

## About organization

Phuoc Thanh Commune Health Station is a constituent part of Cu Chi District Medical Center in Vietnam that comprises 21 distant medical stations and hospitals responsible for taking care of the health of people living in the area. Operating on the principles of family medicine, the Commune Health Station offers medical services to the population of Phuoc Thanh commune that is more than 10 thousand people.

**Country:**  
Vietnam

**Field:**  
Healthcare

**Implementation:**  
2022

**Website:**  
<https://tytxaphuocthanh.medinet.gov.vn/>



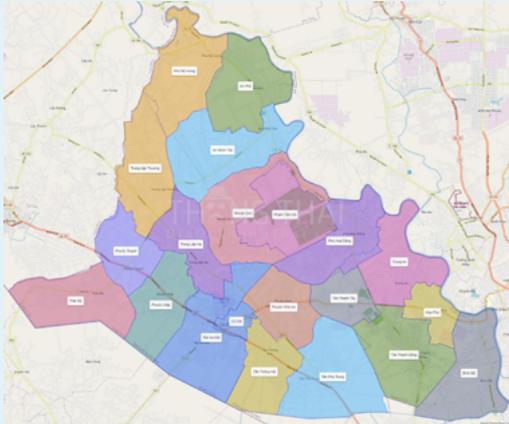
## Problem

Although many everyday follow-up consultations or first aid could be held by Phuoc Thanh Commune Health Station physicians, most patients had to travel to district main hospitals for provisional diagnosis and surgeries or call a certain doctor in cases of emergency need. The area of Cu Chi district is 435 square kilometers and the remoteness of Cu Chi upper-level hospitals, such as Nguyen Trai Hospital, Children's Hospital No.1, Tu Du Hospital, Eye Hospital, Oral and Maxillofacial Hospital, Otolaryngology Hospital made the medical staff spend a lot of time traveling between medical stations to provide proper patient care.

With the beginning of COVID-19 pandemic, the number of patients has been constantly growing, accordingly, the load on the medical staff also increased. The population of Phuoc Thanh Commune needed to receive necessary and urgent medical care without waiting for a long time for a doctor or spending much time traveling to the hospital and standing in queues that is unsafe in conditions of severe or acute illness.

After all, Cu Chi District Medical Center management started looking for a telehealth video communication solution to provide cooperation between district medical branches, conduct the patient treating and remote medical consultations. It was necessary to establish a private video conferencing platform which would allow to connect hospitals and the Medical Center, digitalize communication between doctors and patients, ultimately saving time and resources. The potential real-life collaboration solution had to be reliable and on-premises because the medical institution highly values the security of patients' personal data. Moreover, it should be easy-to-set up and provide stable 4K image resolution that is sufficient for telemedicine.

## Solution



After a comprehensive analysis of different video conferencing solutions, Cu Chi District Medical Center management chose TrueConf as a secure and user-friendly video conferencing platform and deployed it in the infrastructure of the Phuoc Thanh Commune Health Station.

All workplaces and medical rooms are equipped with PCs and web cameras that are connected to the new video conferencing network. The staff members are using stable and reliable Trueconf applications for Windows, MacOS and Linux installed on their work PCs and laptops.



The Health Station doctors are connected with a secure TrueConf video collaboration platform which allows to provide unlimited number of online consultations with leading experts of Cu Chi upper-level hospitals, thereby ensuring professional expertise and medical practice and becoming more responsive to patients' needs. The medical staff discuss diagnoses or day-to-day operations, choose the best treatment options for patients with the help of video conferencing and collaboration tools, reducing the risk of medical errors.

“With TrueConf video conferencing system, Cu Chi District Health Center continues to support personnel and expertise for Phuoc Thanh Commune Health Station in emergency work and timely medical examination and medications. TrueConf helps to strengthen professional connections with higher-level hospitals to improve the service quality of the local health network, ensuring adequate provision of primary health care services for each resident in the area.”

— Nguyen Huu Nam,  
TrueConf representative in Vietnam

## Results

TrueConf Server allowed Cu Chi District Medical Center management to unite the Health Station staff with other hospitals in the district, so they have an opportunity to receive in-depth specialist advice and determine the appropriate treatment. Now, hospital employees can significantly cut down the number of personal contacts and save valuable working time holding video calls and conferences instead. Online meetings of high quality reduce the workload and the need for field trips, allow holding medical examinations and treatment remotely that is important for patients who do not have an opportunity to travel and need to receive proper medical consultation and urgent assistance. More importantly, digitalization of communication and interaction between medical institutions allowed the Health Station to increase the level of patient care and minimize the risk of medical errors.