

Moj Termin — North Macedonia's Digital Health Booking System and Its Unaddressed Accessibility Gap for Elderly Women

Digital Inclusion · Good practice · North Macedonia

Quality score: 84/100

Evidence strength: Strong

Summary

North Macedonia's Moj Termin appointment system, running since 2012, cut hospital waiting-list admin but remains hard for elderly, marginalised women to use alone, forcing reliance on relatives or doctors — as the 65+ population share rose from 11.9% to 17.7% in a decade.

Key dimensions

Dimension	Score
Innovation level	1/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-31

[e-Health Directorate \(Administration for Electronic Health\), Ministry of Health of North Macedonia](#) — accessed 2026-08-31

[Balkan Insight — How North Macedonia's Digitised Health System Leaves Vulnerable Patients Behind](#) — accessed 2026-08-31

[e-Health Directorate, North Macedonia — My Term / Moj Termin \(official\)](#) — accessed 2026-08-31

[State Statistical Office of North Macedonia — North Macedonia in Figures, 2025](#) — accessed 2026-08-31

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