

1. Critically analyse the impact of Digitalization on healthcare services performance and discuss the issues and challenges faced by it.

PAPER – II | Governance, Constitution, Polity, Social Justice and International relations.
GS2L - Issues relating to development and management of Social Sector or Services relating to Health, Education, Human Resources.

Structure of Answer:

- ✚ Introduction (Discuss technology in health care system general).
- ✚ Major role of Technology in Health care system.
- ✚ What are the challenges faced by it? (Challenges should examine the challenges of digitalization for the future)
- ✚ How the problems can be resolved?
- ✚ Explain how proper digitalization of healthcare will enable changes in the paradigm of healthcare delivery as well as in the mechanism for patients' participation and engagement.
- ✚ Conclusion.

Key Points:

- ✚ Digital transformation requires rethinking business processes. It's about using digital technologies and data to put the customer at the center of your business.
- ✚ To succeed in digital transformation, look at your company's ecosystem and determine ways you can drive more value for the customer.
- ✚ **Digitization in Healthcare.** Many industries like automobile, retail, Manufacturing, Banking, Agriculture, etc. have adopted Digitization. But the segment where Digitization could help save lives and significantly improve quality of life is the healthcare industry.
- ✚ **What are health care technologies?** Digital health is the convergence of digital technologies with health, healthcare, living, and society to enhance the efficiency of healthcare delivery and make medicines more personalized and precise.
- ✚ Technology plays an important role in many aspects of our lives. Similar to the way technology has improved banking or the way we connect with family and friends, digital health is changing the delivery of care. This saves time in making a diagnosis, reduces duplicate tests and enables better patient care decisions.

