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## Study Visit no.8

### Pomorskie Voivodeship, Gdańsk, Poland

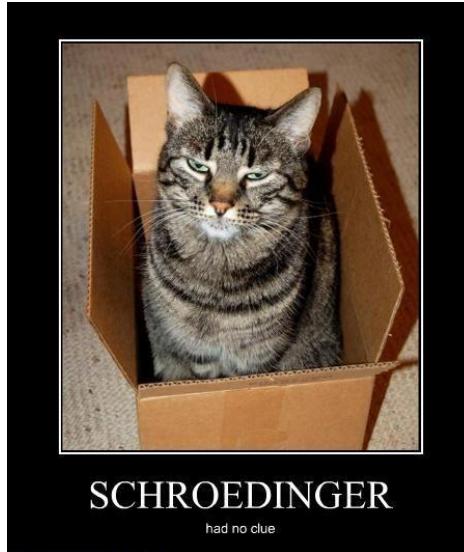
- *System-level Digital Mental Healthcare: Access and Quality by Design - The Vrapče Approach*

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4-5 February 2026 | 15 min | Gdańsk

# THE FIRST TELEPSYCHIATRY CENTER IN CROATIA



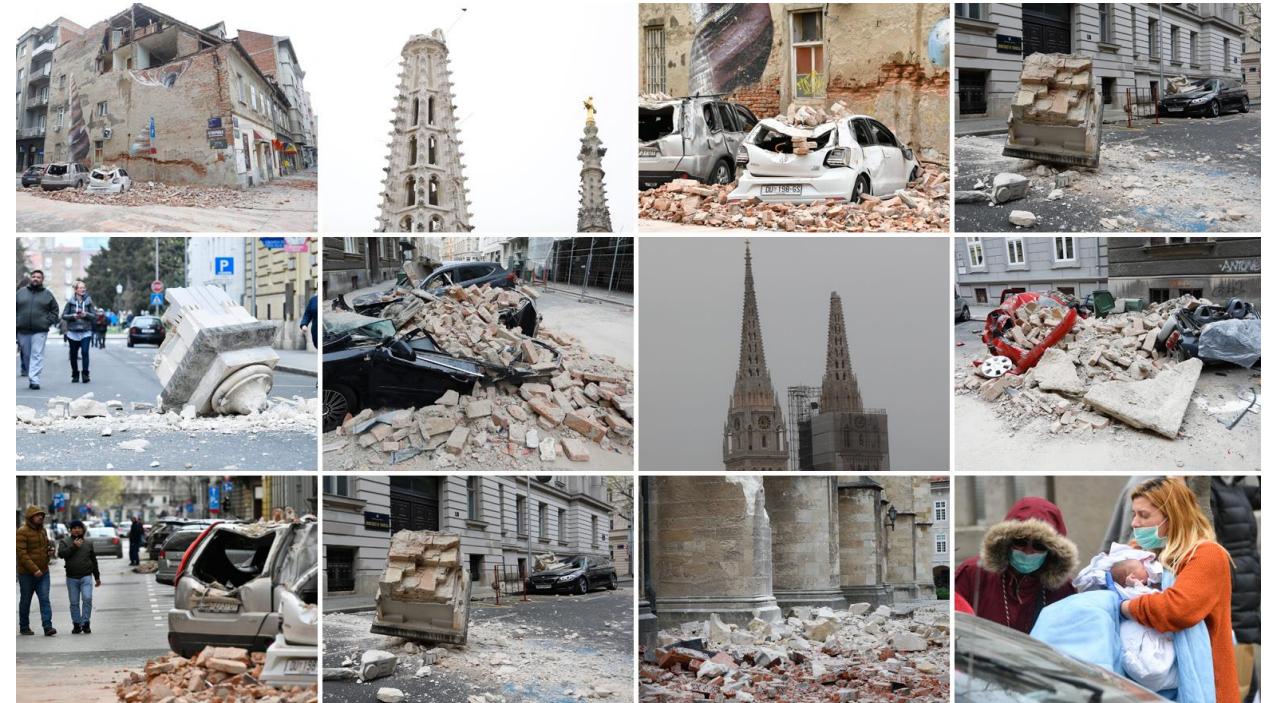
[Image - 344702] | Schrodinger's Cat | Know Your Meme

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



**Klinika za psihijatriju Vrapče**

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



Jutarnji 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

**BEFORE THE PANDEMIC**  
Traditional forms of psychiatric care

1

2

**OCTOBER 2020**

The first and central telepsychiatry center in the Republic of Croatia

3

4

**COVID-19**

The necessity of digital adaptation

**TODAY**

A permanent form of care and a symbol of innovation

**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 telepsihiatriju? Iz Vrapča su nam ispričali kako liječe pacijente u vrijeme epidemije

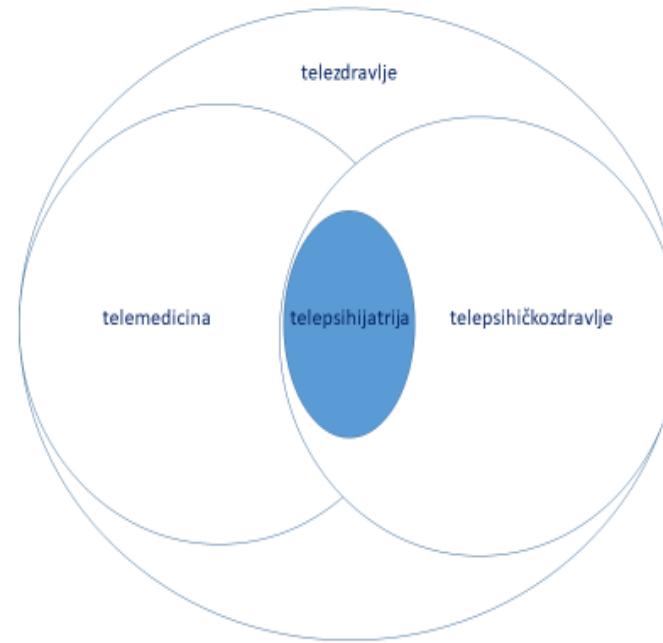
0 ~3 min 0 I.I. 03.04.2020 u 22:01

**TELEMEDICINA**

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

Oni koji trebaju pomoći zbog korone i potresa ne mogu do liječnika, no liječnici “stazu” njima putem mobitela, interneta, telefona...

Piše: Goranka Jureško Objavljeno: 08. travanj 2020. 10:09



- 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

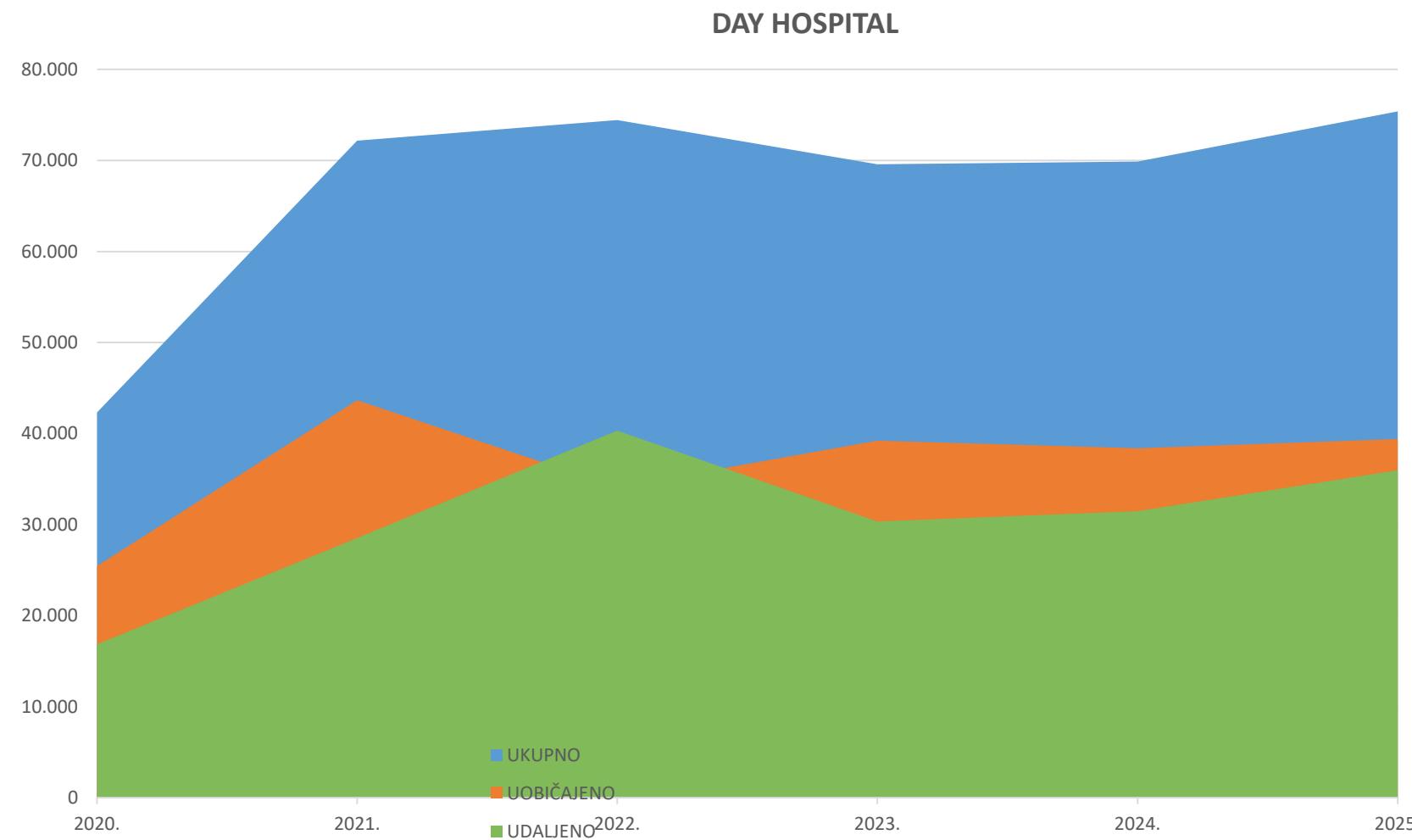
## DIGITAL SPACE

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

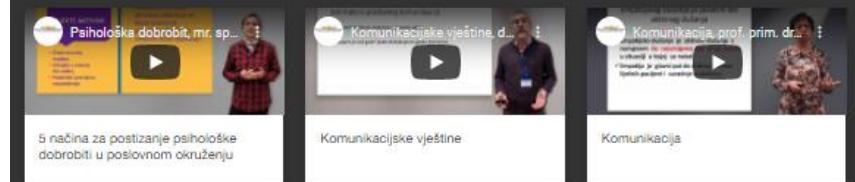
Applying AI and data automation

## PROMOTION AND PREVENTION

Media campaigns and public appearances

**COVID-19 “Zajedno smo snažniji”**  
očuvanje blagostanja  
sprječavanje izgaranja

### Značenje i važnosti blagostanja i dobrobiti



### Stres i načini suočavanja s istime



# 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

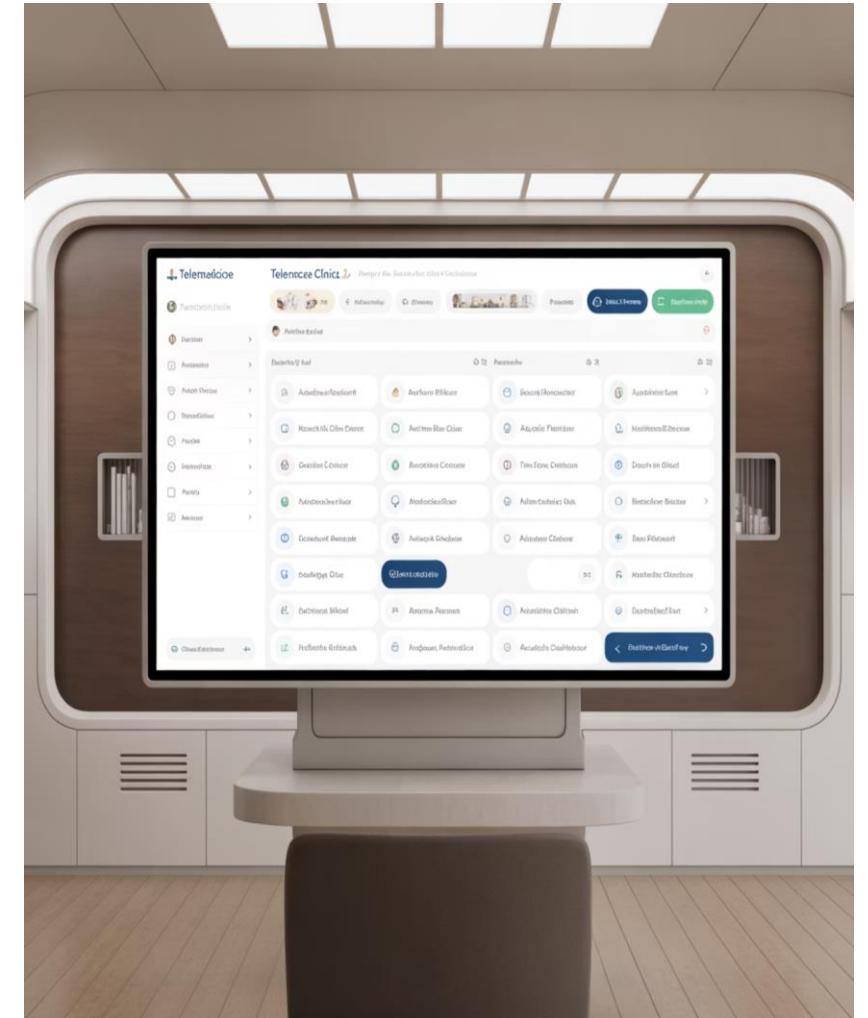
**The clinic, in collaboration with all key stakeholders in the system, has proposed a series of professional and ethical guidelines and procedures that ensure the quality and safety of telepsychiatric care.**

# 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.



**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

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

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

EAMBULANTA: PRIJAVA

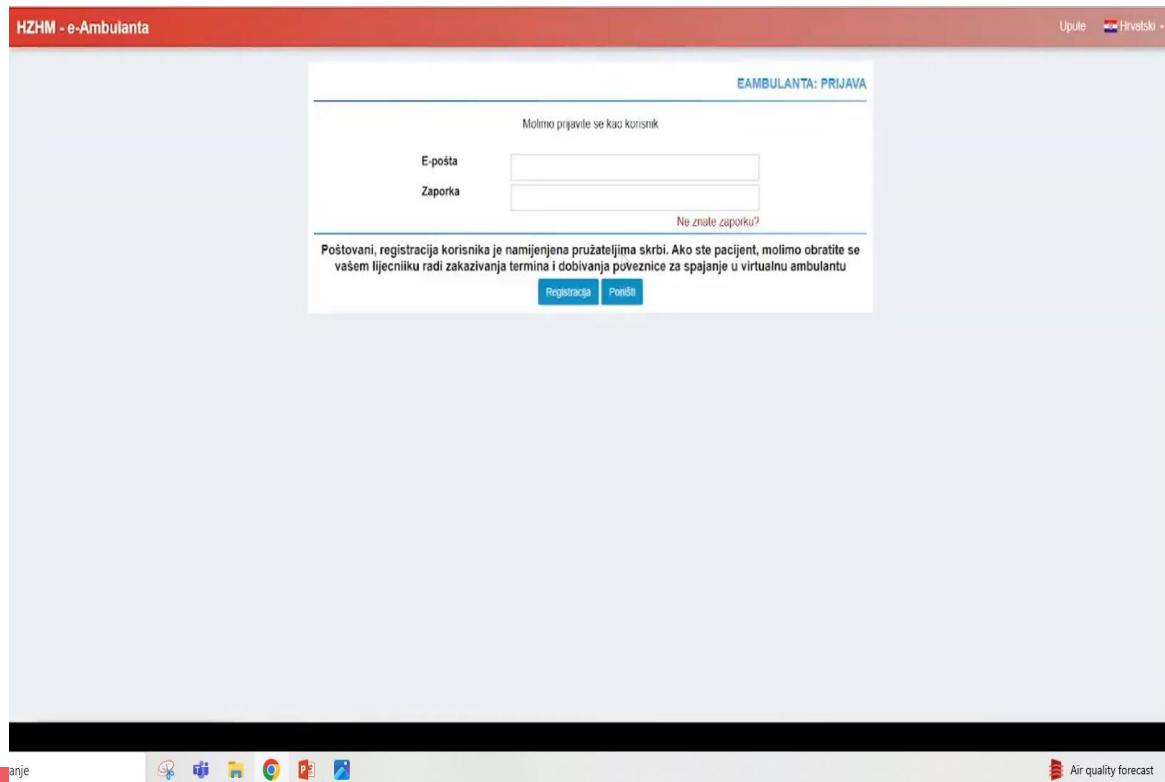
Molimo prijavite se kao korisnik

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



HZHM - e-Ambulanta

Molimo ispravno unesite polja označena \*

E-pošta\*

Zaporka\*  Potvrdi zaporku\*

Zaporka mora imati minimalno 7 znakova, sadržavati barem jedan broj, veliko i mali slovo i barem jedan pravopisni znak (npr. !@;:)-+<>...  
Zaporce se moraju počapati.

Ime\*  Prezime\*

Titula prefiks  Titula sufiks

Adresa  Mjesto  Molimo odaberite...

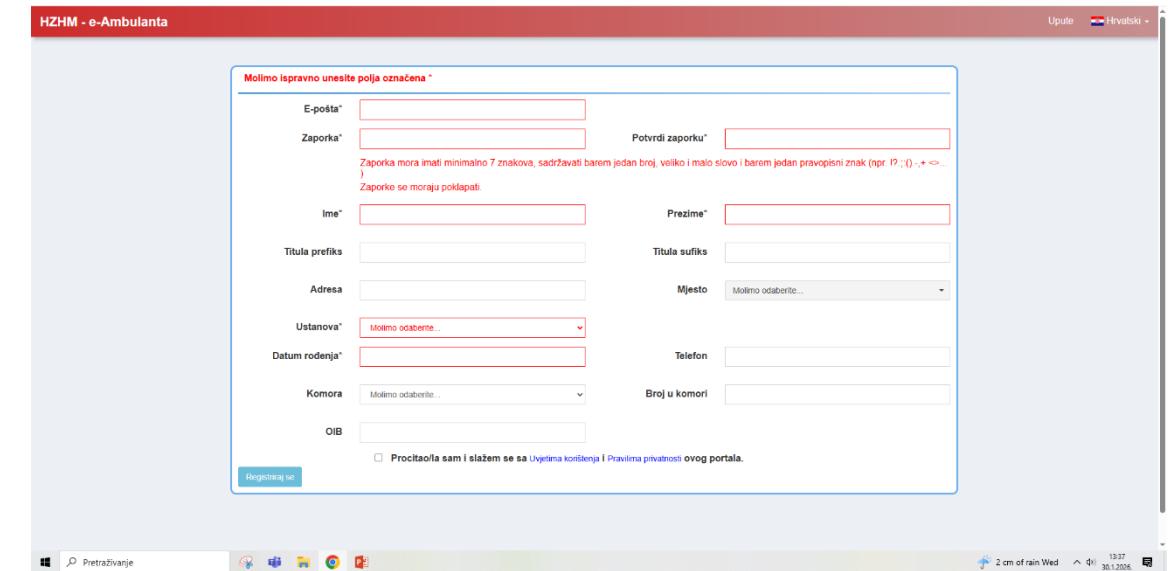
Ustanova\*  Molimo odaberite... Telefon

Datum rođenja\*  Broj u komori

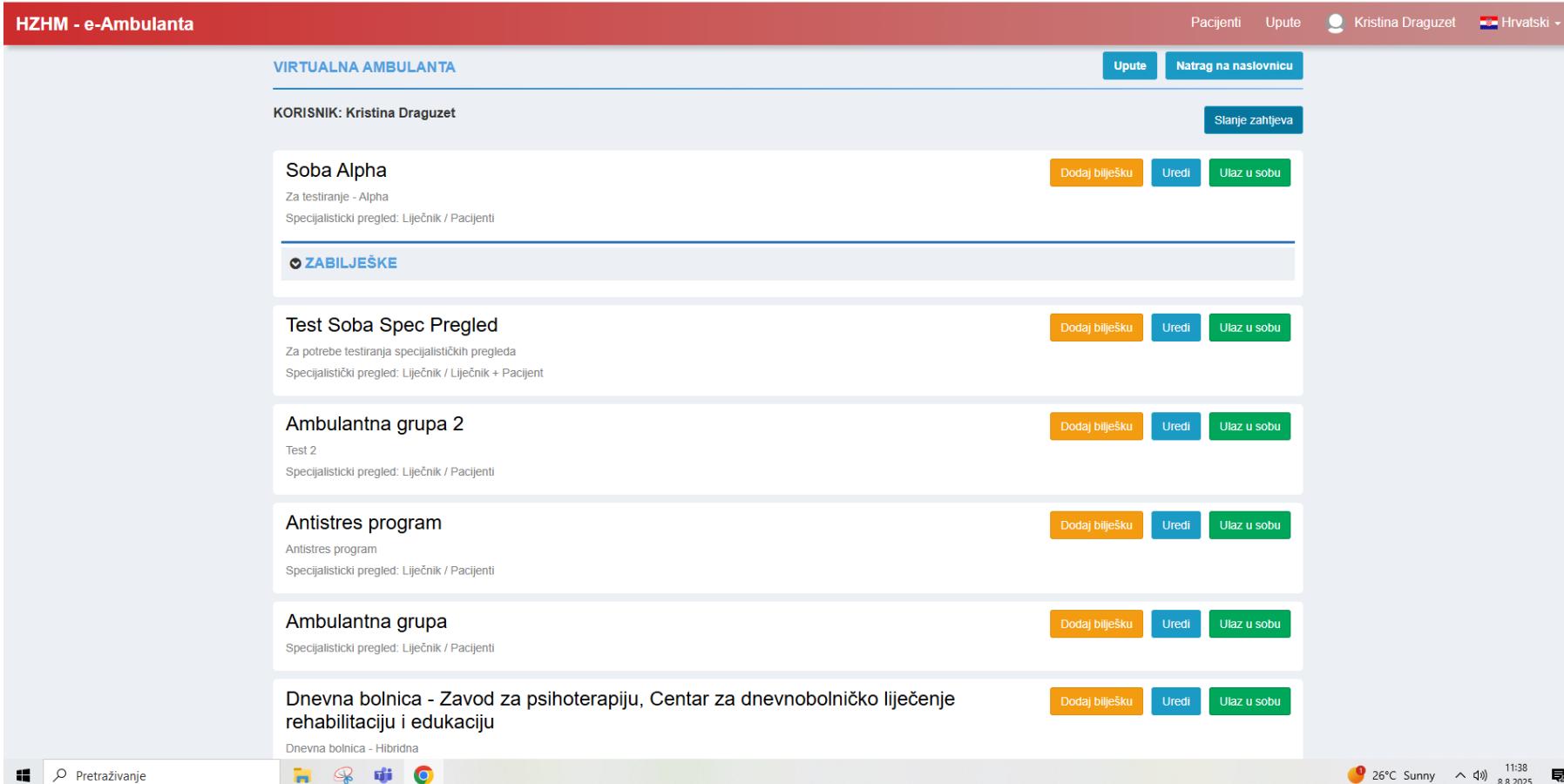
Komora  Molimo odaberite...

OIB

Procitao/la sam i slazem se sa [Uvjetima korištenja](#) i [Pravilima privatnosti](#) ovog portala.



**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 shows the HZHM - e-Ambulanta interface for a healthcare professional named Kristina Draguzet. The top navigation bar includes links for Pacijenti, Upute, and a user profile. The main content area is titled 'VIRTUALNA AMBULANTA' and shows a list of assigned clinics:

- Soba Alpha**  
Za testiranje - Alpha  
Specijalistički pregled: Liječnik / Pacijenti  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu
- ZABILJEŠKE**
- Test Soba Spec Pregled**  
Za potrebe testiranja specijalističkih pregleda  
Specijalistički pregled: Liječnik / Liječnik + Pacijent  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu
- Ambulantna grupa 2**  
Test 2  
Specijalistički pregled: Liječnik / Pacijenti  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu
- Antistres program**  
Antistres program  
Specijalistički pregled: Liječnik / Pacijenti  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu
- Ambulantna grupa**  
Specijalistički pregled: Liječnik / Pacijenti  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu
- Dnevna bolnica - Zavod za psihoterapiju, Centar za dnevnobolničko liječenje rehabilitaciju i edukaciju**  
Dnevna bolnica - Hibridna  
Buttons: Dodaj bilješku, Uredi, Ulaz u sobu

The bottom of the screen shows a taskbar with icons for search, file explorer, and browser, along with system status information including weather (26°C, sunny), date (8.8.2025), and time (11:38).

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-Ambulanta**

**VIRTUALNA AMBULANTA**

**KORISNIK:** Kristina Draguzet

**DEFINIRANJE ZAHTJEVA**

**Naziv:** Tčsna 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: Lječnik / Pacijenti

**Napomena administratoru:** Hvala,  
Ljep pozdrav  
Kristina Draguzet

**Poslji zahtjev**

**Antistres program**  
Antistres program  
Specijalistički pregled: Lječnik / Pacijenti  
**Dodaj objektu** **Uredi** **Ulaž u sobu**

**Ambulantna grupa**  
Specijalistički pregled: Lječnik / Pacijenti  
**Dodaj objektu** **Uredi** **Ulaž u sobu**

**Dnevna bolnica - Zavod za psihoterapiju, Hibridna**  
Dnevna bolnica - Hibridna  
Specijalistički pregled: Lječnik / Pacijenti  
**Dodaj objektu** **Uredi** **Ulaž 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**

**OSNOVNI PODACI**

**TERMINI VIRTUALNE AMBULANTE**

**ZAKAZIVANJE TERMINA**

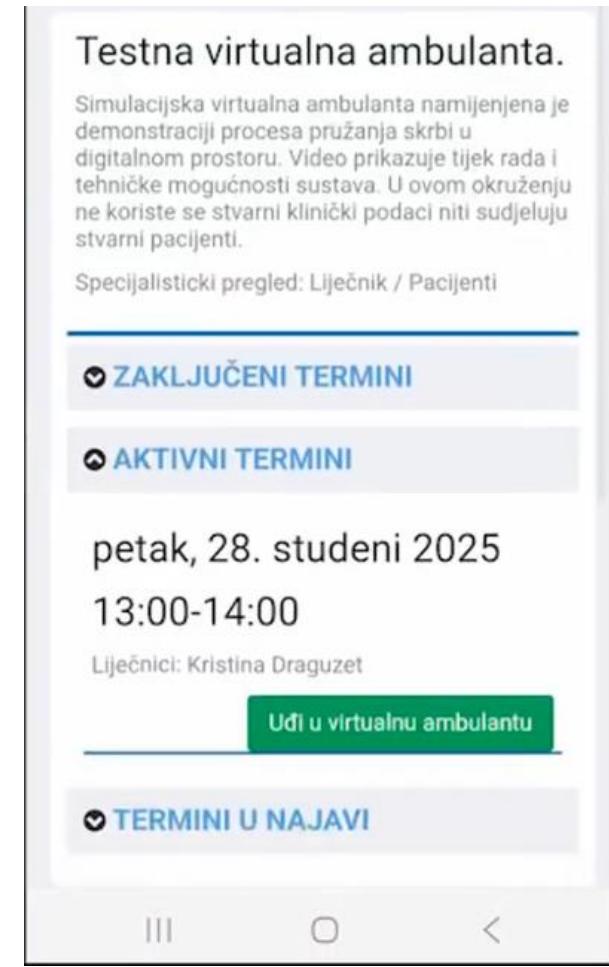
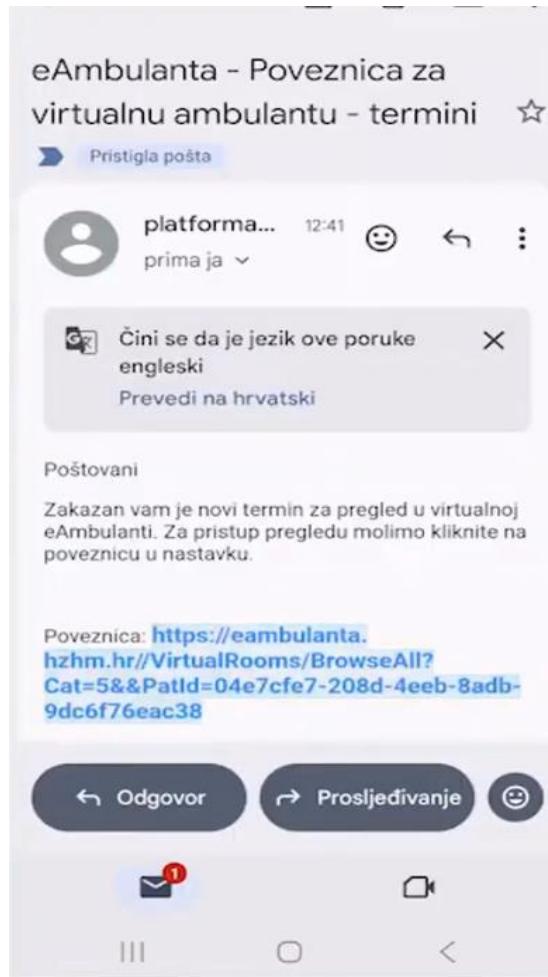
**SUDIONICI**

**AIR QUALITY FORECAST**

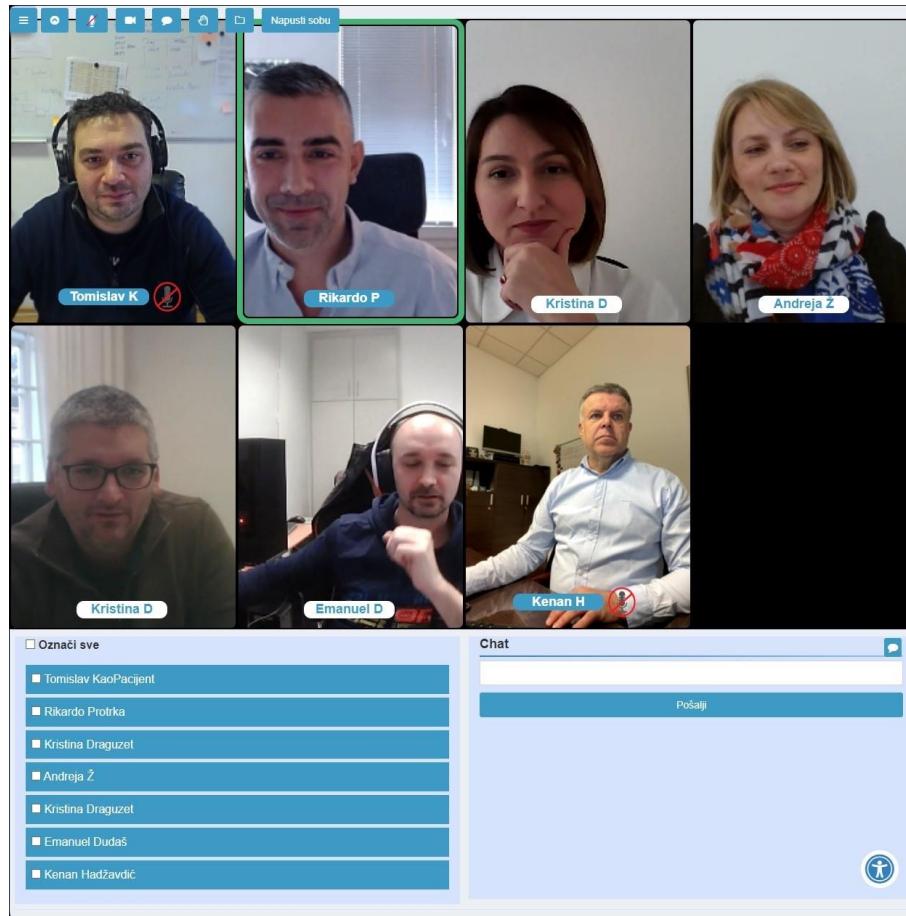
**13:16**  
30.1.2026.

The screenshot displays the 'Uredi sobu' (Edit Room) feature of the HZHM - e-Ambulanta software. The interface is divided into several sections: 'OSNOVNI PODACI' (Basic Data) on the left, 'TERMINI VIRTUALNE AMBULANTE' (Virtual Ambulance Appointments) in the center, and 'ZAKAZIVANJE TERMINA' (Appointment Booking) and 'SUDIONICI' (Participants) on the right. In the 'TERMINI VIRTUALNE AMBULANTE' section, a modal window for 'ZAKAZIVANJE TERMINA' is open, showing a date and time selector set to 28.11.2025 at 12:00. The 'SUDIONICI' section lists three participants: Kristina Draguzet, Niko Radas, and Andreja Žagar, each with an email address. The 'TERMINI VIRTUALNE AMBULANTE' section also shows a table of scheduled appointments with columns for 'Sub' (Subject) and 'Ned' (Weekday). The bottom of the screen shows a taskbar with various icons and the system clock.

**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

**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

# FUNDATIONAL QUESTIONS

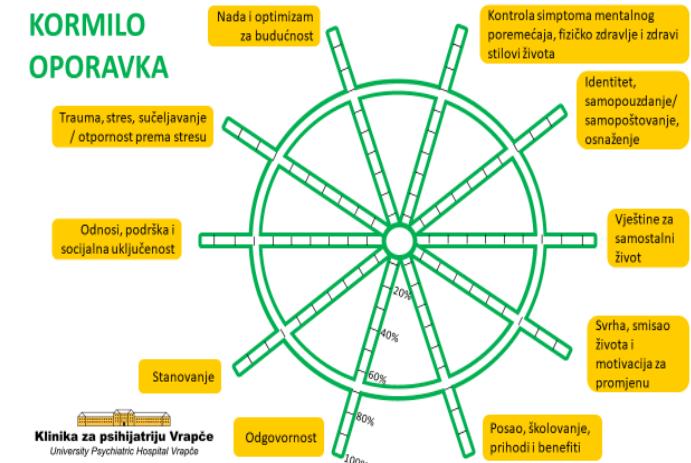
here and now

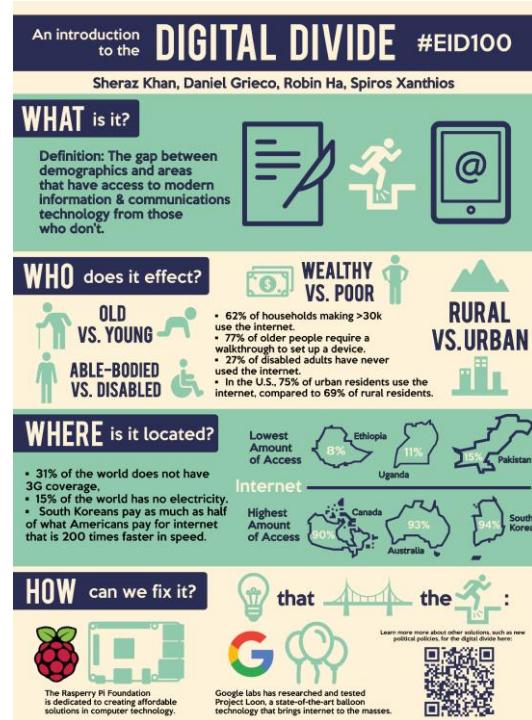
- "better (for someone) than something"

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

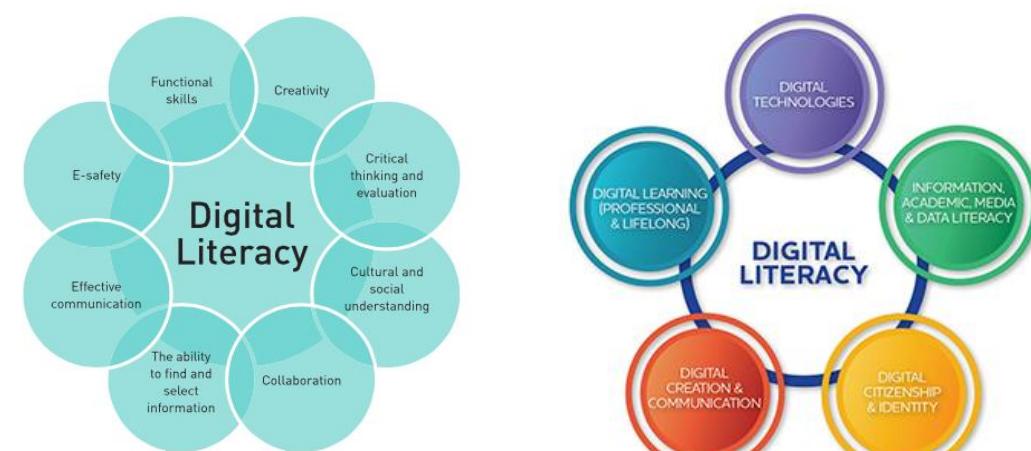
CORRECTNESS

JUSTICE





<https://medium.com/@spirosx/an-introduction-to-the-digital-divide-33dc670f8c16>



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

Chin, H. P., & Palchik, G. (2021). *Telepsychiatry in the Age of COVID: Some Ethical Considerations*. Cambridge quarterly of healthcare ethics

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# Thank you!

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