



About organization

Krankenhaus GmbH also known as MeinKrankenhaus is one of the leading German medical facilities renowned for excellent quality of patient care and early adoption of the best available treatment methods. It is the first hospital in Upper Bavaria to perform robot-arm-based surgery. The health facility can accommodate 400 beds for patients at the hospital branches in the cities of Schongau and Weilheim. The hospital staff numbers 850 employees who provide medical care for about 35 000 patients and assist in giving birth to 600 babies a year.

Country:
Germany

Field:
Telemedicine

Employees:
850

Implementation:
2019

Website:
<https://meinkrankenhaus2030.de>

Challenge

The hospital has two branches in the towns of Schongau and Weilheim, separated by 30 kilometers of steep mountain road which made even a small journey time-consuming. The hospital personnel spent a lot of time travelling between the two medical branches to provide patient care and ensure proper day-to-day operations of the facility.

The management decided to find an appropriate video conferencing system to connect the two branches, avoid loss of time, and simplify communication between doctors and employees from both hospital facilities. The potential video conferencing solution had to be easy-to-set up, reliable and highly secured because the organisation set a high value on the integrity of patients' health data. Cloud solutions did not fit due to their inability to provide a sufficient level of patient health information security.



Solution

The hospital management chose TrueConf Server, a software-based secure video collaboration platform which fully meets the standards MeinKrankenhaus set for data security. The staff members use this video conferencing software in large meeting rooms equipped with cameras and speakerphones.

The employees can schedule or connect to a video conference from their workplace PCs or laptops using TrueConf client applications. Clinic doctors use video conferencing, content sharing, whiteboard, and chat to discuss diagnoses and select the best treatment options for patients. Additionally, DICOM support made it much easier for them to view and share X-ray images when discussing patients' diagnosis.

“TrueConf is an excellent solution for video conferencing; it’s both intuitive and easy-to handle! This software has a number of very useful tools and features very applicable to the needs of our medical facility. The quality of image presentation as well as the price of the product was a great asset for us!”

— Dr. Andreas Lüttgau,
Head of Krankenhaus GmbH IT department

Results



TrueConf video conferencing software helped MeinKrankenhaus achieve each of its initial goals. Now, employees and hospital administrators can easily hold video conferences and collaborate with each other to discuss either patient’s diagnoses or day-to-day operations without having to spend too much time on traveling. More importantly, greater communication efficiency helped the organization to improve patient care and minimize the risk of medical errors. The partnership of TrueConf and MeinKrankenhaus is a great example of how video conferencing can support healthcare organizations.



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