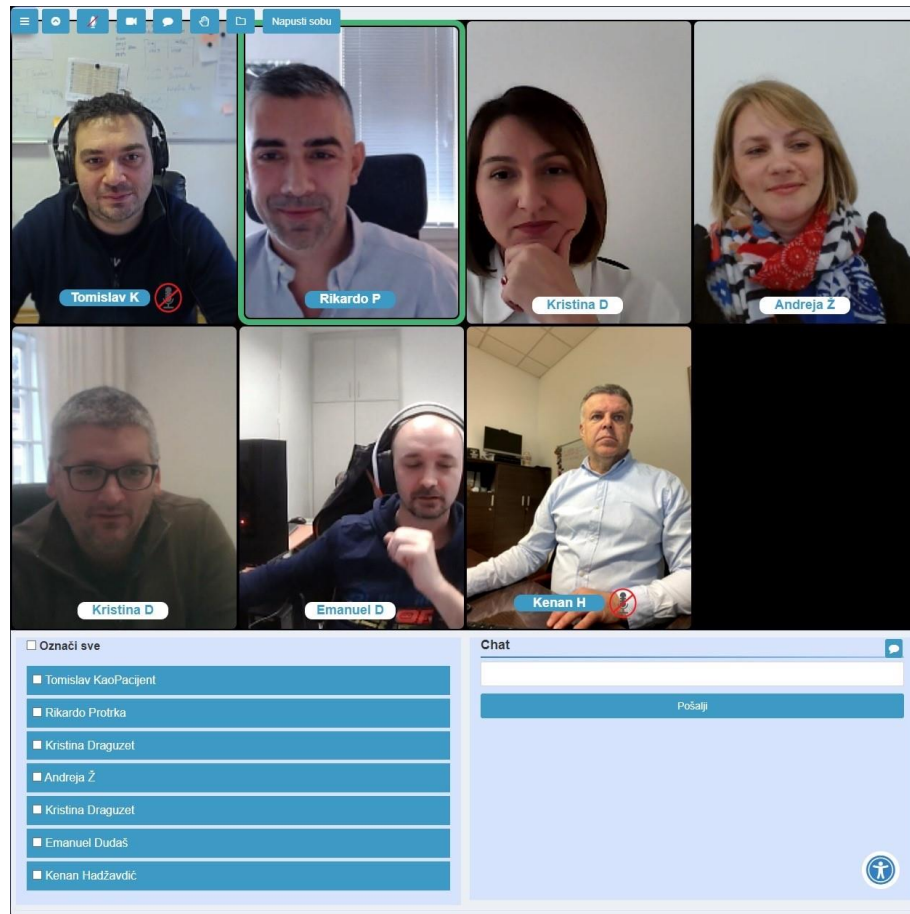
13:16

30.1.2026.

The patient receives a permanent, personalized link via email, allowing easy access to all scheduled appointments.



The Virtual Clinic interface enables video consultations with audio and video controls, as well as screen sharing and the sharing of relevant documentation.



Overview and record of all healthcare services delivered through the Virtual Clinic.

Ispis izvještaja

HZHM - e-Ambulanta Pacijenti Upute Kristina Draguzet Hrvatski

PONIŠTI SPREMI SPREMI I IZADI ISPIS IZVJEŠTAJA VIRTUALNE AMBULANTE

Izvještaj

EVIDENCIJSKA LISTA

Naziv sobe: Testna virtualna ambulanta.

Pružatelji skrbi: Kristina Draguzet.

Za razdoblje: 28.11.2025 - 28.11.2025

Popis pacijenata

Red br.	Ime	Prezime	MBO	BMB
	Datum: 28.11.2025			
1	Niko	Radas	264203147	
2	Andreja	Žagar	102397452	

Ukupno ostvarenih postupaka: 2

Pretraživanje 6°C Cloudy 13:24 30.1.2026.

FUNDATIONAL QUESTIONS

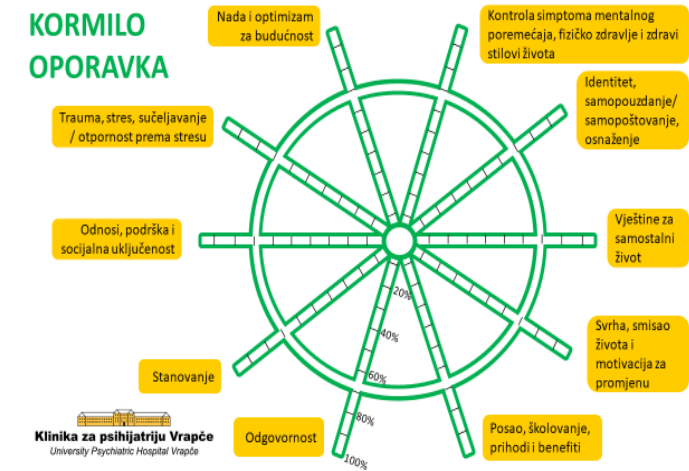
here and now

➤ "better (for someone) than something"

1. Should telepsychiatry be a complement or a replacement for conventional care delivery?
2. Should its availability be determined primarily by necessity or desire?

CORRECTNESS

JUSTICE



An introduction to the **DIGITAL DIVIDE** #EID100

Sheraz Khan, Daniel Grieco, Robin Ha, Spiros Xanthios

WHAT is it?

Definition: The gap between demographics and areas that have access to modern information & communications technology from those who don't.

WHO does it effect?

WEALTHY VS. POOR

- 62% of households making >30k use the internet.
- 77% of older people require a walkthrough to set up a device.
- 27% of disabled adults have never used the internet.
- In the U.S., 75% of urban residents use the internet, compared to 69% of rural residents.

OLD VS. YOUNG

ABLE-BODIED VS. DISABLED

RURAL VS. URBAN

WHERE is it located?

Lowest Amount of Access: Ethiopia (8%), Uganda (11%), Pakistan (15%)

Highest Amount of Access: Canada (90%), Australia (93%), South Korea (94%)

31% of the world does not have 3G coverage.

15% of the world has no electricity.

South Koreans pay as much as half of what Americans pay for internet that is 200 times faster in speed.

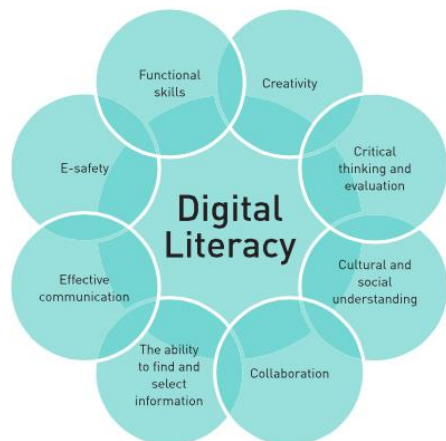
HOW can we fix it?

that the :

The Raspberry Pi Foundation is dedicated to creating affordable solutions in computer technology.

Google labs has researched and tested Project Loon, a state-of-the-art balloon technology that brings internet to the masses.

Learn more more about other solutions, such as new political policies, for the digital divide here:



JUSTICE



(EQUALITY)



(EQUITY)



(JUSTICE)

„diligent and active advocacy and effort to advance it above and beyond a mere convenience for those fortunate enough to make use of it”

**Interreg
Europe**



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CARES

Thank you!

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