



About organization

Ho Chi Minh City Oncology Hospital specializes in the diagnosis, treatment, and research of cancer and is a member of the Union for International Cancer Control (UICC). Established in 1985, Ho Chi Minh City Oncology Hospital now examines roughly 3,000 patients on a daily basis and plays a crucial role in providing comprehensive cancer care to patients from not only the city but also the surrounding regions.

Problem

Ho Chi Minh City Oncology Hospital employs a team of highly skilled medical professionals dedicated to the fight against cancer. However, healthcare workers required real-life collaboration tools that would allow them to coordinate their efforts and select the best form of treatment, reducing the risk of medical errors. Moreover, the hospital actively engages in community outreach programs and collaborates with various international medical institutions and organizations to raise awareness about cancer prevention, early detection, and treatment. An online briefing solution had to help doctors organize workshops, seminars, and campaigns to educate the public about the importance of regular screenings and healthy lifestyle and exchange knowledge, expertise, and best practices in cancer treatment remotely.

The video collaboration system should be an on-premises solution to ensure the security of patients' confidential information and prevent it from being accessed by any unauthorized parties. Another critical requirement was the top-notch quality — the video conferencing platform should provide high-quality video and audio without lags or disruptions even with unstable connection.

Solution

After the Department of Health of Ho Chi Minh City decided to digitize communications to create an online collaboration link between the management and affiliated hospitals, Ho Chi Minh City Oncology Hospital initiated the use of TrueConf meeting software to host video conferences and calls with leading specialized and general hospitals and improve internal communication.

The new video collaboration system based on TrueConf Server was quickly and securely deployed on hospital's premises, ensuring all communications stay private within the organization while the use of encryption protocols made data breaches completely impossible.



Country:
Vietnam

Field:
Healthcare

Implementation:
2023

Website:
<http://benhvienungbuou.vn/>



TrueConf AI-based client applications for Windows, MacOS, and Linux allowed medical workers to contact other doctors ad hoc or schedule meetings and medical consultation. These opportunities are critical at the time when patients suffer from severe illnesses and need immediate treatment decisions. With TrueConf Server, hospital's IT professionals can record video calls and conferences and keep them on the server, thus making patient handover much easier. Medical staff can also capture video from various hardware and use screen sharing and slideshow to view files such as PET-CT or MRI images to establish more accurate diagnoses.



“TrueConf brings premium and proficient online meeting solutions, supporting Vietnamese enterprises, organizations and businesses. When participating in online briefings with the Department of Health, Ho Chi Minh City Oncology Hospital is experiencing outstanding features of TrueConf video conferencing software. Thanks to TrueConf’s interactive tools, communication transcends conventional boundaries, making digital interactions feel as authentic and effortless as face-to-face meetings”

— Mr. Tat Ho,
IT Manager of Ho Chi Minh City Oncology Hospital

Results



TrueConf Server has drastically improved the quality and performance of patient care, medical examination, treatment activities, and line direction in Ho Chi Minh City Oncology Hospital. With TrueConf, the quality of patient care has been improved and the risk of medical errors has been reduced almost to a minimum.

TrueConf video collaboration solution connected more than 100 hospitals in Ho Chi Minh and allowed converting quarterly medical examination and treatment briefings between the Department of Health and hospitals into online. 660 employees of the City Oncology Hospital can now collaborate with one another without any barriers, increasing both speed and efficiency of communications. The hospital staff can significantly cut down the number of personal contacts and save valuable working time, thus being more responsive to patients' needs.