

Response services

– a prerequisite for the successful implementation of welfare technology

Source: helsedirektoratet.no/velferdsteknologi/

In 2016, the National Welfare Technology Programme published national recommendations for establishing response services. Recommendations on organisational models, service quality, competence and dimensioning requirements are factors that municipalities must take into account in their planning of future response services for welfare technology solutions.

Several of the development municipalities in the National Programme for Personal Connected Health and Care in Norway have established a response service that receives, evaluates, documents and responds to alerts from welfare technology solutions used by service recipients.

The transition from analogue to digital welfare technology solutions will open up whole new opportunities – related to both which events technology can detect how service providers can communicate with service recipients and how equipment is monitored and managed.

The Norwegian National Programme for Personal Connected Health and Care is a targeted effort to further develop health and care services by means of various technological solutions and products that are intended to support and reinforce the users' safety and security. Welfare technology should enable increased self-reliance, co-determination and quality of life.

