

Appendix 18

Functional requirements

For contract

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Talgild heilsa

INSTRUCTIONS FOR COMPLETING THE APPENDIX:

The text in this section is not part of the Contract and will be removed upon conclusion thereof.

Purpose of the appendix:

The purpose of Appendix 18 is to describe the functional requirements for the Solution by means of patient and citizen cases and workflows. It illustrates key clinical tasks and cross-sector processes that the Solution must support within the Faroese healthcare system. The Appendix contains evaluation requirements and must therefore be answered as part of the tender response.

Instructions for completing this appendix:

Requirements regarding Appendix 18 are listed in Appendix 3 Requirements and in sub appendices 18a-18i.

Evaluation of the response:

The requirements regarding this Appendix will be evaluated under the sub-criterion "functional requirements", cf. the Tender Terms.

Tender Conditions Appendix XX:

It will be possible to submit improvement proposals in Tender Conditions Appendix XX *Suggestions and Improvements*. Such proposals may be discussed during the negotiation phase but will not necessarily be addressed.

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1. Introduction

The Faroese healthcare system must offer all citizens a modern, efficient and coherent system where treatment and care are delivered with high quality and patient safety. This means that the health care efforts must not only be at a high professional level, but increasingly adapted to the needs, time and opportunities of patients and citizens, and having patients and citizens as active partners.

It is a strategic focus area where the health services must function as a unity, where health professionals across sectors and professional groups work closely together for the benefit of the patients and citizens. The coming years will lead to an increase in the number of elderly people and citizens with chronic diseases, in need of care, and at the same time the number of health professionals is not expected to rise comparably. This will increase the need for coordinated efforts across sectors. This in turn will require strengthened cooperation between hospitals, municipalities, and primary care.

Digitalization is a key factor in the development of a more citizen-oriented, cohesive and efficient healthcare system, here the upcoming Solution will be a central part. It is a clear vision that the Solution shall lead to a significant boost for the entire Faroese healthcare system. The solution shall not just be a documentation tool but also support coordination and communication and provide data for business intelligence, research, and quality improvement. The implementation of the Solution is a comprehensive task that requires significant effort and close collaboration across all sectors as well as between Supplier and Client to ensure common direction and goals, both during and after implementation.

The strategic focus areas will support the movement towards a more holistic effort, where hospitals and primary care units, as well as possible future actors and Danish cooperating units, collaborate in an integrated network supported by the Solution with the patient and citizen at the center.

The solution will also lift the digital everyday life for patients, citizens, and healthcare professionals. The Solution is expected to create a better overview and easier communication across actors.

The program has defined four strategic focus areas: focus on raising the quality of the healthcare system, putting the needs of patients and citizens at the center, and making everyday life easier for healthcare professionals. Thereby reaching the goal that is to ensure more coherent high-quality treatment and care, where the starting point is the whole person rather than the individual diagnosis.

With the Solution, the common digital foundation for collaboration across the healthcare system will be strengthened. At the same time, safety regarding health data is maintained and even strengthened, so that relevant information can be shared safely and securely across the healthcare sector.

2. Background

Strategically, there is a strong ambition to build a coherent healthcare system supported by a shared Solution including robust data-sharing capabilities. The current solution serves as the common EHR platform in the Faroese healthcare system; it was originally established as a hospital EHR solution and has subsequently been applied in most of the Faroes Healthcare sector.

There is established a health sector data net on the Faroe Islands, there is however need for further development to support cross sector transitions and communication as well as workflow support. Furthermore, there is a need to establish templates and tools for use in relation to transfer of patients between the Faroe Islands and Denmark, where there is a need for communication and sharing of documents. It will be relevant for the Faroese Health sector to be able to communicate on the Danish Sundhedsdatanet and by the use MedCom communication templates, when transferring patients between the Faroe Islands and Danish healthcare providers, to ensure patient safety in the transfer process.

It is mandatory that the Solution supports:

- better cross sector cooperation as well as cross country cooperation based on modern tools for communication,
- structured and standardized clinical documentation based on international standards and fulfilling professional needs and the Faroes legislation on record keeping
- makes it possible to monitor and report clinical activities based on the data collected in the solution

The solution shall be able to apply standard classifications as described in requirement 131 in Appendix 3.

3. Requirements

In Appendix 18's sub appendices, there are 7 patient and/or citizen cases and a generic medication case, illustrating general clinical requirements on the Solution.

As part of the tender documentation, the supplier must submit responses to the client, demonstrating how the stated requirements will be fulfilled. The supplier may explain how the requirements listed in Appendix 18 are addressed and completed, either in written form (Word document), screen dumps or in video format (mp4). Each response must clearly specify which individual requirements it covers. All requirements listed in Appendix 18 are classified as **Evaluation Requirements**.

Sub appendix 18a through 18g, have a swim lane diagram that corresponds with patient and/or citizen cases. The purpose of the swim lane diagrams is for the supplier to demonstrate the workflows across different sectors. Sub appendix 18h is a medication management case, which does not have a corresponding swimlane description. Sub appendix 18i is a description of the templates and forms that the solution should support. Finally, sub appendix 18j is a description of the health visitor's (sundhedsplejske) organization Gigini, which is provided to give the supplier an understanding of the organization's needs.

3.1. Patient and/or citizen cases

In the following sub appendices, there are patient cases and workflows that illustrate the main part of tasks to be supported by The Solution:

- Sub Appendix 18a: Pregnant woman case

- Sub Appendix 18b: Child with rare disease case
- Sub Appendix 18c: Cancer patient case
- Sub Appendix 18d: Chronic patient with several diagnosis case
- Sub Appendix 18e: Patient with acute disease case
- Sub Appendix 18f: Psychiatric patient case
- Sub Appendix 18g: Patient in care home with multiple diseases case
- Sub Appendix 18h: Handling of Medicine case
 - This is made as a separate case, as handling of medicine is generic
- Sub Appendix 18i: Standard templates and forms
 - Sub Appendix 18i is not a case. It is a list of standard templates and forms
- Sub Appendix 18j: Gigni background document
 - Report written on Gigni's organization

4. Reading guide

All cases are constituted of a short introduction of a persona, followed by a presentation of tasks carried out by individual health professional roles. This is further demonstrated in swim lane diagrams to each case (except case H).

The focus in the cases is on what health professionals, patients and citizens should be able to do using the solution, not on how it should be done (except for a few legal demands).

Roles in the Faroese healthcare system are flexible and may change during shifts and due to vacancies, especially the role “secretary” may be carried out by any health professional member of staff, thus the role secretary function is used in general for administrative tasks, that a secretary or another member of staff should be able to carry out.

In the cases, emphasis is on handling the transfer between sectors as this currently is a major challenge. The solution shall on one hand focus on smooth functionality for the individual health provider and on the other hand support smooth cooperation and communication between several health providers.

The comprehensive description of integrations are to be found in the technical appendices while in the patient and citizen cases focus is on the clinical functionality of the integrations.

All text reflects clinical requirements.

Sub Appendices 18a–18h include a column in the requirements section titled “Described by the supplier in:”. The purpose of this column is to allow the supplier to link each requirement in the relevant row to their submitted response. The reference number should point to where (text, image or video) the supplier describe how the task/tasks are handled in the proposed solution.

4.1 Swimlane diagrams

The swimlane diagrams are intended to provide a structured overview of wished workflows and responsibilities.

The following points describe how the diagrams should be read and understood by the supplier.

- The different sectors are illustrated using separate swimlanes.
- Ellipses indicate the start and end of a process.
- Circles represent an event.
- Rectangles indicate tasks.
- Diamonds represent gateways.
- Messages are illustrated by envelopes.
- Dotted lines indicate messages or indirect links between tasks.
- Repetitive tasks are illustrated by a circulating arrow inside task.