



Swiss Post shifts its focus to the electronic health record (EHR)

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A realignment in the digitalization of health data is set to take place: Parliament is currently discussing the legislation for a new, national solution, the electronic health record (EHR). Since the announced shift, demand for the current electronic patient record (EPR) has fallen. As a leading provider of the EPR, Swiss Post has found that many potential customers, such as hospitals and medical practices, are reluctant to introduce or continue using the current solution. Against this backdrop, Swiss Post is focusing on the future EHR and examining how it can contribute its competencies. It will continue to operate the current EPR platform until the end of 2026.

In November 2025, the Federal Council announced its intention to realign digitalization in the healthcare sector with a new draft act on the electronic health record (EHR). In future, all Swiss residents will automatically receive an EHR and all healthcare providers will be obliged to use it. The future EHR will replace the current electronic patient record. The parliamentary debate on the draft act is currently taking place. Swiss Post firmly believes that a realignment would help to ensure widespread acceptance and use of the electronic health data solution.

Market environment has changed
Post Sanela Health AG offers Swiss Post's EPR platform to healthcare providers, hospitals and private individuals. Sanela has observed that demand for the EPR is falling. Partners

and potential customers, such as hospitals and medical practices, are cautious about continuing or introducing the EPR, and fewer and fewer private individuals are opening new files. The shareholders of Sanela Health AG have therefore decided to dissolve the Sanela reference community at the end of 2026. In light of the changing market environment, Swiss Post has also decided to focus on the future EHR and to continue operating its EPR platform until the end of 2026.

Focus on the future solution

Swiss Post wants to continue contributing to the digitalization of the Swiss healthcare sector in future. With its competencies and experience in digitalized healthcare, the company is confident that it can make a contribution to the EHR as a reliable partner. It is therefore following the parliamentary debate with interest and examining how it can



contribute its competencies. According to Nicole Burth, Head of Digital Services and Member of Executive Management, "A national health data solution is an integral part of a modern Switzerland. We have the necessary competencies and many years' experience to offer Switzerland added value with the EHR platform. It's crucial that the legal and regulatory conditions are now put in place to give the topic the necessary impetus."

With the strategic realignment of the healthcare solution, Swiss Post intends to reorganize its digital public service for the healthcare sector, which could lead to a reduction of around 37 full-time equivalents (FTEs) at Swiss Post and Sanela. Swiss Post and Sanela are doing their utmost to make the process as socially responsible as possible.

Ensure transitional solutions

Customers can continue to use Swiss Post's current EPR platform until the end of 2026. The 70,000 or so private users of the Sanela EPR will also have the option of obtaining their data from the current electronic patient record and migrating it to their healthcare folder in the Post-App. In this folder they can receive information and documents from healthcare providers via well-known secure e-mail services such as IncaMail or HIN, allowing them to communicate securely with medical professionals. Sanela will contact EPR users regarding the migration of their EPR data in the autumn and will also hold discussions with the healthcare providers who have integrated the EPR platform into their systems.

Source: [Swiss Post](#)