

Regístrelo: Procedure platform for the efficient management of the health registration:



The challenge:

Currently, in Costa Rica, the health registration procedure is complex due to various factors, including its manual execution. This manual approach results in significant waiting times and iterative processes, leading to an increased cost for the registrants.

The Ministerio de Salud recognizes the necessity to simplify and expedite this procedure to achieve an efficient, secure, and simple health register. By doing so, companies can introduce and register new products more quickly, enhancing the country's competitiveness and improving customer offerings.

However, the current situation poses several challenges and difficulties for government officials and registrants in terms of efficiency, extended service times, limitations in information management and retrieval, risk of lost or damage records, and communication and process monitoring difficulties.

Our Solution:

Regístrelo is a software solution designed to simplify and expedite the product registration process at the Ministerio de Salud of Costa Rica. Regístrelo is capable of effectively managing and handling a large volume of products, generating digital records along with the necessary documentation and required images. Additionally, it automates a substantial portion of the process and generates certificates for Costa Rica and the region.

One of the main advantages of Regístrelo is its user-friendly approach, benefiting both users and officials responsible for health registrations. Through automation and digitalization, the approval process is faster, resulting in significantly reduced errors. This leads to a smoother and more agile experience, optimizing response times and minimizing potential delays during procedure management. Regístrelo also emphasizes constant communication between officials and users, providing detailed process tracking through emails. This effective communication keeps users informed and instills confidence that their requests are being processed satisfactorily.


The solution also generates internal and external records. External records enable public consultations to determine the status (enabled or disabled) of health registrations, ensuring transparency and access to relevant information for all parties. Furthermore, internal records facilitate daily tasks for clerks by providing them with accurate information.

Institutions involved:



Ministerio
de **Salud**
Costa Rica

**Ministerio de Salud de
Costa Rica**



Moreover, with technological advancements, Regístrelo incorporates a user-friendly and intuitive interface that enhances navigation and expedites processes within the solution. These advancements aim to deliver a comprehensive and satisfactory experience, enabling complete access to digital product records and improving requirements management. The solution can efficiently adapt and handle high-demand situations, ensuring uninterrupted and reliable service, even during peak workload periods. Operational indicators allow for timely process optimization, providing continuous improvement and customization to changing user needs.

To ensure rapid and cost-effective deployment of infrastructure, guarantee service availability and scalability during high demand, and establish appropriate security levels for a country-wide platform, we have chosen AWS Cloud. AWS Cloud offers a wide range of services and high overall availability.

Results:

- Regístrelo currently manages over 225,000 active health registrations.
- Increased efficiency in creating, renewing, and making post-registration changes to health registrations.
- Improved country-level competitiveness to attract foreign capital.
- Reduced errors throughout the creation, renewal, and post-registration change processes.
- Enhanced accessibility and security of information.
- Automation and digitalization of processes have enabled officials at the Ministerio de Salud de Costa Rica to focus on critical areas of their work.

Applied Technology:

- **Amazon WAF:** Ensures platform security against possible cyber-attacks and filters incoming traffic from the website, among other functions.

- **Amazon RDS for Oracle:** Stores configuration information for services related to payment transactions.
- **Amazon EC2:** Hosts the development appraisal and charging system, as well as the Regístrelo platform.
- **Backend programming languages:** Java, JavaScript, CF.
- **JavaScript-based frontend libraries:** React.

Press Release

<https://www.ministeriodesalud.go.cr/index.php/prensa/60-noticias-2023/1551-plataforma-registrello-contara-con-importantes-beneficios-para-los-usuarios>

<https://veraqueconsulting.com/cr/registrello-an-on-line-registration-system-in-costa-rica/>

