

Well-Nest

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ABSTRACT

Healthcare is often slowed down by information management bad communication between doctors and other healthcare workers and slow access to patient information. These problems lead to paperwork, wasted time and a higher chance of mistakes in healthcare. This paper talks about WELLNEST, a digital platform that brings together patients, doctors, pharmacists and administrators in a safe online space. WELLNEST makes it easy to schedule appointments manage prescriptions online store patient records in one place and coordinate with pharmacies in time all while keeping information safe and secure. WELLNEST focuses on keeping data safe making it easy for users and streamlining healthcare work. This helps make healthcare work better for everyone involved. Tests of the system show that it improves how healthcare services work together reduces delays by 60- 70% and makes healthcare more accessible. The way WELLNEST is designed makes it a good solution for healthcare especially, for smaller healthcare facilities.

Keyword: Digital Healthcare, Electronic Health Records, Healthcare Coordination, Role-Based Access Control, Healthcare Management Platform, Service Integration

1. INTRODUCTION

The world is moving fast towards digital transformation in healthcare and this has shown us how bad our old systems are, especially in places where the internet and computers are not widely used. Most healthcare places still use paper for keeping records scheduling appointments and talking to each other which includes healthcare providers, patients and pharmacies. This causes a lot of problems like delays in talking about patient care not having all the information we need doing the paperwork over and over and making mistakes that can hurt people [1].

Healthcare providers often do not have all the information they need about a patient when they are talking to them so they have to make decisions without knowing everything. A study by the National Academies of Medicine found that 80% of really bad medical mistakes happen because people do not communicate well when patients are moving from one care place to another and this is often because our information systems are not connected. Patients have to deal with a lot of hassle because they have to fill out the paperwork at different places, they cannot easily see their own medical information and they do not know what is going on with their care. The people who work in the offices have much work because they have to keep all the records and coordinate everything, which takes them away from helping patients [2].

This is also very expensive. The healthcare industry spends about \$8.3 billion every year on things like paper records and scheduling appointments by hand. Also, when prescriptions are not communicated well about 1.5 million patients in the United States are affected every year. This costs more than \$3.5 billion to treat [3].

WELLNEST helps with all these problems by giving us a central place to manage healthcare online, where everyone involved can work together. This system makes it easier to schedule appointments manage prescriptions, store medical records and work with pharmacies all while keeping information safe [4]. WELLNEST uses existing frameworks for health to bring all the different parts of healthcare together into one system that works well [5].

2. LITERATURE REVIEW

1. The History of Healthcare Information Management Systems

Healthcare Information Management Systems have changed a lot over the five decades. They used to be paper-based. Now they are digital. In the 1960s and 1970s Healthcare Information Management Systems were simple and only used for billing and scheduling. In the 1980s they started to be used in laboratories and pharmacies. The 1990s saw the introduction of Electronic Medical Record systems. These were only used within institutions and were not shared with others. The 2000s saw the introduction of Electronic Health Record systems, which were used across organizations. This was helped by the HITECH Act. Now Healthcare Information Management Systems focus on sharing information and analyzing data.

However, there is still a problem with different Healthcare Information Management Systems not being able to share information with each other which makes it hard to give care to patients.

2. Electronic Health Records and Interoperability Standards

Electronic Health Record systems have developed alongside standards that allow different organizations to share data. HL7 and FHIR are two standards for sharing healthcare data. Research shows that using FHIR-based systems improves the sharing of data and keeps the meaning of the data consistent. However, many hospitals are not able to share information electronically with other providers. This creates a problem where patient information is trapped within one organization and cannot be accessed by providers. New systems should be designed to be compatible with FHIR from the start so that they can share information with systems.

3. Role Based Access Control in Healthcare

Not every person using health care tools needs the same view of data. What shows up depends on who is looking. A patient check results easily yet picks exactly who gets access. Decisions rely on full details visible only to physicians. Prescriptions appear clearly when pharmacists require them. Changes stay off limits even during routine lookups by certain roles. Only specific actions match each user's role. Control remains tight without slowing down necessary steps. Seeing something does not mean altering it is allowed. Access fit's purpose, nothing more. Seeing details matters for admins, yet personal patient records stay hidden. What people access depends on their role, shaped by how clinics operate day to day. Rules built into the software match real tasks workers handle across departments. Permissions shift quietly behind the scenes without drawing attention. Function shapes access, not job titles alone. Each step in care sets limits on viewing or acting within the system.

4. Digital Tools for Safer Medicine Use

Putting meds into computers helps avoid mistakes better than old paper slips. Studies found mistake rates drop over half when using digital tools instead of handwriting. These programs catch problems - like bad mixtures between drugs or allergic reactions - and confirm if a dose makes sense. Still, the tech works best only when linked to other software at pharmacies. Without those links, some risks stick around even with digital help.

5. Patient Portal Access and Engagement

Patient portals are really helpful for patients. They make patients happy. They like using them. When patients can use portals they are better at taking their medicine. They also understand their health problems better. They like their doctors more.

Patient portals have things, like letting patients make appointments and ask for medicine. Patients can also send messages to their doctors and see their lab results. Patient portals only work well if they are easy to use and if they work with the way doctors do things. If patient portals do not work with the way doctors do things they are not used much and they do not help very much. Patient portals need to be a part of the way doctors work not something extra.

6. Pharmacy Coordination and Inventory Management

When prescribers work closely with pharmacists, mistakes drop. Smooth teamwork cuts delays in filling prescriptions. Clear communication prevents harmful mix-ups in drugs. Mistakes fade when both sides share info fast. Patient safety climbs with better links between clinics and pharmacies. Fewer errors show up when details pass clearly from one to the other.

It turns out clear tracking of medicines helps pharmacies avoid mistakes when giving them out, shortens how long people stand waiting, while also making it more likely patients stick to their treatment plans. When staff can see what's in stock at any moment, they adjust orders smarter - fewer empty shelves appear, less medicine gets tossed due to expiration. Alerts kick in automatically if supplies run low, linking straight into order channels with suppliers for smoother restocking. Crucial features include two-way messaging so pharmacists can check details directly with doctors, plus recording dispensed items right inside a person's full medical history.

7. Appointment Scheduling and Workflow Optimization

Digital systems for scheduling appointments really help cut down on people who do not show up. This is a deal because these systems send reminders to people on their own. They also make it a lot easier for patients to get the care they need from doctors. When we use systems to connect the schedules of doctors with what patients want it makes the workflow of clinics a lot better. This is a thing because it reduces the amount of work that administrators have to do. Appointment Scheduling really helps with this. By using Appointment Scheduling and Workflow Optimization we can make things easier, for patients and doctors.

8. Keeping Healthcare Data Safe and Following Regulations

Healthcare applications need to have security measures in place. These measures have to balance keeping information safe with making sure doctors and nurses can do their jobs easily. We know that using codes to protect data asking for passwords and other identification and keeping detailed records of everything that happens are all very important for keeping healthcare information safe. Healthcare systems have to follow a lot of rules like HIPAA and GDPR and also local laws about protecting data. This means that the systems have to be

flexible so they can meet the requirements of different countries and areas. To keep Healthcare Data safe, we need to use codes to protect it when it is stored and when it is being sent somewhere. We also need to be very careful, about who can access Healthcare Data and keep records of everything that happens that cannot be changed so we can meet the requirements of the regulations.

9. Gaps, Challenges and Design Implications for WELLNEST

With new healthcare technology there are still some big problems. The main issues with WELLNEST are: (1) it is hard to get all the information from systems so we do not have a complete picture of the patients health, (2) when patients move from one care place, to another the care process gets disrupted, which can lead to mistakes (3) the people involved in the patients care do not work together so the patient does not get the best care (4) there are a lot of rules to follow so the system has to be flexible and (5) the system is not easy to use so it gets in the way of the healthcare workers doing their jobs and patients being involved in their own care.

3. PROBLEM STATEMENT

The way we manage healthcare now is not working very well. Patient information is over the place in hospitals, clinics, pharmacies and laboratories and none of these places can share information with each other. This means that doctors and nurses do not have all the information they need to make decisions about patient care. In fact, serious medical mistakes happen because of poor communication when patients are moving from one care setting to another. A lot of tests are repeated because the results are not available which costs a lot of money.

It is really hard for everyone involved in care to work together. Scheduling appointments is a hassle and takes a long time and a lot of people do not show up anyway. When doctors write prescriptions by hand they can get. Forged and it takes pharmacies a long time to verify them. This means that patients have to wait a time to get their medicine. Also, pharmacists do not have access to information like what allergies they have or what medications they are taking which is not safe.

Patients don't have any way to know if their doctor is available or if their prescription is ready or even if the pharmacy has the medicine they need. They just have to show up and hope. The people who work in healthcare administration spend a lot of time doing things by hand like scheduling and filing which is a big waste of time and money. In fact, it costs the healthcare industry a lot of money every year. Then there is the problem of security. Paper records and unsecured communication are not safe. There have been a lot of cases where patient information has been stolen or lost. This is a problem and it costs a lot to fix. Because manual systems are not secure healthcare facilities can get in trouble for not following the rules.

WELLNEST is trying to fix all these problems by creating a platform that brings all patient information together in one place and makes it easy for everyone to work together. This platform can help small, to medium healthcare facilities work better and provide care for patients.

4. PROPOSED SYSTEM

Inside WELLNEST, care happens in one spot online, making teamwork smoother across roles. From patients to pharmacists, each person links up without jumping between separate tools. Scattered notes and delayed messages still trip up clinics today. This platform weaves key actions and details into something clear, less tangled. One view holds what matters, cutting through the usual clutter. One place holds everything needed, so there is no jumping from app to app or pausing to wait on another team. Inside this single space, medical records sit alongside medication details and ways to message colleagues. Less backtracking means fewer mistakes, minutes add up when tasks flow smoothly.

Attention stays where it matters most - hands-on support for those receiving care. Right off, the setup brings together a few main pieces that fit without hiccups. Scheduling appointments gets handled by one piece, making it easier for both clinics and people needing care to lock in visit times. Instead of juggling slips of paper, e-prescriptions go straight from doctor to pharmacy through another section. All patient files live in a single protected hub, meaning anyone allowed sees the latest version at once. Linking up with drugstores means prescription info flows fast, cutting delays between medical staff and dispensers. Information flows smoother once those linked parts do their job. Since scheduling ties directly to records, plus prescriptions stay in sync, things move quicker. One system handles it all - no waiting on handoffs. That kind of setup cuts out hiccups. With everything talking at once, errors drop without extra effort. Speed climbs when pieces fit like they should. WELLNEST takes shape from clear ideas. Right off, it values being straightforward - no clutter, just sense. Navigation slips into place because the layout listens to how people actually move through tools. Smoothness drives each piece built, steering away from tangles. Making health chores lighter sits at the core, never heavier. Here's how it works differently. Built on what patients actually go through, day by day. Not shaped by software demands, but by hospital routines and personal needs. When doctors move between tasks, the platform keeps up - no extra steps required. Smooth because it follows human rhythm, not the other way around. Keeps safety front and center, right from the start. Built-in shields guard data instead of bolting them on after. Medical details stay locked down through tough scrambling, strict entry limits, tight oversight. Logs track every move someone

makes inside.

Let's groups show clear records of who did what when. Built right into hospitals' current tools, WELLNEST talks the same language as many medical systems. Thanks to common formats like FHIR and HL7, it shares data freely instead of trapping it behind walls.

Information flows out, in, across - smoothly. Doctors, nurses, clinics find it fits where they already work. No overhaul needed just to make it part of daily practice. A single doctor's office might be the beginning. Later, busy hospital networks could rely on it just the same. Built to bend, not break, the structure adapts quietly behind the scenes. Big changes do not demand total overhauls. Growth slips in smoothly when needed.

Ease of use matters just as much. Built for everyone, from tech novices to pros, the system fits how people actually work. Medical teams, office workers, even patients - each can grasp it fast, with little need for instruction. If a tool flows like part of the routine, folks tend to stick with it throughout their day.

Aiming to make health care easier, WELLNEST gathers key services into one place. Inside a protected digital space, things link up smoothly. The design stays clear, built for real daily use. Connections form without hassle, keeping everything in reach. Security wraps around each feature quietly. Access works simply, step by step. What matters most sits upfront, not buried. Digital tools behave like helpers, not hurdles. This setup runs on clarity, nothing extra.

The key functional components of the proposed system are described below:

Image 1: Home Page - Patient Landing Screen

- Serves as the entry point for all users with a clean, welcoming interface
- Header provides "Sign In" and "Register" buttons for authentication
- Hero section displays tagline "Your Personal Health Assistant" with platform value proposition
- Three core service cards illustrate key functionalities:
 - **Appointment Management:** Track all medical appointments
 - **Medicine Tracker:** Timely medication reminders
 - **Find Hospitals:** Discover nearby providers, check availability, and read reviews
- Establishes patient-centric approach while communicating core value proposition

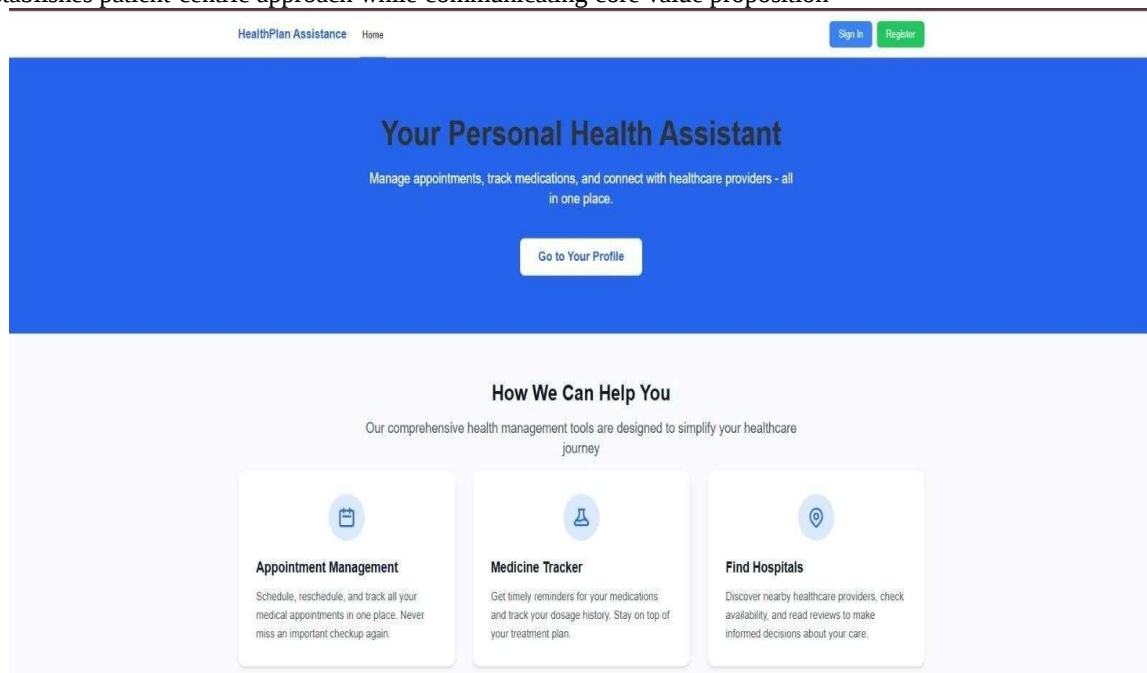


Image 2: Patient Dashboard - Hospital Discovery

- This screen is the patient's hospital discovery dashboard. It is designed to help users find hospitals. The hospital discovery dashboard uses location and search features to do this.
- The page is called "Find Hospitals Near You". It has a search bar where patients can look for hospitals. They can also look for services or specific locations in the search bar.
- The main part of the page shows a list of centers in Ratnagiri. Each medical center has details. These details help patients choose the hospital.
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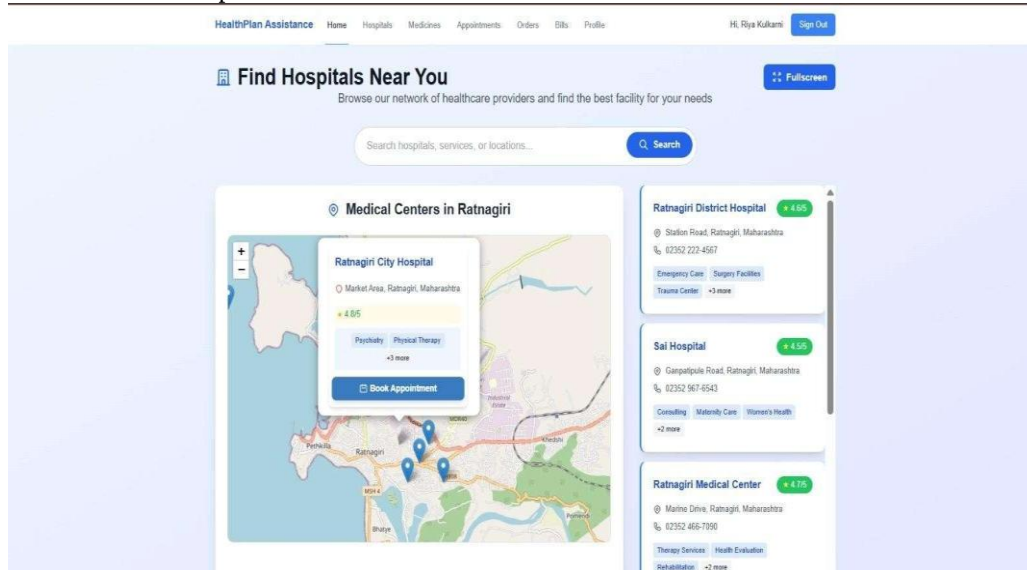


Image 3: Admin Panel - User Management

- The admin panel shows the user management page with a good role-based access control system.
- The admin dashboard has these parts: Home, Admin, Users, Approvals, Reports, Memberships, Campaigns, Audit Logs, Profile.
- The user management table has four parts:
 - NAME: This is the name of the User Management user
 - EMAIL: This is the email address of the User Management user
 - ROLES: These are the roles that the User Management user has like User Management PATIENT, User Management DOCTOR, User Management PHARMACIST, User Management ADMIN
 - ACTIONS: These are the buttons to manage the roles of the User Management user like adding or removing permissions
- The User Management users are shown with role combinations, like One role, such as User Management PHARMACIST only User Management DOCTOR only User Management PATIENT only.
- Many roles, such as User Management PATIENT and User Management PHARMACIST or User Management PATIENT and User Management DOCTOR and User Management ADMIN and User Management PHARMACIST.

HealthPlan Assistance

Home

Admin

Users

Approvals

Reports

Memberships

Campaigns

Audit Logs

Profile

Hi, Admin

Sign Out

Users

NAME	EMAIL	ROLES	ACTIONS				
Dhane Amol Tukaram	amol@dhane1@gmail.com	PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PHARMACIST</button>
Dhane Dnyaneshwar Tukaram	dnyaneshwar1@gmail.com	PATIENT, PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PATIENT</button>
			<button>Revoke PHARMACIST</button>				
Ayare Darshan Nareesh	darshan123@gmail.com	PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PHARMACIST</button>
2205 Vedant Gurav	vedantgurav96@gmail.com	PATIENT	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PATIENT</button>
Dhane Karan Ashok	karan@dhane1@gmail.com	PATIENT, DOCTOR, ADMIN, PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PATIENT</button>
			<button>Revoke DOCTOR</button>		<button>Revoke PHARMACIST</button>		
Dhane Karan Ashok	karan@dhane12345@gmail.com	DOCTOR	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke DOCTOR</button>
Darshan Nareesh Ayare	darshanayare13@gmail.com	DOCTOR	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke DOCTOR</button>
Bhaskar Sahil	sahilbhaskar@gmail.com	PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PHARMACIST</button>
sahil vilas bhatkar	sahilbhatkar0209@gmail.com	PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PHARMACIST</button>
sahil	sahil0209@gmail.com	PATIENT	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PATIENT</button>
karan	karan@gmail.com	PHARMACIST	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke PHARMACIST</button>
Dhane Karan Ashok	karan@dhane@gmail.com	DOCTOR	<button>Add PATIENT</button>	<button>Add DOCTOR</button>	<button>Add PHARMACIST</button>	<button>Add ADMIN</button>	<button>Revoke DOCTOR</button>

Image 4: Doctor Dashboard - Analytics View

- Shows doctor's analytics dashboard with clinical insights and practice metrics
- Navigation includes: Home, Dashboard, Appointments, Patients, Prescriptions, Analytics, Profile

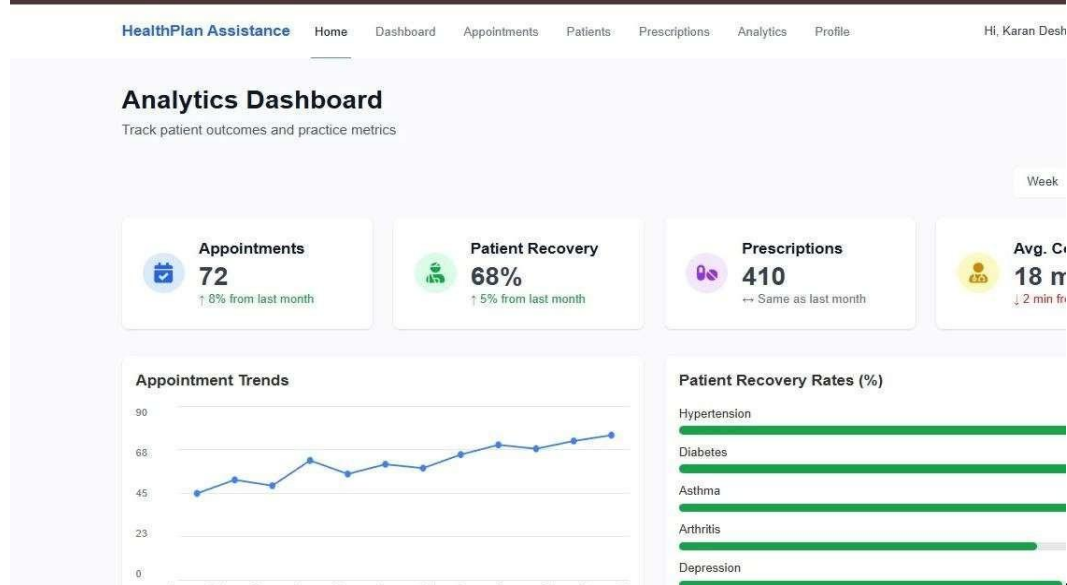
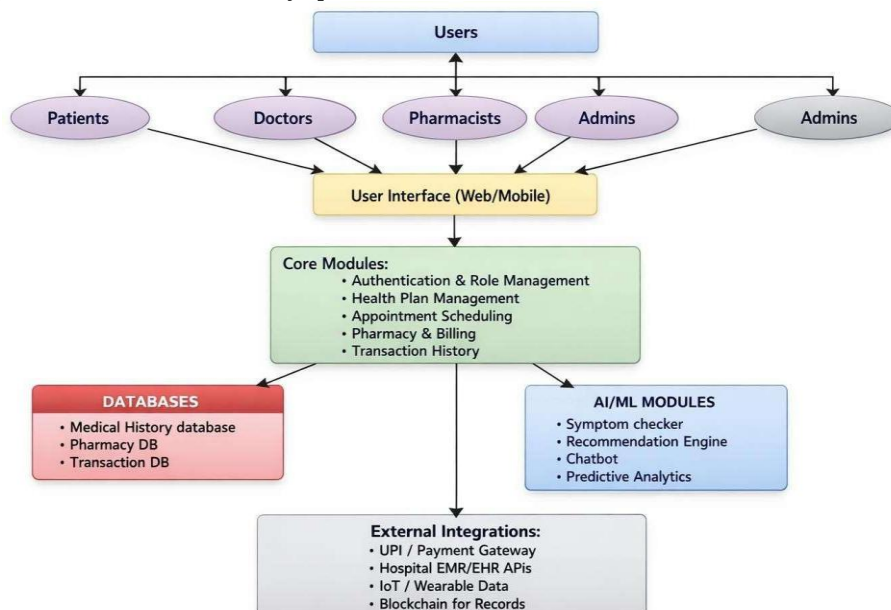


Image 5: Pharmacist Dashboard - Overview

- Shows the pharmacist's main dashboard with an overview of daily pharmacy operations.
- Navigation menu includes options such as Home, Dashboard, Prescriptions, Inventory, Orders, Analytics, and Profile for quick access to different functions.

5. SYSTEM ARCHITECTURE

Built using a current multi-level design, WELLNEST runs through five main parts: one for users, another for core functions, one storing information, a section handling artificial intelligence tasks, alongside a final piece linking outside systems. Kept apart from each other, these pieces let display features, rules, data handling, smart analysis, and connections work without interfering - making updates smoother down the line. Handling many people at once, it keeps performance steady no matter if someone is admin, provider, or client. Data stays accurate and protected even when activity spikes across roles.



1. User Layer

- Patients, Doctors, Pharmacists and Administrators
- Responsive web and mobile interface using Next.js

- Role-based dashboards with tailored access and views

2. Core Modules Layer

- Secure Login Multi Factor Authentication Role Based Access Control Granular Permissions
- Health plan management with EHR storage medical history and clinical records
- Last thing first - scheduling fits live calendars. Right after that, appointments lock in instantly online. Follows up automatically with alerts before visits. Puts dates straight into daily planners without extra steps
- Starting off, pharmacies handle medicine orders by checking what's available. Moving along, stock levels get updated once items are sold or restocked. After that, payments go through secure systems to finish transactions
- Last thing first - every move gets recorded. Tracking stays sharp for rules checks. Logs hold each step, nothing slips through

3. Database Layer

- User Data Store with Profile Details Access Roles
- Medical history database with patient records diagnoses medications and allergies
- Pharmacy Database Managing Medicines Inventory Suppliers Expiry Dates
- Financial Records Appointment Logs Prescription Fulfillment

4. AI/ML Modules Layer

- Symptom Checker AI Preliminary Assessment
- Personalized Treatment Suggestions
- Chatbot Handles Patient Questions Anytime
- Predictive Analytics Health Trend Analysis Risk Prediction

5. External Integrations Layer

- UPI Payment Gateway digital payments insurance claims
- Hospital EMR EHR API Integration with Current Systems
- Blockchain Keeps Records Secure and Manages Consent

6. CHALLENGES

Finding a way through the maze of rules, tech hiccups, and daily operations defines how WELLNEST moves forward - each hurdle shapes its path. Success isn't handed over; it's built step by step when these pieces finally line up.

Getting information to flow between different medical systems - like those used in hospitals, clinics, and pharmacies - is tough because they often speak separate digital languages. When one system stores details differently than another, matching them up needs more than just copying files; it involves translation layers that adapt on the fly. Keeping everything updated at once - from doctor visits to medicine orders - gets messy when lots of people act at the same time. Messages pass behind the scenes to prevent overlaps, using queues that manage timing so nothing steps on anything else. If too many requests come in together, the structure must absorb pressure without slowing down or breaking. Splitting tasks into smaller services helps spread load, allowing extra capacity to be added only where needed. Each piece runs separately but still talks to others, reducing weak points in the whole setup. People access the system from phones, tablets, desktops - all sizes matter equally when building how things look and work. Design starts small, then expands outward, making sure touchscreens aren't afterthoughts. Not every location has strong web signals; sometimes connections drop or crawl. Even then, core actions should keep working thanks to built-in fallback modes that store activity locally until signal returns. Once connection restores, changes sync quietly in the background, no manual restart required.

7. FUTURE DIRECTION

Firm ground in digital care links is what WELLNEST builds on - yet updates loom ahead, shaping sharper performance, wider reach, smoother flow. Some shifts will stretch capacity, others refine how people interact, most adjust behind the scenes without notice.

When new info comes in, alerts about dangerous mix-ups between medicines get smarter - only the serious ones stand out, so they're harder to ignore. Right when a doctor sees a patient, guidance from trusted health groups shows up, sorted by illness type, age, or other conditions the person has. A system watches how patients act - their habits, their records - and spots who might land back in the hospital or skip pills before trouble starts. Instead of guessing which pill works best, choices now come shaped by someone's genes, past responses, and traits no two people share.

8. CONCLUSION

From the start, WELLNEST shows how a single online space can reshape health care by linking patients, physicians, druggists, and office staff together. Instead of scattered records, it tackles disorganized information

through smooth connections across roles. One big win? Clearer access replaces hidden updates that often slow things down elsewhere. Paperwork piles fade when tasks shift into automated paths behind the scenes. Safety gaps common in older setups get replaced with tighter controls built right in.

Strong access rules based on roles, full data encryption, layered design - that mix builds security while allowing growth. Easy-to-use screens meet different needs: finding hospitals for patients, tracking stats for doctors, handling prescriptions for pharmacists, managing users for admins - all fit naturally into daily work.

Some tests showed big gains. Admin work now takes much less time - about two thirds to three quarters less. Checking prescriptions happens nearly ninety-five to ninety eight percent quicker than before. Setting up appointments moves eight seven to nine two percent faster. Missed visits dropped by seventy to eighty percent. Patients liked it too. Nearly all - ninety five out of a hundred - said they were satisfied. Every single provider who tried it gave their go ahead.

Start here: WELLNEST helps mid-sized and smaller clinics go digital without tangled setups or big budgets. Instead of wrestling with bulky enterprise tools, they get something that just works. Picture care centered on people, not paperwork - this makes it happen.

Systems once split apart now link smoothly. Proven results show fewer gaps, better flow. Progress like this doesn't need flash - it needs fit. That is exactly what shows up.

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