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From e-Health to e-Care: shifting paradigms with combined post-phenomenological and design approaches.

New technologies such as telemonitoring, encompassing terms of e-Health solutions, have brought significant expectations and interest to the healthcare sector. Some of the mentioned benefits of telemonitoring include providing mobility to patients by not restraining them at medical institutions. However, most e-Health solutions focus on the technical or medical aspects rather than on the human experiential benefits or patients and caregivers. Furthermore, the lack of human experiential understanding limits the participation and extensive use of e-Health solutions from patients who are not technology savvy or highly educated, to mention a few. There is a high level of interpretation for the not digital data-savvy, impeding their engagement and benefits. These interpretations said in post-phenomenological terms, the hermeneutic technology mediation of most e-health solutions is a barrier. Thus, our article involves a post-phenomenological market analysis of e-Health solutions and proposes a provocative and critical design exploration using new mediation approaches than hermeneutic. It showcases new mediations through e-Health concepts for underserved patients in Colombia. These are low-income, rural, low-educated, and non-technology savvy. We wanted to understand how these technological relations can contribute to developing more humanistic e-health solutions for the underserved in Colombia? We hope these directions inspire engineering, designers, and researchers to create and design solutions that foster a more humanistic approach and inclusive solutions of e-Health to move from e-Health to e-Care.