

National Implementation of Telehealth & Video Consultation in Denmark

Case Study



Implementation Process

This case documents the national-level implementation of telehealth services—especially video consultation and tele-monitoring—across Danish regions and municipalities. The case shows how digital health solutions have been deployed at scale, with an emphasis on remote access, care coordination and citizen-engagement.

Description of Technology or System

- **Technologies:** Video consultation platforms (e.g., the app “KontaktLæge”), telemonitoring equipment and home-care kits, digital messaging systems between patients and providers, integrated national eHealth platforms.
- **Use & Objectives:** Introduce remote consultations, give vulnerable citizens access to video consultations, enable home-based monitoring, reduce travel and waiting time, promote self-care.

- **Steps Taken:** National strategy defined; steering groups established; procurement of platforms; gradual deployment in municipalities and GP clinics; training for staff and patients; monitoring/adoption tracking.
- **Stakeholders Involved:** National health authority, regional health administrations, municipalities, GPs, home-care services, patients, IT vendors.
- **Timeframe:** Ongoing implementation over many years; the case study notes that by May 2023 the app was used in 43 municipalities, 285 GP clinics, 137 nursing homes, etc.

Impact and Results

- **Quantitative Results:** The case cites for the app “KontaktLæge” video consultations: as of May 2023, 2,714 video consultations performed in the participating sites.
- **Qualitative Outcomes:** Improved access for vulnerable citizens, particularly older adults; better coordination of care across sectors; perceived improved patient experience.

Country	Denmark
Institution/Organisation	Government/Ministry of Health, Danish regions (five regions), municipalities, private digital health providers.
Type of setting	National policy and system-wide implementation across primary, secondary and municipal care.
National Context	Denmark’s health system is highly digitalised: national unique identifiers (CPR), early implementation of electronic health records, and a strong push for telehealth driven by demographic and workforce pressures (ageing population, chronic disease burden). The aim was to provide better access, reduce hospitalisations, support home-care, and ensure continuity across sectors.

Success Factors

- Strong national digital infrastructure; political commitment; cross-sector collaboration; built-in citizen digital identity and record systems; focus on inclusion of vulnerable groups.

Challenges and Barriers

- Variation in uptake across municipalities; digital literacy of citizens; technical/IT issues; some tools not yet reaching the full target scale (e.g., aim was 60 municipalities and 700 GP clinics, but fewer achieved by 2023).

Resources and Funding

- National strategy funded via public budgets; shared investment across regions and municipalities.
- Required resources: platform licences, training programmes, IT support staff, governance framework.



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Key Lessons Learned

- National scale deployment of telehealth is feasible but takes many years and strong governance.
- Inclusive design (for older adults, vulnerable groups) is critical.
- Technical infrastructure is necessary but not sufficient — training, change management and incentives matter.
- Monitoring of adoption and use is essential to understand gaps and drive improvement.

Recommendations

- Embed telehealth solutions into routine care, not as stand-alone pilots.
- Address digital literacy and user support early.
- Ensure interoperability and data-flow across primary/secondary/municipal care.
- Use metrics of both service activity (e.g., number of video consultations) and patient outcomes/experience.

Integration in Education Settings

- This case can serve in curricula on digital health system transformation, inter-sectoral care coordination, and change management in healthcare.
- Could be used as a teaching case for modules on “scaling digital health” or “telehealth deployment across municipalities”.

Specific Environment and Limitations

- The Danish digital health maturity is high; lessons may need adaptation for contexts with lower digital penetration.
- The case focuses more on access and deployment than on detailed clinical outcome data.
- Some digital tools remained under-utilised or unevenly adopted across regions.

Supporting Materials

- Bollerup S. National implementation of telehealth in Denmark: A case study of large-scale implementation at a political-administrative level. PMC. 2024.
- European Commission “Case study on the digitalisation of health (e-Health)” (Denmark section) July 2023.

