



Introduction to « ROR »



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1. Key Informations

Key Informations

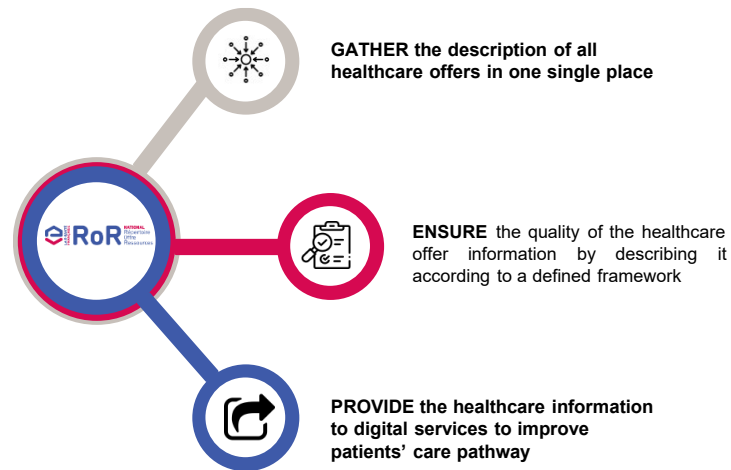
The National Directory of Healthcare Services and Medical-Social Resources (ROR) is a data repository which compiles a comprehensive set of healthcare offerings description in health facilities, including services able to treat elderly individuals losing autonomy and disabled patients, as well as procedures done in private medical facilities.

- The ROR has an **important and crucial function within the French eHealth doctrine**
- Acting as a back-office tool it provides digital services with healthcare information aiming at improving patients' care journey by :
 - Enabling healthcare professionals to quickly find the resources suited to their patients needs.
 - Providing bed availability overview in healthcare facilities.

You can find an array of information in the ROR such as :



Hospital unit types descriptions, specific hospital equipment, operational activities, capacity and place/bed availability in a health facility...



The national ROR aggregates and consolidates regional RORs healthcare offerings descriptions. It provides access to national healthcare services through a single, secure entry point. Service quality for users is thus improved. The aim is to gradually replace regional RORs by the national ROR.

The National Directory of Healthcare Services and Medical-Social Resources (ROR) objective is to **centralize essential information at a national level. For example :**

- The description of healthcare services offered by hospitals, health **facilities and services** able to treat elderly individuals losing autonomy and disabled patients, as well as in private medical facilities.
- **Bed availability overview** in healthcare facilities.

As a core reference within the national digital health framework, the « ROR » enables :

- The facilitation of digital service deployment which helps guide users by **providing standardized access to national healthcare offerings.**
- The improvement of service description quality by **centralizing the effort** of stakeholders to **describe their services in a single place.**
- Visibility of **available beds in critical care services** (medicine, intensive care).



The ROR enables an efficient and tailored patient care experience throughout their care pathway by reducing the time professionals spend searching for the most suitable healthcare service. The informations are provided through digital services powered by the ROR.

As a core repository, ROR includes medico-social and private medical facilities description :

- The workload for these structures is reduced. They no longer add their description in each of the digital services that uses their healthcare offer.
- The healthcare offer is defined as a set of care or services provided by a healthcare structure (healthcare facility, medico-social structure, a private medical facility).

In this context, ROR goals are to :



Reduce the time spent searching for the healthcare offer best suited to the user's needs.



Reduce the risk of gaps in care



Improve coordination between care and professionals



Optimize management of health crises, in particular by sharing bed availability



2. Stakeholders

Ministry of Health

- The Ministry of Health defines the **legal framework** of the ROR and the **strategic roadmap** of this back-office tool.

eHealth Agency

- The eHealth Agency supervises the **technical implementation** and **national coordination** of the ROR. The eHealth Agency also leads the deployment of the ROR.

Digital services

- Several digital services use the information provided by the ROR in order to **improve patient care** and **reduce the time a healthcare professional needs** to find the most appropriate service for their patient

Health facilities

- The ROR “**referents**” of every health facility **complete and regularly update the information** of their facility or unit in the ROR

Regional Health Agency (ARS)

- Every Regional Health Agency is a **strategic partner** of the eHealth Agency in order to deploy the ROR.

Regional Organizations Supporting the Development of eHealth (GRADEs)

- These regional organizations are **operational partners** of the eHealth Agency and the Regional Health Agency.





3. Use cases

Centralized healthcare information improves the patient care journey as they become easily accessible on a lot of digital services.

The ROR is comprised of both publicly accessible and restricted data. The latest being only accessible to healthcare professionals, facilities and institutional partners of the ROR.

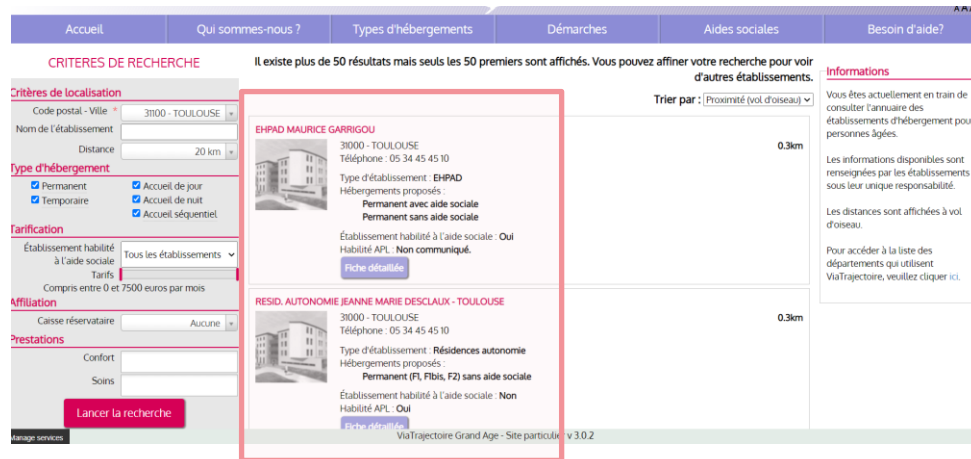
The following slides showcase use cases of ROR inputs in several digital services.



Helping doctors find nursing homes for elderly patients with autonomy loss

- If a doctor needs to find a nursing home for a patient with decreasing autonomy, they can complete a file on **ViaTrajectoire**, describing the patient's medical and accommodation needs

- ViaTrajectoire** generates a list of nursing homes meeting the patient's criteria, using data from the ROR



The screenshot displays the 'CRITÈRES DE RECHERCHE' (Search Criteria) section of the ViaTrajectoire application. It includes fields for 'Code postal - Ville' (31000 - TOULOUSE), 'Nom de l'établissement', 'Distance' (20 km), and 'Type d'hébergement' (Permanent, Temporary, Accueil de jour, Accueil de nuit, Accueil séquentiel). The 'Tarification' section shows 'Établissement habilité à l'aide sociale' (Tous les établissements) and 'Tarifs' (Compris entre 0 et 7500 euros par mois). The 'Affiliation' section shows 'Caisse réservataire' (Aucune). The 'Prestations' section shows 'Confort' and 'Soins'. A 'Lancer la recherche' button is at the bottom.

The search results section shows two results, both at 0.3km distance:

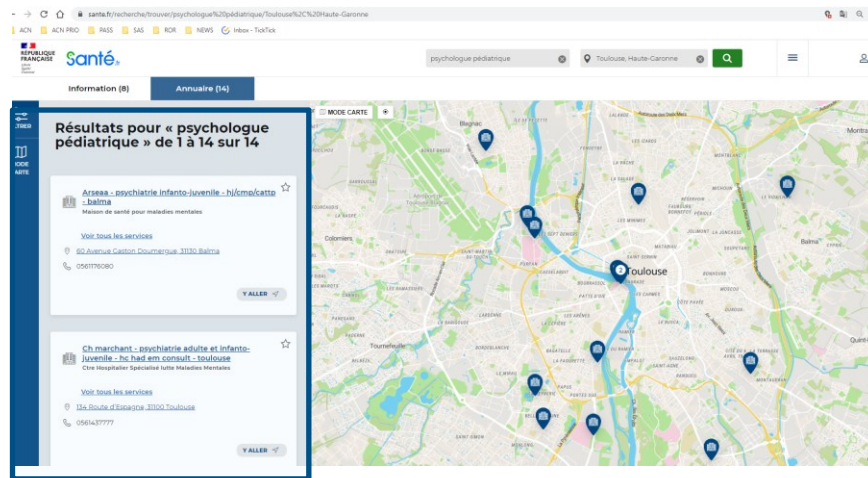
- EHPAD MAURICE GARRIGOU**: 31000 - TOULOUSE, Téléphone: 05 34 45 45 10. Type d'établissement: EHPAD. Hébergements proposés: Permanent avec aide sociale, Permanent sans aide sociale. Établissement habilité à l'aide sociale: Oui. Habilité APL: Non communiqué. [Fiche détaillée](#)
- RESID. AUTONOMIE JEANNE MARIE DESCLAUX - TOULOUSE**: 31000 - TOULOUSE, Téléphone: 05 34 45 45 10. Type d'établissement: Résidences autonomie. Hébergements proposés: Permanent (F1, F1bis, F2) sans aide sociale. Établissement habilité à l'aide sociale: Non. Habilité APL: Oui. [Fiche détaillée](#)

At the bottom, it says 'ViaTrajectoire Grand Age - Site particulier v 3.0.2'.

Through ViaTrajectoire, ROR allows doctors to quickly find the right nursing home for their patients, ensuring faster and more efficient care.

Helping parents find nearby pediatric psychologists

- A parent can search for a pediatric psychologist on [santé.fr](https://www.santé.fr), a public website offering information on healthcare providers in France
- [Santé.fr](https://www.santé.fr) generates a list of psychologists matching the search criteria using information from the ROR



Through the website [santé.fr](https://www.santé.fr), ROR allows parents to quickly find the right specialists for their child, saving time and ensuring the best care options are available

Monitoring ICU Bed Availability

During Covid-19 crisis, the ROR was especially used to **monitor bed availabilities in intensive care units**. Every hospital regularly updated its bed availabilities which allowed the ROR to give a national overview of available beds and as such redirect Covid-19 patients to hospitals with available beds in intensive care units



Emergency Response with ROR

Marc, an emergency doctor in a Mobile Emergency and Resuscitation Service (SMUR), responds to a road accident involving a multi-trauma patient. To **ensure rapid and effective treatment**, he must carry out a detailed medical assessment on site and identify, in real time, a suitable facility to receive the patient and transmit the dematerialized report to the chosen facility to anticipate the patient's admission. To do this, he uses a digital service connected to the national ROR. It generates and shares a dematerialized assessment while facilitating patient referral to a suitable hospital structure.



Patient care and referral

Sophie, a practitioner in private practice sees a patient suffering from chronic pain requiring rheumatology care. She would like to **refer him to a specialist as soon as possible**. The skills, qualifications, availability and location of the medical facility need to be taken into account. She uses a digital medical appointment booking service, connected to ROR, which enables her to quickly identify a suitable specialist.



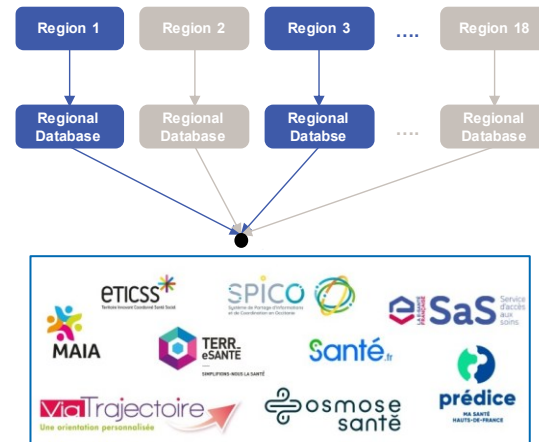
With the ROR, healthcare providers are empowered to make faster, data-driven decisions, improving patient outcomes.



4. Roadmap

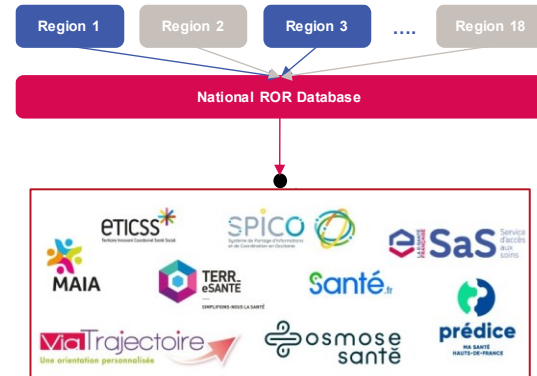
The regional databases : aging solutions that need to be redesigned

- There are currently **2 software solutions for managing the operational directory of resources**: the ROR leSS solution and the ROR IR solution
- All 18 regions use and deploy the **software solution of their choice**
- The GRADeS and ROR “referents” in healthcare facilities complete their regional ROR with the healthcare information
- To have a national overview of the healthcare information, every digital service that uses the information of the ROR **needs to connect to the 18 regional ROR databases**



The target vision for the ROR database is to become a single point of access

- One modern, **unified software solution**
- **A single ROR database and access point, gathering the relevant healthcare information and enabling all digital services to use it to improve patient care**
- A 5-year roadmap, with the first milestone reached in 2023
 - **Private healthcare professionals** can now contribute their services to the national ROR database (*widespread by 2024*)
 - **Bed Management solutions** can contribute to the national ROR
 - **Health and medico-social establishments** will contribute to the national ROR (*widespread by 2026*)





5. Our next challenges

More information...



Software solutions provider

To access the ROR data, every digital service must meet all the administrative criteria before accessing and using the dedicated test platform

ROR public data are also available in open data format on the data.gouv.fr platform

<https://gnius.esante.gouv.fr/fr/reglementation/fiches-reglementation/repertoire-national-de-loffre-et-des-ressources-ror>

<https://industriels.esante.gouv.fr/produits-et-services/repertoire-national-offre-ressources-sante-ror>

Healthcare professional or facilities



To access the ROR, you need to contact your Regional Health Agency (ARS) or the Regional e-Health Development Support Group (GRADEs)

They will provide you with the information you need and guide you on how to use the ROR.

<https://esante.gouv.fr/produits-services/repertoire-ror>



esante.gouv.fr

Le portail pour accéder à l'ensemble des services et produits de l'agence du numérique en santé et s'informer sur l'actualité de la e-santé.



<https://www.linkedin.com/company/agence-du-numerique-en-sante/>