智慧城市建设与数字化抗疫

Smart City Development and Digital Anti-epidemic Fight

国家发改委城市和小城镇改革发展中心

China Center for Urban Development

中国统筹推进疫情防控和经济社会发展工作

China's work on coordinating pandemic prevention and controling with economic and social development

- 中国在智慧城市建设与数字经济方面的快速发展与长期积淀为抗击新冠疫情提供了有力支撑。城市政府以科技力量全方位赋能疫情防控工作，借助**大数据、人工智能、互联网**等新一代信息技术，在**疫情防范控制、有效救治、民生保障、生产有序恢复和城市治理**等方面形成了一批可推广、可复制的成功经验。

- China has been supported by the rapid and long-term development of smart city development and digital economy. City governments leveraged science and technology in pandemic prevention and control empowered by **big data, AI, the Internet and other new-generation information technology**, and thus accumulated a number of scalable, replicable successful experience across **pandemic prevention and control, effective treatment, livelihood protection, orderly production recovery and urban governance**.

GMS **Urban Development**
Working Group

一、借力智慧联动管理，促进疫情有效防控

I. Integrate and enhance the functions of smart service platforms to enable effective pandemic prevention and control

- 城市政府发挥智慧**"城市大脑"**的作用，与医疗、交通等相关专业平台互通，实现了**联动管理**。整合提升城市**微信微博公众号**等服务平台，将信息搜集和公共服务下沉到社区和居民，显著提高了社区疫情防控工作效率和防疫服务的精准度。

- City governments has given full display to smart **"city brain"** to realize **interconnected management** by linking medical, transportation and other professional platforms. The city **WeChat, Microblog and other public platforms** were integrated and improved to bring the information collected and public services down to communities and residents, thus making the community prevention & control and services more efficient and targeted.

武汉市"**武汉微邻里**"应用程序延伸拓展了社区疫情防控功能。

Wuhan City used the **"Wuhan Micro Neighborhood" APP** to add functions of community pandemic prevention and control.

- "**肺炎自查上报**"功能上报新冠肺炎线索信息累计达**25000余**人，处理群众求助**3万余**次；
- the **"pneumonia self-reporting"** function reported **25,001** cases of pandemic clues and handled **33,781** requests for help from the public;

- "**体温自查上报**"和"**智能机器人**"外呼功能筛选异常人群，排查了**18万**户、**44万**人；
- The **"body temperature self-reporting"** and **"intelligent robot"** automated calling functions screened **188,600** households and **442,232** people for abnormal ones;

- 建立了**2023**个微信"**关爱群**"，接入微医等在线问诊平台，为**12余万**位武汉居民提供了心理疏导。
- **2,023** WeChat **"Caring Groups"** were created and online diagnosis platforms like WeDoctor were set up to provide psychological service for **124,627** Wuhan residents.

二、发挥远程医疗作用，提供积极有效的救治服务
II. leverage telemedicine to provide active and effective rescue and treatment services

- 为了避免交叉感染风险，缓解线下医疗诊治压力，远程医疗需求爆发式增长，许多城市以实体医院为基础，依托互联网平台，提供**在线问诊、挂号预约、健康档案管理**等多项功能，缓解线下压力，合理调配资源，提高诊断效率。

- telemedicine witnessed surging demands in a way to avoid cross-infection risk and relieve the pressure of offline medical diagnosis and treatment. Many cities relied on Internet platforms built upon **physical hospitals** to provide a number of functions including **online diagnosis, registration and appointment, and health records management** to reduce offline pressure, re-allocate resources, and improve efficiency.

- **天津**微医互联网医院上线"新冠肺炎实施救助平台",截至8月13日,集结约**66895**名医生,提供在线咨询**213.8万**例。

- As of August 13, **Tianjin** Micro-Medical Internet Hospital had called for**66895** doctors and provided **2.138 million** online consultations.

- **贵州和四川**等地一些医疗资源欠发达地区的居民也通过远程医疗平台,及时共享发达地区的医疗服务。

- **Guizhou and Sichuan Province** through the telemedicine platform, residents particularly in areas of inadequate medical resources can share medical services of more developed areas in a timely manner.

三、利用智慧城市平台，推进政府管理和社会治理创新

III. Make use of smart city platforms to promote inno-vative government management and social governance

- **智慧城市平台和应用模式**为尽快恢复生产生活，实现政府决策科学化、社会治理精准化、公共服务高效化发挥了积极作用。

- **Smart city platforms and application models** have played an active role in restoring production and life as soon as possible, and realizing informed government decision-making, targeted social governance, and efficient public services delivery.

- **重庆市**"**渝快办**"**移动政务服务平台**，在原有590项政务服务事项基础上**新增352项办理事项**，类别涵盖**社保服务、医疗卫生、户政服务等18个领域。两江新区**建立"**复工复产在线报备平台**"，企业通过扫二维码并提供数据就可以在线提交复工复产申请报告，政府根据申请为每个企业配备专业指导员，为企业制定专门的疫情防控解决方案，细化企业生产环节和人员流动的疫情防控管理流程，确保安全有序复产。

- In response to the pandemic, **Chongqing City** upgraded the **"City Quick Office" mobile government service platform** by **adding 352 new items** to the previous 590 government services which **covered 18 fields such as social security services, health care and household services**. Its **Liangjiang New Area** established **"Online Reporting Platform for Resumption of work and Production"**, on which enterprises can apply for work resumption by scanning a QR code and providing data. Based on their applications, the government will provide professional instructors for each enterprise, formulate dedicated pandemic prevention and control solutions with detailed pandemic prevention and control management process for their production and personnel flow to ensure the safe and orderly resumption of production.

四、开拓在线服务新模式，保障疫情期间的公共服务供给

IV. Develop new modes of online services to guarantee public service delivery during the pandemic

- 疫情期间，政府和互联网企业立足民生需求，**在生活服务、在线学习、农产品推销等领域与互联网产业深度融合**，为居民生活提供了坚实保障。

- Government and Internet enterprises brought **life services, online learning, marketing of agricultural products and other livelihood demands fully integrated with the internet** to guarantee people's daily life.

- 2020年2月中旬**国家中小学网络云平台**为全国中小学生提供**免费在线教育服务**，实现**城乡全覆盖**，确保停课不停学，不到三个月时间，上线访问人次达到**17亿**。此外，各个城市还根据教材与教学特点，开发更行网上教学内容。如**北京市西城区**开通了疫情期间学生**心理健康辅导课程和家长课堂**。

- In mid-February 2020, the national primary and secondary school providing **network cloud platform through Cable TV**, online websites and other platforms were used to deliver **free online education services** for primary and secondary school students nationwide **covering both urban and rural** areas to ensure continued teaching and learning，in less than three months, the number of online visitors reached **1.7 billion**. In addition, various cities also develop more online teaching content according to the teaching materials and teaching characteristics. Take Xicheng District of Beijing as an example, it has opened a psychological health counseling course and parents' classroom during the epidemic period.

- 疫情期间，传统餐饮行业通过**入驻电商平台**，农产品销售企业搭建**农产品产销对接平台**等方式有效拓宽了产品销售渠道，提高了基本物资保障力度。

- During the outbreak, **E-commerce platforms** were introduced into traditional catering industries, **agricultural products production and marketing docking platform** were built by agricultural products sales enterprises. Ways like that have effectively broaden the product sales channels and improve the basic material security.

展望 Future

- 通过**数字化手段**能够有效提高城市政府应对疫情的反应效率和精准度，确保信息及时获知、资源有效配置，从而为抗击疫情提供了有效支撑。

- **Digital means** can effectively improve the efficiency and accuracy of urban government response to epidemics, ensure timely information access and effective resource allocation, and thus provide effective support to combat the pandemic.

- 建议各成员国**加快布局和建设互联网和通信基础设施，开发灵活方便、满足居民需求的智慧应用程序，普及智能终端的应用**。

- Member countries are suggested to **accelerate the planning and development of Internet and communication infrastructure, develop convenient and smart applications to meet the needs of residents, and popularize the use of smart terminals.**

- 中方也将积极推动与GMS各国在新冠肺炎疫情防控和促进经济社会发展中深化务实合作，共建人类生命健康共同体，共同促进经济社会繁荣发展！

- China is ready to support a closer and more substantial cooperation with GMS countries in epidemic prevention and control as well as economic and social development, so as to build a community of health for all and jointly promote economic and social prosperity!

谢谢大家!
Thank You!