

# Goals

- **Accessibility.** The user has access to all healthcare information, 24 hours a day, 365 days a year from a single platform.
- **Multi-channel.** The user may use any communication channel to process requests.
- **Efficiency and sustainability.** Greater efficiency in processing requests with other public bodies, helping to build a sustainable healthcare system.
- **Proactivity.** Carry out personalised follow-up of patients.

# How to contact?



**App**  
**Salud Responde**



<http://appmovil.saludresponde.junta-andalucia.es/SaludResponde/AppMovil>



**902 505 060**

**955 54 50 60** (telephone line recommended for those with flat fee).



**saludresponde@juntadeandalucia.es**



For more information:  
[www.epes.es](http://www.epes.es)

In compliance with Spanish Organic Law 15/1999 dated 13 December, on the Protection of Personal Data and other applicable regulations, EPES informs you that the information obtained through the 061 service will be recorded and included for processing in the "Calls Attendance System" file; in the event care has been provided, information of this assistance will be included in the "Clinical Record" file and ceded to the Public Health System of Andalusia, whose purpose is patient healthcare and its subsequent analysis for improvement of service. EPES also informs you that the information you provide through the "Salud Responde" app will be included for processing in the "Salud Responde Healthcare Information" file whose purpose is the management of the information centre and services of the Regional Department of Health and the management of services provided by the Public Health System of Andalusia. Likewise, the information you provide through [www.epes.es](http://www.epes.es) website would be included for processing in the "web basic services" whose purpose is the management of basic web services for the exchange of information, knowledge, suggestions, information distribution, etc. available to people inside and outside of EPES. You can exercise your rights of access, correction, cancellation and opposition, provided by law, by writing to EPES Headquarters, C/ Severo Ochoa, 28, 29590, Parque Tecnológico de Andalucía, Campanillas, Málaga, or to any of its Provincial Services ([www.epes.es](http://www.epes.es)).

CONSEJERÍA DE SALUD

# SaludResponde

Multi-channel access to the Public Health System of Andalusia



JUNTA DE ANDALUCÍA

# What is it?

Salud Responde is a multi-channel access to the Public Health System of Andalusia. It is directed by the Andalusian Health Service and managed by the Public Company for Health Emergencies (EPES-061). **Provides comprehensive care services both to the public as well as to the healthcare practitioners in the Andalusian community.**

**24 hours**  
All days  
of the year

**90%** **9,5**  
Satisfaction

Andalusians have contacted Salud Responde since its inception

**3,4** millones  
million unique users each year



Salud Responde **App 1,5** million users

The app may be downloaded on all leading mobile devices, and is targeted at users who want to book an appointment in an easy way with their GP or primary care nurse, modify it or cancel it, as well as to access contents of interest on healthcare available at Salud Responde.

PUSH technology

**14 million**  
PUSH sent to registered users



# Services

More than 30 services available to all the residents of Andalusia. For more information visit [www.epes.es](http://www.epes.es)

## Prior appointment primary care

Enables you to book an appointment with the general practitioner, paediatrician or nurse.

**32 million actions**  
processed annual average (2013-2016)

## Health 24 hours

The user can contact to clarify clinical doubts.

**450.000 queries**  
processed annual average (2013-2016)

## Follow-up of patients

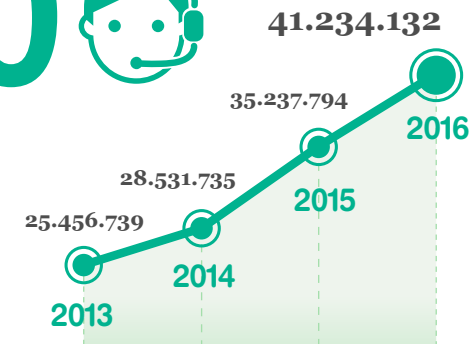
ICT based tele-continuity services, implies innovation in the follow-up of patients with certain diseases.

Treated by 061	Patients: <b>8.203</b> Calls: <b>17.022</b>	Tele-continuity Palliative care	Patients: <b>4.094</b> Calls: <b>6.166</b>
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Hospital Discharges	Patients: <b>18.315</b> Calls: <b>18.242</b>
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**220**  
million

actions processed since its inception



**3 sec.**  
call answer

**45 sec.**  
appointment booking