

## POLICY MAPPING ON eHEALTH POLICIES AND INITIATIVES (INCLUDING ON CANCER CARE) IN THE **NETHERLANDS**

This Country Factsheet was first prepared for the eCAN Joint Action and updated for the eCAN+ Joint Action. It is prefilled with publicly available information and was sent for review to country experts on eHealth and cancer care. The Country Factsheet serves as the basis for the preparation of an overview of eCAN relevant policies and initiatives in all EU and EEA countries.

The Joint Action ‘**Enhancing digital capabilities of cancer centres in Europe to improve prevention and care**’ (eCAN Plus) aims to bring the benefits of digital health to all citizens, patients and health care professionals to improve cancer prevention and care across Europe. The rising use of telemedicine and innovative legal framework of European Health Data Space offer opportunity to better address population health needs. Built on the experience of the eCAN JA, this project contributes to integrating digital tools and improving health data use for the benefit of cancer patients. The JA foresees to bring lasting impact to different targeted audiences. The project’s expected outputs pave the way for a wider rollout of **eHealth in oncology** but also supports decision-makers by providing recommendations and guidelines.

This country factsheet was originally **pre-filled in 2023/24** with publicly available information by

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The pre-filled country factsheet was originally **reviewed in 2023/24** by

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The country factsheet includes chapters on:

- 1 definitions**
- 2 governance**
- 3 strategies/policies**
- 4 legislation**
- 5 cancer specific eHealth solutions**

Any questions? – Please get in touch via [ecan@goeg.at](mailto:ecan@goeg.at).

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## 1 DEFINITIONS

Table 1 : Deviations in the use of international definitions for eHealth terms - Netherlands

| Term         | Definition   | Deviation   |
|--------------|--|---|
| eHealth      | The WHO defines eHealth as « cost-effective and secure use of information and communications technologies in support of health and health-related fields, including health-care services, health surveillance, health literature, and health education, knowledge and research ». <sup>1</sup>   | No deviation from definition. <sup>2</sup>  |
| mHealth      | « Mobile health (mHealth) is defined by the World Health Organization’s (WHO) Global Observatory for eHealth as « medical and public health practice supported by mobile devices, such as mobile phones, patient monitoring devices, personal digital assistants (PDAs), and other wireless devices ». <sup>3</sup>  | No deviation from definition. However, the term is not defined in any specific laws or policy. Dutch Ministry of Health, Welfare and Sport (Ministerie van Volksgezondheid, Welzijn en Sport) has published a policy document called "eHealth in Motion," with a section on mHealth (chapter 3). <sup>4</sup> |
| dHealth      | The EU defines digital health (dHealth) and care as referring to « tools and services that use information and communication technologies (ICTs) to improve prevention, diagnosis, treatment, monitoring and management of health-related issues and to monitor and manage lifestyle-habits that impact health ». <sup>5</sup><br>The WHO defines digital health as « the field of knowledge and practice associated with the development and use of digital technologies to improve health. Digital health expands the concept of eHealth to include digital consumers, with a wider range of smart-devices and connected equipment. It also encompasses other uses of digital technologies for health such as the Internet of things, artificial intelligence, big data and robotics. » <sup>6</sup> | No deviation from definition. However, the term is not defined in any specific laws or policy.  |
| telehealth   | The WHO defines telehealth broader than telemedicine « as it includes computer-assisted telecommunications to support management, surveillance, literature and access to medical knowledge. » <sup>7</sup>   | No deviation from definition <sup>8</sup>   |
| telemedicine | The EU Commission defines telemedicine as follows (EU Commission definition, COM(2008)689) : « Telemedicine is the provision of health care services, through the use of ICT, in situations where the health professional and the patient (or two health professionals) are not in the same location. It involves the secure transmission of medical data  | No deviation from definition. However, here found in a shorter definition: 'IT for healthcare delivery (by  |

<sup>1</sup> WHO EMRO - eHealth

<sup>2</sup> eHealth and telehealth are used synonymously [eHealth \(telehealth\) | Government.nl](https://www.government.nl/topics/digital-government/telehealth)

<sup>3</sup> World Health Organization *Frequently asked questions on Global Task Force on digital health for TB and its work.* [2017-02-27]. <http://www.who.int/tb/areas-of-work/digital-health/faq/en/>, [webcite](http://www.who.int/tb/areas-of-work/digital-health/faq/en/). In [mHealth Assessment: Conceptualization of a Global Framework - PMC \(nih.gov\)](https://www.nih.gov/health-care/telehealth)

<sup>4</sup> <https://www.rijksoverheid.nl/documenten/beleidsnota-s/2013/04/01/ehealth-in-beweging>

<sup>5</sup> [Events - Smart4Health](https://www.smart4health.eu/)

<sup>6</sup> [Digital health EURO \(who.int\)](https://www.who.int/digital-health-euro/)

<sup>7</sup> [Telehealth – DigitalHealthEurope](https://www.digitalhealth.eu/)

<sup>8</sup> eHealth and telehealth are used synonymously [eHealth \(telehealth\) | Government.nl](https://www.government.nl/topics/digital-government/telehealth)

| Term             | Definition  | Deviation   |
|------------------|---|---|
|                  | and information, through text, sound, images or other forms needed for the prevention, diagnosis, treatment and follow-up of patients. » <sup>9</sup>   | <i>health professional) from a distance</i> . <sup>10</sup> |
| teleconsultation | PAHO describes teleconsultation (also sometimes referred to as remote consultation or telehealth), as « interactions that happen between a clinician and a patient for the purpose of providing diagnostic or therapeutic advice through electronic means. » <sup>11</sup>  | No deviation from definition.                               |
| health app       | Essén et al. 2022 define health apps as « a computer program or software application (designed to run on a mobile device) “intended to be used specifically for managing, maintaining, or improving the health of individual persons, or the delivery of care” (ISO <a href="https://www.iso.org/standard/78182.html">https://www.iso.org/standard/78182.html</a> (2021), p 5). » | No deviation from definition.                               |

### Further information:

- No further information identified.

## 2 GOVERNANCE

Table 2 : Overview on eHealth governance - Netherlands

| Question  | Answer | Comments/Experience  |
|---|--------|--|
| Is there a Ministry or State Secretariat explicitly in charge of eHealth/dHealth in place? If so, which Ministry?       | Yes    | The Ministry of Health, Welfare and Sport (VWS) is in charge of digital healthcare solutions. <sup>12</sup>  |
| Does the Ministry who oversees health care also have a specific Department or Unit in charge of eHealth/dHealth?        | Yes    | There are several hubs in the Netherlands that focus on digitalisation and health, with the ambition to stimulate and facilitate innovation. Most notable examples of such initiatives are The Netherlands eHealth Living Lab (NeLL) and The Innovation Center for Artificial Intelligence (ICIA). <sup>13</sup> The programme Citrien eHealth was made responsible to stimulate implementation of eHealth from 2016 to 2022. <sup>14</sup> The health insurance Netherlands started a knowledge centre for eHealth. <sup>15</sup> |
| Is there a national eHealth governance board in place?  | Yes    | Yes, there is a national eHealth governance board in the Netherlands called the "National Coordination Point for eHealth" (in Dutch: "Nationaal Coördinatiepunt eHealth" or NCPeH). The NCPeH was established in 2013 by the Dutch Ministry of Health, Welfare, and Sport. It facilitates information exchange for foreign patients in the Netherlands. <sup>16</sup>  |
| Is there a public eHealth agency in place? At which level (national, regional)? Which functions does this agency cover? | No     | No. There is no public eHealth agency in the Netherlands that is directly comparable those of Austria or France. However, several organizations in the Netherlands are responsible for the development and implementation of eHealth initiatives and programs, i.e. the Dutch Ministry of Health, Welfare, and Sport and Nictiz, the national center for eHealth standards and implementation, and the Dutch Healthcare Authority (NZa). <sup>17</sup>   |
| If no, are there any other public institutions working in the field of eHealth?   | Yes    |  |

<sup>9</sup> [Telemedicine – DigitalHealthEurope](#)

<sup>10</sup> [Report NL eHealth final \(rvo.nl\)](#)

<sup>11</sup> <https://www3.paho.org/ish/images/docs/covid-19-teleconsultations-en.pdf?ua=1>

<sup>12</sup> <https://www.zorgvannu.nl/>

<sup>13</sup> <https://www.rvo.nl/sites/default/files/2021/03/Overview-of-the-health-technology-sector-in-South-Africa-Opportunities-for-collaboration-annex-The-Dutch-eHealth-sector.pdf>

<sup>14</sup> <https://citrienfonds-ehealth.nl/>

<sup>15</sup> [Digitale zorg - Zorgverzekeraars Nederland \(zn.nl\)](#)

<sup>16</sup> <https://www.ncpeh.nl/>

<sup>17</sup> <https://nictiz.nl/>; <https://www.government.nl/ministries/ministry-of-health-welfare-and-sport/>

| Question  | Answer | Comments/Experience  |
|---|--------|--|
| Are dHealth / eHealth tools in the outpatient sector publicly paid or covered in your benefits package (e.g. by sickness fund or national health service)? If yes, please describe how.                         | Yes    | The Dutch healthcare system is based on a mandatory health insurance scheme. All Dutch residents are required to have health insurance. The cost of health insurance is partially covered by the government, and residents are required to pay a monthly premium. The basic package includes coverage for many dHealth/eHealth tools and services, such as telemedicine consultations, e-prescriptions, and online appointment booking although not all eHealth services are covered under the basic package. Dutch healthcare system places a strong emphasis on the use of digital technologies to improve the quality and accessibility of healthcare services, and many dHealth/eHealth tools are publicly paid or covered through the national health insurance system. eHealth programs for lifestyle interventions and coping with a disease are unfortunately often not covered by basic health insurance. |
| Are dHealth / eHealth tools in the inpatient sector automatically covered in your benefits package or do you need to pay extra (e.g. for telehealth consultations or telereha) compared to standard treatments? | (Yes)  | Coverage of dHealth/eHealth tools may vary depending on the specific tool or service being used, the type of healthcare institution, and the individual's insurance policy. E.g., tele(health) consultations and tele-rehabilitation may be covered by health insurance for certain conditions and treatments but may require additional payment or a separate insurance policy for others. Aim is to provide equal access to healthcare services for all residents, regardless of their insurance status or ability to pay.   |
| Are there any comprehensive cancer centres focussing on eHealth or telehealth treatments? If yes, which ones and for which specific fields?   | Yes    | In the health care transformation of the Integraal Zorgakkoord, the AvL hospital in Amsterdam has started an initiative to enhance a.o. shared decision making, self-care and home care supported by eHealth. Also, the Maastricht Academic Medical Centre is a pioneer in eHealth, hybrid and digital care. <sup>18</sup>   |

### Further information:

- No further information identified.

## 3 STRATEGIES/POLICIES

Table 3 : Overview on strategies and policies for eHealth and cancer care - Netherlands

| Question   | Answer  | Comments/Experience   |
|--|---------|---|
| Is there a national eHealth strategy in place?   | Yes     | The National Health Care Institute has drawn up an action plan to encourage the use of eHealth services. In addition, the Council of Public Health and Society has been advising the Ministry of Health, Welfare and Sport (VWS) on telehealth after the coronavirus crisis. <sup>19</sup>  |
| If yes, which stakeholder groups have been included in drafting the national eHealth strategy?   | Several | It involved input and participation government agencies, healthcare providers, patient organizations, industry associations, and academic institutions.   |
| Are there regional eHealth strategies? If so, can you indicate whether in all regions or only some? Can you provide some (exemplary) documents ? | Several | eHealth is included in several initiatives for improving care in regions. In recent years with the Integral Care Agreement (Integraal Zorgakkoord (IZA)) and the Healthy and Active Living Agreement (Gezond en Actief Leven Akkoord (GALA)) a coordinated national strategy started that aims to shift the health system from a disease-oriented model toward a more preventive, collaborative, and community-based model of care. Signed in 2022 by the national government, insurers, municipalities, patient groups, and care providers, the IZA commits all parties to reorganising care so that people receive the right support as close |

<sup>18</sup> <https://www.mumc.nl/actueel/onze-verhalen/maastricht-umc-2025-landelijk-koploper-digitale-zorg>

<sup>19</sup> <https://voorlichting.rijksoverheid.nl/documenten/brieven/2020/08/19/reactie-zorginstituut-nederland-op-brief-vws-over-digitale-zorg>

| Question   | Answer         | Comments/Experience   |
|--|----------------|---|
|  |                | <p>to home as possible, with stronger emphasis on prevention, digitalisation, reduced administrative burden, hybrid care, and regional collaboration to keep care accessible, high-quality, and financially sustainable despite workforce shortages and rising demand.<sup>20</sup></p> <p>Complementing this, GALA—agreed in 2023 by municipalities, public health authorities, insurers, and the Ministry of Health—focuses specifically on strengthening public health and prevention through a regional prevention infrastructure, with goals such as reducing health inequalities, supporting healthy living environments, promoting mental resilience, and enabling healthy ageing. It provides municipalities with dedicated funding to implement integrated, cross-sector programmes that improve population health and reduce future care needs. Together, IZA and GALA aim to create a sustainable health system by intertwining preventive public-health measures with reforms in care delivery, ensuring that future healthcare in the Netherlands is both people-centred and resilient.<sup>21</sup></p> <p>As a part of these policies, the Juiste Zorg op de Juiste Plek (Right Care in the Right Place) movement focuses on preventing unnecessary care, shifting care closer to people’s homes, and replacing traditional care with innovative forms, including digital health solutions. This approach is supported by regional collaborations encouraged by ZonMw. Digital health (e-health) plays a central role by enabling remote monitoring, digital consultations, and scalable innovative care models—capabilities highlighted by the Dutch Healthcare Authority (NZA) as essential for making care more accessible and reducing avoidable hospital visits. To stimulate these developments, various subsidy schemes are available, including ZonMw’s Start-, Regio- and Uitvoeringsimpuls for regional transformation initiatives.<sup>22</sup></p> |
| <p>If yes, which stakeholder groups have been included in drafting such regional strategy/ies?</p> | <p>Several</p> | <p>Regional strategies within the Dutch ‘Juiste Zorg op de Juiste Plek’ movement are drafted through broad, cross-domain collaboration that brings together healthcare providers across the full continuum of care, municipalities and social-domain actors, health insurers and care offices, citizens and patient representatives, education and research institutions, private-sector partners, and dedicated regional governance structures. These strategies span the entire spectrum of health and social care—from hospitals and primary care to youth services, public health, and long-term care—ensuring that regional plans reflect the diverse needs of local populations and the shared responsibility of all actors involved in delivering and financing care. Municipalities, social-domain organizations, and public health services participate because prevention, wellbeing, and social support are central components of the regional approach, while health insurers and care offices contribute through joint purchasing and integrated financing essential for implementing regional agreements. Citizen involvement is explicitly encouraged to strengthen regional legitimacy and ensure strategies align with lived experiences, and collaborations often extend to educational institutions, businesses, and technology partners to support innovation, workforce development, and digital transformation. These efforts are coordinated within evolving regional governance structures—steering groups, thematic coalitions, and regional coordinators—that facilitate joint decision-making and maintain coherence across the many stakeholders contributing to the region’s long-term health and care strategy.</p>   |
| <p>Are there strategy/ies explicitly referring to /</p>  | <p>Yes</p>     | <p>Three strategies are explicitly referring to / including eHealth cancer care:</p>  |

<sup>20</sup> <https://mijn.bsl.nl/who-what-where-the-influence-of-the-integral-care-agreement-iza-/27014626>

<sup>21</sup> <https://www.zorgakkoorden.nl/>

<sup>22</sup> <https://www.zonmw.nl/nl/juiste-zorg-op-de-juiste-plek>, also see <https://www.zonmw.nl/en/appropriate-care>

| Question  | Answer | Comments/Experience  |
|---|--------|--|
| including eHealth cancer care?  |        | <ol style="list-style-type: none"> <li>1. Dutch National Cancer Control Programme (NCCP) ran from 2005 to 2010<sup>23</sup>. Aims: to improve cancer prevention, early detection, treatment, and aftercare in the Netherlands. The NCCP includes a specific focus on eHealth technologies.</li> <li>2. The Netherlands Cancer Institute “Vision on Cancer Care 2030”<sup>24</sup> strategy launched in 2017. The strategy includes a focus on the use of eHealth technologies to improve cancer care, including the development of personalized treatment plans, remote patient monitoring, and the use of patient-reported outcomes to inform care decisions.</li> <li>3. The Action Plan for Cancer care in regions (2023) of the National Health Care Institute, mentions eHealth as important chance to facilitate more care to be provided at patients’ home. The plan also prioritizes improvement of the infrastructure to exchanges patient information between hospitals, to facilitate network- and expert care.<sup>25</sup></li> </ol> |
| If not, are there discussions ongoing to develop a national eHealth strategy?   | N/A    | No further information available.  |
| Is there a National Cancer Plan in place?   | Yes    | End of 2023 the Netherlands Cancer Agenda was launched by the Netherlands Cancer Collective, a collaboration of many stakeholders, including the ministry of health. <sup>26</sup>   |
| If yes, does the National Cancer Plan refer to eHealth?   | Yes    | Yes, online self-help programmes are mentioned and for several of the 20 goals of the Netherlands Cancer Agenda, such as late effects of cancer and cancer and work. eHealth itself is not a goal in the Netherlands Cancer Agenda, but is mentioned as a possible means to achieve better support for patients.   |
| In the light of the EU „Beating Cancer Plan” – are there any recent plans to update or modify existing plans? If yes, what is the timeline?   | No     | Since the start of the Netherlands Cancer Agenda the progress on achieving the 20 aims has been monitored by the hub of the Netherlands Cancer Collective. This hub was recognized as National Cancer Mission Hub by the ECHO5 project in 2025. The Netherlands Cancer Collective has regular meetings with the minister of Healthcare (VWS). <sup>27</sup>  |
| Are there any indicators in eHealth policy or national programmes on cancer care measuring the progress of the use of eHealth in cancer care? | No     | The Dutch National Cancer Control Program (NCCP) (2005-2010) included a set of indicators to track progress in improving cancer care delivery and patient outcomes, including indicators related to the use of eHealth technologies. Currently, there are no up to date indicators. The current Netherlands Cancer Agenda does not include specific aims for eHealth.  |
| Are there any other cancer care specific eHealth initiatives, f.e. by other stakeholders than policy makers / public authorities?             | Yes    | <p>Yes, here are three other cancer care-specific eHealth initiatives:</p> <ul style="list-style-type: none"> <li>• The Dutch Cancer Society (KWF Kankerbestrijding) has financed an eHealth platform called Kanker.nl<sup>28</sup>, which provides reliable and easy-to-understand information about cancer diagnosis, treatment, and follow-up care. The platform also includes, a tool to find patients with the same diagnosis and in a comparable situation, information from the Dutch Cancer Registry about yearly number of diagnoses and survival rates, and an overview of health care providers for assistive care, such as physiotherapist, dieticians, occupational therapists and sexual therapists, all specialized in cancer care.</li> </ul>  |

<sup>23</sup> [https://www.oecd-ilibrary.org/social-issues-migration-health/eu-country-cancer-profile-netherlands-2023\\_89b32870-en](https://www.oecd-ilibrary.org/social-issues-migration-health/eu-country-cancer-profile-netherlands-2023_89b32870-en)

<sup>24</sup> <https://www.avl.nl/en/about-the-netherlands-cancer-institute/about-the-nki/strategy-2020-2030/> (this is the Netherlands Cancer Insitute, not the Dutch Cancer Society as is stated in the text!)

<sup>25</sup> <https://www.zorginstituutnederland.nl/publicaties/rapport/2023/06/29/passende-zorg-in-oncologieregios-plan-van-aanpak-netwerk—en-expertzorg-voor-mensen-met-kanker>

<sup>26</sup> <https://nederlandskankercollectief.nl/agenda/>

<sup>27</sup> [www.nederlandskankercollectief.nl](http://www.nederlandskankercollectief.nl)

<sup>28</sup> <https://www.kanker.nl>

| Question | Answer | Comments/Experience   |
|----------|--------|---|
|          |        | <p><a href="http://www.kanker.nl">www.kanker.nl</a> is a very well visited online platform with on average 780.000 visits each month in 2025. This online platform is a cooperation between amongst others the Dutch Cancer Society (KWF), the Netherlands Federation of Cancer patient organizations (NFK), the Netherlands Comprehensive Cancer Organisation (IKNL) and the IPSO centres for informal care. All information is reviewed by medical professionals.</p> <ul style="list-style-type: none"> <li>• For several patient groups decision aids are available. These are listed at the platform Kanker.nl.<sup>29</sup></li> <li>• All reliable apps for shared decision making for the treatment of cancer are available through the Onco app store at the platform kanker.nl<sup>30</sup></li> <li>• The website <a href="http://www.thuisarts.nl">www.thuisarts.nl</a> includes a symptom checker, self-care advice for all Dutch inhabitants and specifically for patients with cancer.</li> <li>• There are many prediction tools for medical professionals that are listed on <a href="http://www.evidencio.com">www.evidencio.com</a>. E.g. prediction tools for breast cancer. One example of a prediction tool is the eHealth tool called OLVG Prostaatanker<sup>31</sup> (OLVG Prostate Cancer), which uses machine learning algorithms to predict the likelihood of cancer recurrence and guide treatment decisions for prostate cancer patients.</li> </ul> |

### Further information:

- No further information identified.

## 4 LEGISLATION

Table 4 : Overview on eHealth and cancer legislation - Netherlands

| Question  | Answer | Comments/Experience   |
|---|--------|---|
| Is there a general legal framework covering eHealth related topics in your country? | Yes    | Per 1 July 2023, the Electronic Data Exchange in Healthcare Act (Wegiz) makes it mandatory that data exchange between healthcare providers takes place electronically.  |
| Is there specific legislation on the use of telemedicine?                           | Yes    | <p>The Dutch Medical Treatment Contracts Act (Wet op de Geneeskundige Behandelingsovereenkomst or WGBO)<sup>32</sup> applies to telemedicine consultations in the same way as face-to-face consultations. This means that healthcare providers must meet the same legal and ethical standards for telemedicine as they do for traditional consultations. Also the Royal Dutch Medical Association (KNMG), the Dutch College of General Practitioners (NHG) and the Dutch Association of Medical Specialists (FMS) have various guidelines concerning eHealth.</p> <p>Dutch government has developed guidelines with recommendations for the use of telemedicine in healthcare. The Dutch Healthcare Authority (NZa) has also developed reimbursement criteria for telemedicine services. The Health and Youth Care Inspectorate (IGJ) also has a Framework 'Use of e-health by healthcare providers' and 'Telemonitoring of adults at home'. Other legislation that (partly)/(in)directly concerns e-health is amongst others the Healthcare Quality, Complaints and Disputes Act (Wkkgz), the Processing of Personal</p> |

<sup>29</sup> <https://www.kanker.nl/algemene-onderwerpen/in-gesprek-met-je-arts/samen-beslissen-over-de-behandeling/keuzehulpen-bij-kanker#:~:text=Wat%20is%20een%20keuzehulp%3F,het%20best%20bij%20ie%20past>

<sup>30</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore>

<sup>31</sup> <https://www.olvg.nl/medische-informatie/prostaatanker/>

<sup>32</sup> <https://wetten.overheid.nl/BWBR0005290/2021-01-01>

| Question  | Answer | Comments/Experience   |
|---|--------|---|
|   |        | Data in Healthcare (Additional Provisions) Act (Wabvpz) and specific Dutch Standardization of Guidelines (NEN).   |
| Is there specific legislation explicitly referring to cancer prevention?                  | Yes    | Indirectly the Public Healthcare Act (WPG). The WPG states that public healthcare is health protection and health promotion measures for the population or specific groups thereof, including the prevention and early detection of (treatable) diseases. The national government fulfils the responsibility through prevention programmes, including population-based cancer screenings, among others. Also there is Policy Framework for Population Screening for Cancer (BBK) National Institute for Public Health and the Environment (RIVM) and subsequently adopted by the Ministry of Health, Welfare and Sport. BBK gives an overview of the legal and policy frameworks for the three population screening programmes for cancer in the Netherlands: those for breast cancer, cervical cancer and bowel cancer. The purpose of population screening is prevention or early detection of abnormalities. However, there are initiatives related to health promotion and disease prevention, which indirectly address cancer prevention. For example, the Dutch Prevention Agreement (Preventieakkoord) <sup>33</sup> established 2018 to reduce the burden of preventable diseases, including cancer, focusing on various topics such as tobacco, alcohol, and nutrition and physical activity important to prevent cancer. Guidelines and recommendations are available in promoting healthy lifestyle choices, cancer screening programs, and occupational health and safety regulations. In terms of prevention regarding cancer we can also mention the hepatitis B vaccination, the HPV vaccination, the Zonkrachtactieplan and the National Sports Agreement. Also the Netherlands is a member of the International Agency for Research on Cancer. |
| Is there specific legislation explicitly referring to / including eHealth in cancer care? | No     | (In)directly the Electronic Data Exchange in Healthcare Act (Wegiz), the Integrated Healthcare Agreement (IZA) and The Action Plan for Cancer care in regions (2023) of the National Health Care Institute.   |

### Further information:

- Efforts are now in the implementation of the international standard ISO 82304-2, NELL. Which stimulates the use of high-quality health-apps - ICT&health (icthealth.nl).<sup>34</sup>

<sup>33</sup> <https://www.rijksoverheid.nl/onderwerpen/gezondheid-en-preventie/nationaal-preventieakkoord#:~:text=In%20het%20Nationaal%20Preventieakkoord%20staan,meer%20dan%2070%20maatschappelijke%20organisaties.>

<sup>34</sup> [ISO-standaard stimuleert gebruik goede health-apps - ICT&health \(icthealth.nl\)](https://www.rijksoverheid.nl/onderwerpen/gezondheid-en-preventie/nationaal-preventieakkoord#:~:text=In%20het%20Nationaal%20Preventieakkoord%20staan,meer%20dan%2070%20maatschappelijke%20organisaties.)

## 5 CANCER SPECIFIC eHEALTH SOLUTIONS

Table 5 : Overview on cancer specific eHealth solutions in use – Netherlands

| Area of application/<br>type of solutions | Login Websites   | Apps  | Webinars  | Multi-disciplinary teleconferences (HCP-HPC)   | Teleconsultation (HCP-patient)   | Telemonitoring via devices   |
|---|--|---|---|--|--|--|
| <b>Ecosystem</b>                          | Yes, MedMij <sup>35</sup> (access to personal health data).  | Yes, Personal Health Environment app (PGO) connected to the standard for safe data transfers, called MedMij <sup>36</sup> and all reliable apps are listed at the online platform for patients and their loved ones <sup>37</sup> | No  | -  | Yes, many hospitals use the teleconsultation system of BeterDichtbij <sup>38</sup> | -  |
| <b>Prevention of Cancer</b>               | Yes, but no login website, general information is available via WKOF <sup>39</sup>                   | Yes, apps to improve lifestyle are available for all citizens via the municipal health service (GGD) <sup>40</sup>  | Yes, several organisations provide webinars. For instance the webinar on alcohol as risk factor for cancer by the Trimbos Institute <sup>41</sup> and from the Patient Organisation for hereditary cancer <sup>42</sup> | No   | No   | No   |
| <b>Treatment of Cancer</b>                | Yes, at Kanker.nl patients log in for personal information. Also, hospitals provide patients medical | Yes, several apps for shared decision making for the treatment of cancer are available through the Onco app   | Yes, several cancer patient organisations provide webinars. For instance the patient organisation for breast  | Yes, all hospitals facilitate regional multidisciplinary tumor boards. See for example research of success factors <sup>47</sup> | Yes, many hospitals use the teleconsultation system of BeterDichtbij               | Yes, several hospitals are working with systems to monitor symptoms. At least six hospitals currently providing home monitoring with the app |

<sup>35</sup> <https://medmij.nl/en/home/>

<sup>36</sup> Patients can use a to obtain access to their personal information at hospitals, GP and public health, thanks to the secure access through MedMij (<https://www.patiëntenfederatie.nl/over-de-zorg/pgo>)

<sup>37</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore>

<sup>38</sup> <https://www.beterdichtbij.nl/>

<sup>39</sup> <https://www.wkof.nl/nl/kanker-voorkomen>

<sup>40</sup> <https://www.ggdappstore.nl/Appstore/>

<sup>41</sup> <https://www.trimbos.nl/kennis/alcohol/alcohol-en-kanker/>

<sup>42</sup> <https://kankerindefamilie.nl/livestream-informeren-familie-en-kinderen-over-erfelijke-aanleg-voor-kanker/>

<sup>47</sup> <https://oncologienetwerken.nl/nieuws/artikel/succesfactoren-voor-een-online-mdo>

| Area of application/<br>type of solutions | Login Websites  | Apps   | Webinars  | Multi-disciplinary teleconferences (HCP-HPC) | Teleconsultation (HCP-patient)   | Telemonitoring via devices   |
|---|---|--|---|--|--|--|
|   | information at the secure hospital online portal. At kanker.nl patients can find suitable trials to participate. <sup>43</sup> Patients can find information about side effects of specific treatment at the website <a href="http://bijwerkingenbijkanker.nl">bijwerkingenbijkanker.nl</a>                 | store at the platform <a href="http://kanker.nl">kanker.nl</a> . <sup>44</sup> The Sympro app provide patients information about side effects of cancer treatment. The Sympro app allows patients to monitor side effects. The app is available in research mode to participating hospitals. | cancer <sup>45</sup> and the patient organisation for gynaecological cancers, with webinars on treatment of cancer as well as living with cancer. <sup>46</sup>   |  |  | Lusci. Two hospitals started this in 2021. This app also uses a scale for body weight and a pedometer. <sup>48</sup> Three other hospitals followed and use the same home monitoring system since 2022. <sup>49</sup> Currently also the Diakonessenhuis is working with a home monitoring system. <sup>50</sup> |
| <b>'Living with cancer'</b>               | Yes, at Kanker.nl patients can get general information and more specific information after login. Also, hospitals provide patients medical information at the secure hospital online portal. To find supportive care and additional care in the neighbourhood patients can consult a website. <sup>51</sup> | Yes, several apps for living with cancer are available through the Onco app store at the platform <a href="http://kanker.nl">kanker.nl</a> . <sup>52</sup>   | Yes, several cancer patient organisations provide webinars. For instance the patient organisation for haematological cancers providing webinars on treatment of cancer as well as living with cancer. <sup>53</sup> See also the online peer support of | -  | Yes, many hospitals use the teleconsultation system of BeterDichtbij. Also, in psychosocial care therapists are using (semi) online treatment modules <sup>55</sup> , for instance the Helen Dowling Institute <sup>56</sup> | Yes, e.g., telemonitoring of cancer patients' pain symptoms. <sup>57</sup>   |

<sup>43</sup> <https://kanker.nl/trials>

<sup>44</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore>

<sup>45</sup> [https://www.youtube.com/playlist?list=PL041\\_OXlrP-fEb1icXiwcX3SX7Gr5da64](https://www.youtube.com/playlist?list=PL041_OXlrP-fEb1icXiwcX3SX7Gr5da64)

<sup>46</sup> [https://olijf.nl/leven-met-kanker/webinar?gclid=EAlalQobChMIvs3rrOfw\\_wlVv4KDBx29eAj-EAAYASAAEglvGfD\\_BwE](https://olijf.nl/leven-met-kanker/webinar?gclid=EAlalQobChMIvs3rrOfw_wlVv4KDBx29eAj-EAAYASAAEglvGfD_BwE)

<sup>48</sup> <https://vliegwielfcoalitie.nl/inspiratie/wegwijzer-thuismonitoring/oncologie/kanker/>

<sup>49</sup> <https://icthealth.nl/nieuws/drie-ziekenhuizen-rollen-samen-thuismonitoring-uit/>

<sup>50</sup> <https://www.diakonessenhuis.nl/folders/thuismonitoring-kanker>

<sup>51</sup> <https://www.oncologiezorgnetwerken.nl>

<sup>52</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore>

<sup>53</sup> <https://www.hematon.nl/verslagen>

<sup>55</sup> <https://www.lvmp.nl/onderzoek-kwf-ehealth-interventies-voor-mensen-met-en-na-kanker/>

<sup>56</sup> <https://hdi.nl/behandeling/online-therapie/>

<sup>57</sup> <https://nvpo.nl/project/telemonitoring-van-pijn-bij-kanker/>

| Area of application/<br>type of solutions | Login Websites  | Apps              | Webinars   | Multi-disciplinary teleconferences (HCP-HPC) | Teleconsultation (HCP-patient)                                       | Telemonitoring via devices |
|---|---|-------------------|--|--|--|----------------------------|
|   |   |                   | the patient organisation for breast cancer <sup>54</sup>   |  |  |                            |
| <b>Rehabilitation from Cancer</b>         | Yes, at Kanker.nl patients log in for personal information. Also, hospitals provide patients medical information at the secure hospital online portal. To find supportive care and additional care in the neighbourhood patients can consult oncologiezorgnetwerken.nl to find a local network. | Yes <sup>58</sup> | Yes, several patient organisations and hospitals provide webinars on rehabilitation from cancer. For instance on cancer and work, by the patient organisation of gynaecological cancer <sup>59</sup> , and also see the example of the webinar of Jeroen Bosch Hospital. <sup>60</sup> | -  | Yes, many hospitals use the teleconsultation system of BeterDichtbij | -                          |
| <b>Palliative Cancer Care</b>             | Yes, there is a website that provides a lot of information for patients and their loved ones <sup>61</sup>  | No                | Cancer Patient Organisations provide webinars about palliative care, e.g. the Patient Organisation for Blood Cancers <sup>62</sup> and the Patient Organisation for Gynaecological Cancers Olijf <sup>63</sup>   | -  | -  | -                          |

### Further information:

- No further information identified.

<sup>54</sup> <https://www.borstkanker.nl/agenda/online-gespreksgroepen-voor-ayaz-met-uitgezaaide-borstkanker>  
<sup>58</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore/app/leefstijl>  
<sup>59</sup> <https://olijf.nl/leven-met-kanker/webinars-2025>  
<sup>60</sup> <https://www.jeroenboschziekenhuis.nl/afdelingen/oncologisch-centrum/kanker-oncologie/werk-en-kanker>  
<sup>61</sup> <https://overpalliatievezorg.nl/>  
<sup>62</sup> <https://www.hematon.nl/verslagen/webinar-palliatieve-zorg>  
<sup>63</sup> <https://olijf.nl/leven-met-kanker/webinars-2025>

Table 6 : Number of eHealth solutions available and in use – Netherlands

| Question   | Answer | Comments/Experience  |
|--|--------|--|
| How many eHealth solutions (in the sense of medical devices and thus 'authority approved/certified') solutions are existing currently in your country in the context of cancer care/treatment? | Yes    | A systematic review in 2022 showed 38 interventions. Most of these were web portals or web applications functioning to inform and self-manage and target psychosocial factors or problems. Few interventions have been tailored to age, disease severity, or gender. The results of this study indicate that eHealth interventions could positively affect sleep quality, fatigue, and physical activity of patients with and survivors of cancer. Inconclusive results were found regarding daily functioning and quality of life, psychological complaints, and psychological adjustment to the disease. <sup>64</sup> |
| Is there a website or other information on solutions that are recommended to the public for use (e.g. a selection of health apps that are recommended to cancer patients or in general)?       | Yes    | Anyone who wants to access their health data can do so via a personal health app connected to the standard for safe data transfers, called MedMij, the standard in the Netherlands for the secure exchange of health data between care users and care providers. Anyone that is certified and meets MedMij's criteria is allowed use the MedMij label. <sup>65</sup> The apps in the kanker.nl appstore (oncostore) have been assessed against the GGD criteria. Assessment will switch to the ISO 82304-2 within the EU project 'label to enable', including the appointment of one or more reliable app assessors.     |
| Can you give an estimation on how the split between private and public apps are available? Give an estimate percentage of public solutions.  | N/A    | No further information available.  |
| How can providers and patients assess if the apps are reliable? Is there a certification or quality approval procedure in place? If yes, which kind of procedure?                              | Yes    | Reliable apps are listed by the information platform for cancer patients and their family <sup>66</sup> . Currently use of GGD criteria and moving to use of the ISO 82304-2 standard (see above).   |
| How many Health Care Providers use such solutions? Which sector uses rather which types of solutions?  | N/A    | Numbers are still difficult to indicate, but all major eHealth platforms are already connected or joining in.  |

### Further information:

- The platform Kanker.nl provides the Onco Appstore with more than 70 apps available for cancer patients: <https://www.kanker.nl/hulp-en-ondersteuning/appstore>.

<sup>64</sup> <https://pubmed.ncbi.nlm.nih.gov/35699991/>, Publication of 14 June 2022

<sup>65</sup> <https://medmij.nl/en/home/>

<sup>66</sup> <https://www.kanker.nl/hulp-en-ondersteuning/appstore>