ISfTeH National Members Working Group Webinar Report

From Yerevan to the World: Armenia's Digital Health Ecosystem

Date: 6 November 2026
Time: 15:00 UTC | 19:00 Yerevan Time
Format: Online Webinar (Zoom)
Organizers: Armenian Association of Digital Health (AADH) and International Society for Telemedicine & eHealth (ISfTeH) [Some screenshots attached at the end 😊]

1. Overview

On 6 November 2026, the Armenian Association of Digital Health (AADH), in collaboration with the International Society for Telemedicine & eHealth (ISfTeH), hosted a webinar entitled *"From Yerevan to the World: Armenia's Digital Health Ecosystem."*

Organized as part of the ISfTeH National Members Webinar Series, the session showcased Armenia's evolving digital health landscape, highlighting national initiatives, innovative technologies, and internationally active Armenian companies.

The webinar opened with welcoming remarks from Dr. Frederic Lievens, followed by presentations from Dr. Robin Ohannessian, President of AADH and ISfTeH Board Member; Tatul Ajamyan, Co-founder of MedPair; and Karen Hovhannisyan, Co-founder and CTO of BeeWeb. Dr. Ohannessian also presented Vickino, the digital health company he founded.

The presentations were followed by an interactive discussion addressing the practical, clinical, and regulatory challenges of implementing digital health solutions.

2. Armenia's Digital Health Ecosystem

Dr. Robin Ohannessian introduced Armenia's digital health landscape, emphasizing the country's progress in developing national infrastructure, building professional capacity, and fostering innovation.

A key milestone has been the establishment of **Armed**, Armenia's national electronic health system, officially launched in 2017 and connecting public and private healthcare facilities through a shared patient identification framework. The introduction of universal health insurance in January 2026 was also highlighted as an important step toward expanding healthcare coverage.

Despite these advances, several challenges remain, including limited digital health governance, the absence of public reimbursement mechanisms for telemedicine, medical coding inconsistencies, and gaps in interoperability and data transparency.

AADH, established in 2008 as the Armenian Association of Telemedicine, supports the development of the national ecosystem through six priority areas: governance, education, innovation, research, events, and international cooperation.

Its initiatives include the Master of Digital Health program, launched in 2022, professional training activities, digital health maturity assessments, startup support, and the ArmDG Health conference. International partnerships, particularly with ISfTeH and HIMSS, further contribute to knowledge exchange and ecosystem development.

3. Armenian Digital Health Innovations

MedPair - AI-Powered Medical Workflow Automation

Tatul Ajamyan presented MedPair, a French startup with a core tech team in Armenia developing AI-powered solutions to streamline healthcare workflows, with an initial focus on the French market.

The platform helps physicians automate routine information collection before consultations through customizable digital questionnaires and clinical protocols. Applications include patient histories, pre-consultation assessments, and digital sleep diaries.

According to the presentation, MedPair had processed approximately 100,000 patients within its first 12 months, with around 110 medical practices using the platform and 88% of patients completing their preparation before consultations.

The company emphasized its physician-centered approach: AI supports protocol creation, while clinicians remain responsible for reviewing and validating clinical content. Future developments aim to introduce greater patient-level personalization while maintaining clinical oversight.

BeeWeb - Software Engineering and International HealthTech Solutions

Karen Hovhannisyan introduced BeeWeb, an Armenian software development company with more than 11 years of experience, over 150 projects, and more than 100 international clients.

The company specializes in custom software development, AI integration, workflow automation, legacy system modernization, and digital health platforms.

A featured case study involved the development of a patient-facing mobile application for a private healthcare group in Saudi Arabia. Integrated with the provider's electronic medical record

system, the platform supports video consultations, access to medical records and prescriptions, and digital payment services.

BeeWeb also presented its work on voice AI technologies, including their potential application to clinical documentation. The presentation emphasized that successful digital health products require close collaboration between developers and healthcare professionals, attention to local contexts, and human validation of AI-generated outputs.

Vickino - Digital Health Strategy and Implementation

Dr. Robin Ohannessian presented Vickino, an Armenian company specializing in digital health advisory services, telemedicine implementation, AI integration, training, and health system transformation.

Among its major national projects is the development of a prison telemedicine network connecting medical units in ten prisons with eight public hospitals. The initiative includes clinical pathway redesign, regulatory frameworks, training, and evaluation to improve healthcare access for detainees.

Other activities include the digitalization of dental care, AI training for healthcare professionals, and initiatives supporting women's and reproductive health.

Vickino is also participating, alongside IQVIA, in an Asian Development Bank-supported two-year program assisting Armenia's Ministry of Health with digital health transformation.

International projects were highlighted in France, Georgia, North Macedonia, Saudi Arabia, and the United Arab Emirates, demonstrating the importance of adapting digital health strategies and training programs to local healthcare systems.

4. Interactive Discussion and Key Insights

The presentations generated an engaging discussion covering several important aspects of digital health implementation.

AI reliability, clinical validation, and data protection

Participants explored how AI-powered healthcare applications ensure data confidentiality, maintain clinical accuracy, and minimize hallucinations. The discussion emphasized secure data processing, appropriate regulatory compliance, locally hosted AI infrastructure, and the use of structured clinical information.

Speakers highlighted the potential of retrieval-augmented generation (RAG) and other technical safeguards to improve AI reliability while underscoring that final clinical decisions must remain under professional supervision.

Interoperability and integration

Questions regarding Armenia's national digital infrastructure highlighted the role of HL7 and FHIR standards in supporting interoperability. While Armed provides a shared foundation for healthcare documentation, further integration with independent telemedicine solutions remains an area for development.

The prison telemedicine network illustrated how dedicated consultation platforms can operate alongside national electronic health record systems.

Implementation challenges and clinical adoption

The discussion emphasized that successful telemedicine implementation requires more than technical infrastructure. Redesigning care pathways, building trust among healthcare professionals, and delivering practical training and simulations are essential to adoption.

For the prison telemedicine network, emergency referrals continue through existing procedures, with future integration into national emergency medical services identified as a potential development.

International adaptation and continuous collaboration

The speakers discussed the importance of adapting digital health solutions to different regulatory, technical, and cultural environments, including language localization and integration with local hospital systems.

Continuous engagement between software developers and healthcare professionals was identified as a critical factor in designing practical, sustainable solutions.

Overall, the discussion reinforced the importance of **interoperability, responsible AI, clinical collaboration, and locally adapted implementation** in advancing digital health internationally.

5. Closing Remarks and Upcoming Webinar

Prof. Hassan Ghazal concluded the session by thanking the Armenian Association of Digital Health and the speakers for sharing their experiences and highlighting Armenia's contributions to digital health innovation.

He also acknowledged the participants for their thoughtful questions and active engagement, emphasizing the importance of interactive exchanges in strengthening knowledge sharing across the ISfTeH National Members network.

Appreciation was extended to the organizing team, including Dr. Frederic Lievens, Ms. Nihal Habib, and Dr. Outi Ahonen, for their contributions to the webinar's coordination.

The session concluded with an announcement by **Dr. Nanan**, President of the Société Ivoirienne de Médecine Clinique, of the next ISfTeH National Members webinar, scheduled for **the end of November 2026**. Organized by colleagues from Côte d'Ivoire, the upcoming session will focus on the country's digital health landscape and roadmap for digital health governance.

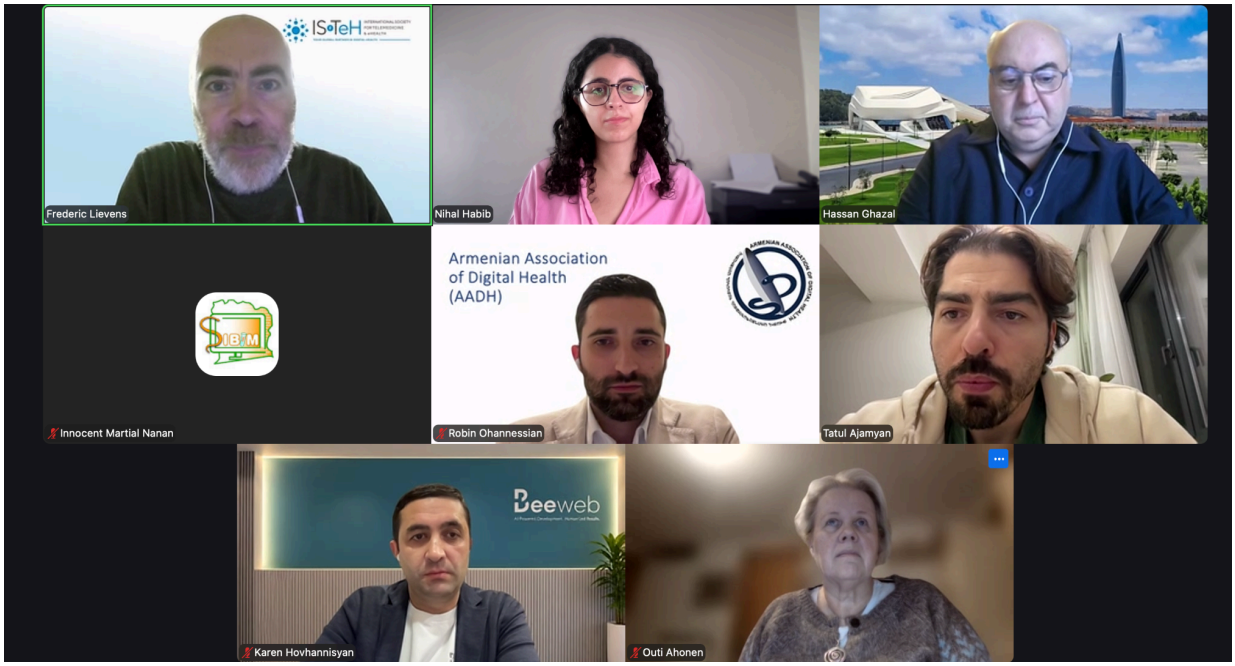
6. Conclusion

The webinar provided a valuable overview of Armenia's progress in digital health, bringing together national infrastructure development, AI-driven innovation, telemedicine implementation, and international collaboration.

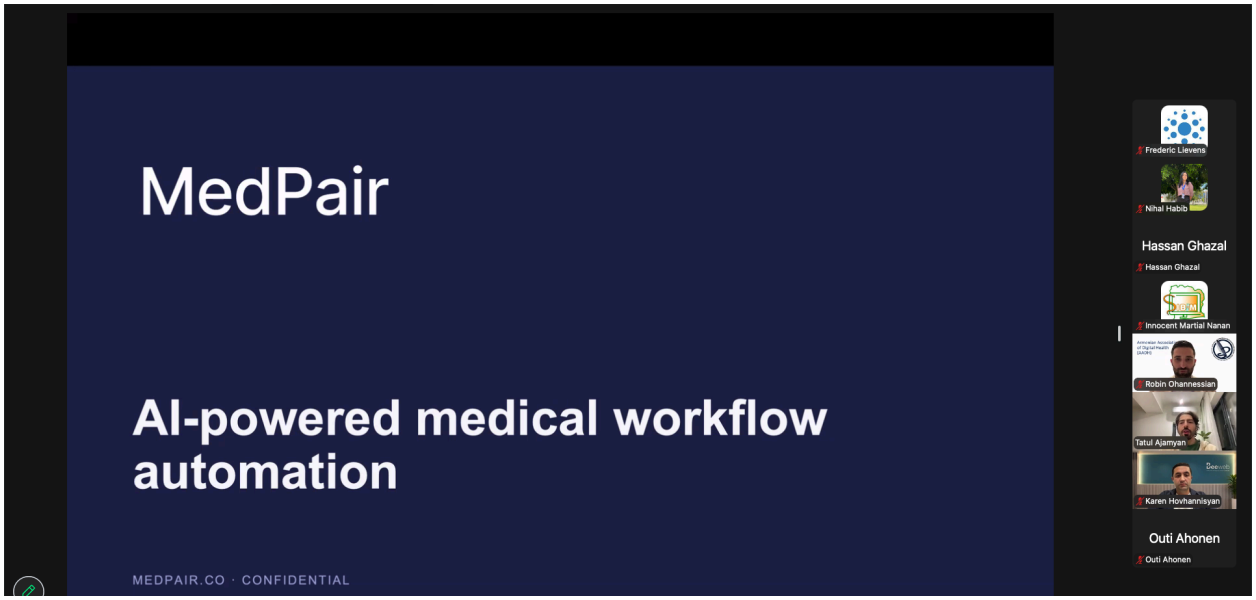
The experiences shared by AADH, MedPair, BeeWeb, and Vickino demonstrated how a developing digital health ecosystem can support locally relevant solutions while contributing expertise to international markets.

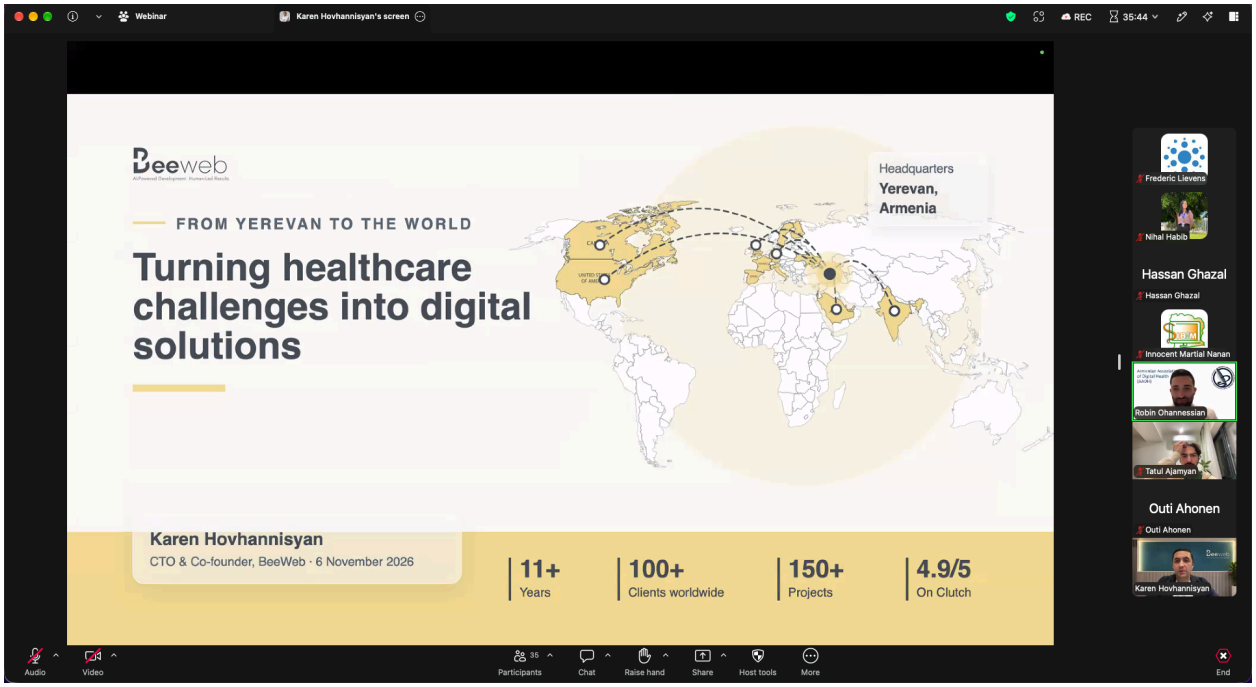
Across the presentations and discussions, a consistent message emerged: **sustainable digital health transformation depends on combining technological innovation with clinical expertise, strong governance, interoperability, and meaningful stakeholder engagement.**

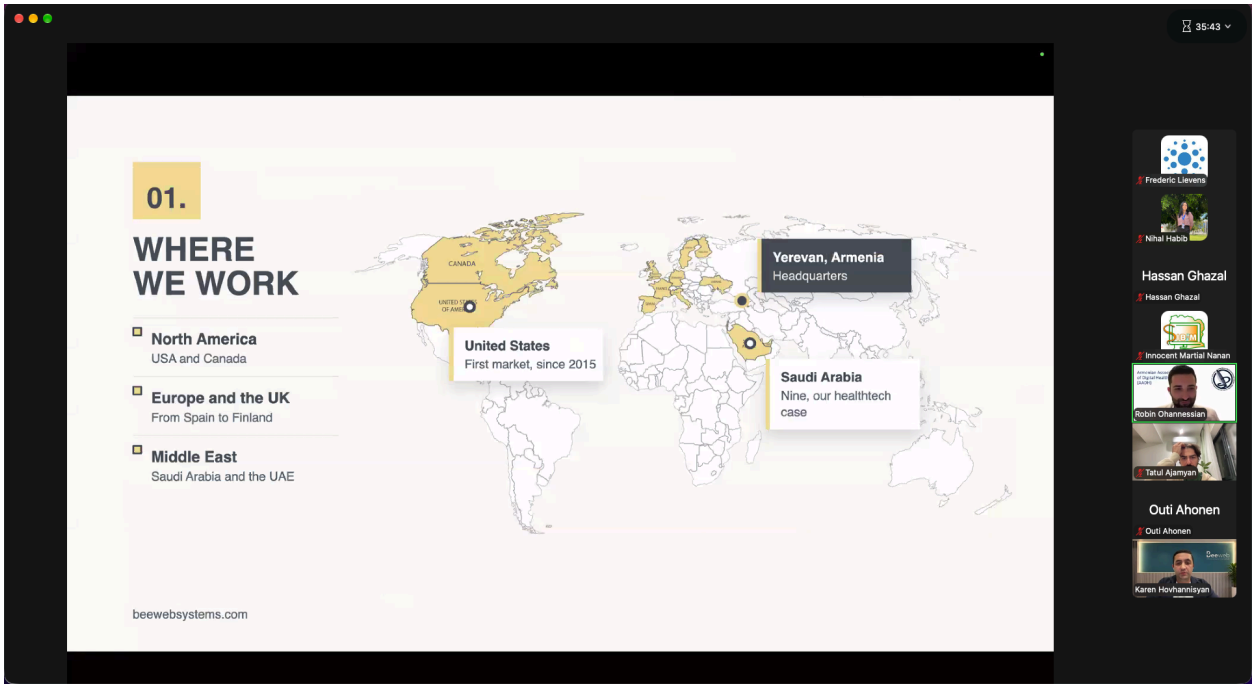
The session further reinforced the value of the ISfTeH National Members Webinar Series as a platform for exchanging practical experiences, building professional connections, and encouraging international cooperation in digital health.

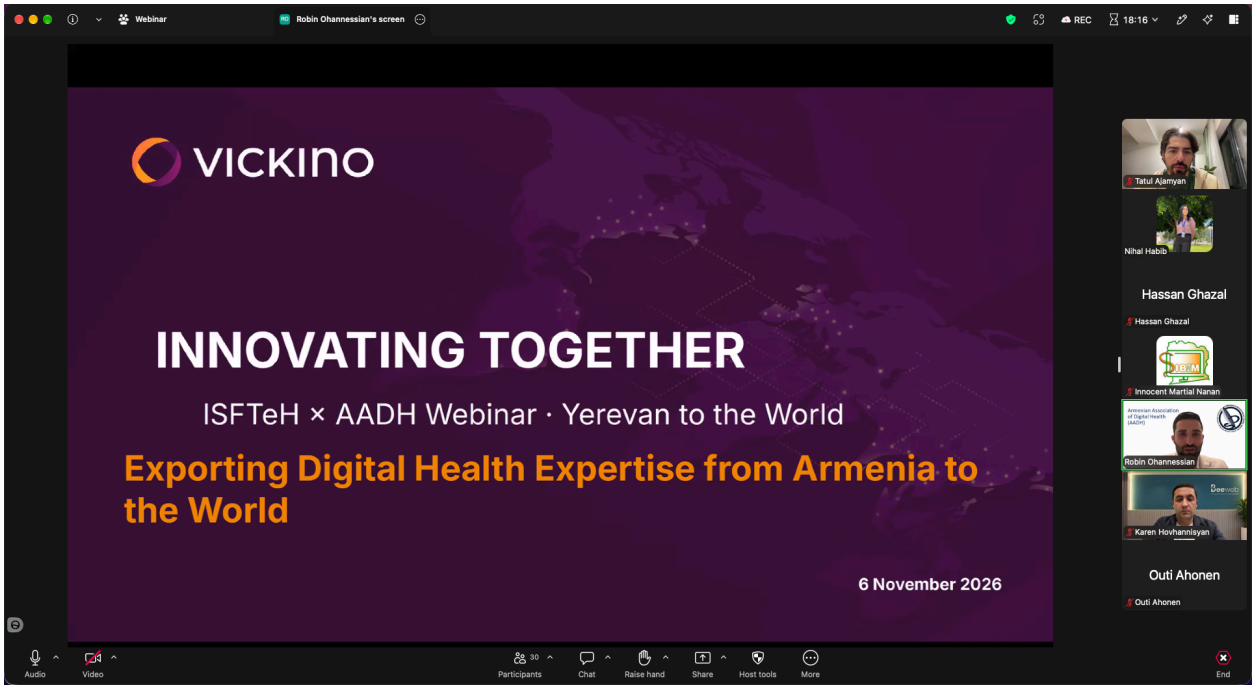

Frederic Lievens
Nihal Habib
Hassan Ghazal
Innocent Martial Nanan
Armenian Association of Digital Health (AADH)
Robin Ohannessian
Tatul Ajamyan
Beeweb
Karen Hovhannisyan
Outi Ahonen


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WEBINAR · ISFTEH × AADH
From Yerevan to the World
Armenia's Digital Health Ecosystem
Dr Vicken Ohannessian
President, AADH · Board Member, ISfTeH
6 November 2026 · 19:00 Yerevan · 15:00 UTC
Frederic Lievens
Nihal Habib
Hassan Ghazal
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MedPair
AI-powered medical workflow automation
MEDPAIR.CO · CONFIDENTIAL
Frederic Lievens
Nihal Habib
Hassan Ghazal
Hassan Ghazal
Innocent Martial Nanan
Robin Ohannessian
Tatul Ajamyan
Karen Hovhannisyan
Outi Ahonen
Outi Ahonen


Webinar
Karen Hovhannisyan's screen
REC
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Beeweb
FROM YEREVAN TO THE WORLD
Turning healthcare challenges into digital solutions
Headquarters
Yerevan, Armenia
Karen Hovhannisyan
CTO & Co-founder, BeeWeb · 6 November 2026
11+
Years
100+
Clients worldwide
150+
Projects
4.9/5
On Clutch
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Raise hand
Share
Host tools
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Frederic Lievens
Nihal Habib
Hassan Ghazal
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Tatul Ajamyan
Outi Ahonen
Outi Ahonen
Karen Hovhannisyan


35:43
01.
WHERE WE WORK
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United States
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Saudi Arabia
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Robin Ohannessian's screen
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18:16
VICKINO
INNOVATING TOGETHER
ISFTeH × AADH Webinar · Yerevan to the World
Exporting Digital Health Expertise from Armenia to the World
6 November 2026
Tatul Ajamyan
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