

## **Electronic Health Record System: A Perspective to Improve the Value of Services Rendered to Patients in Healthcare Organization in Rwanda, Case of CHUB and Hopital De Nemba**

**Authors :** Mugabe Nzarama Gabriel

**Abstract :** In Rwanda, many healthcare organizations are still using a paper based patients' data record system although it still present weaknesses to share health patients' information across different services when necessary. In developed countries, the EHR has been put in place to revolutionize the paper based record system but still the EHR has some challenges related to privacy, security, or interoperability. The purpose of this research was to assess the existing patients' data record system in healthcare sector in Rwanda, see what an EHR can improve to the system in place and assess the acceptance of EHR as system which is interoperable, very secure and interoperable and see whether stakeholders are ready to adopt the system. The case based methodology was used and TAM theoretical framework to design the questionnaire for the survey. A judgmental sample across two cases, CHUB and Hopital de Nemba, has been selected and SPSS has been used for descriptive statistics. After a qualitative analysis, the findings showed that the paper based record is useful, gives complete information about the patient, protects the privacy of patients but it is still less secure and less interoperable. The respondents shown that they are ready to use the proposed EHR System and want it secure, capable of enforcing the privacy but still they are not all ready for the interoperability. A conclusion has been formulated; recommendations and further research have been proposed.

**Keywords :** EHR system, healthcare service, TAM, privacy, interoperability

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