

The Department of Health of Ho Chi Minh City

Case Study



Country:
Vietnam

Field:
Telemedicine & Healthcare

Implementation:
2024

Website:
moh.gov.vn/web/ministry-of-health



About company

The Department of Health of Ho Chi Minh City specializes in advising and assisting with the management of healthcare sectors such as preventive care, treatment, rehabilitation, and medical examinations. It affiliates more than 100 hospitals, including the City Oncology Hospital, that now examines roughly 3,000 patients on a daily basis.

Challenge

The Department of Health of Ho Chi Minh, the largest city in Vietnam, decided to transform the quarterly medical examination and treatment briefings into online format. They faced the need to digitalize communications and create an online collaboration link among over 100 affiliated hospitals.

The Ho Chi Minh City Oncology Hospital, employing a team of highly skilled medical professionals dedicated to fighting cancer, decided to implement its own video communication solution as well. 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. A video communication 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.

Besides, the Department of Health encountered the need to establish medical stations to deliver timely healthcare assistance and consultations to the city's residents and provide them with the immediate emergency care in critical situations. Specialists at these stations should stay in contact with doctors from higher-tier medical institutions, including via video calls and conferences.

For all described cases, the management required an on-premises video collaboration system that will ensure the secure storage of communications data on the organization's own servers and full control over patients' confidential information. It should not be accessed by any unauthorized parties or blocked by service providers.

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.

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Solution

After the testing process, TrueConf Server was quickly and securely deployed on the Department of Health of Ho Chi Minh City's premises. It ensured all communications stayed private within the organization, creating the link between the management and affiliated hospitals, while the use of encryption protocols made data breaches completely impossible. 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.

Building on this foundation, the Department of Health improved the delivery of healthcare to the patients through the use of digital technologies, and introduced six medical stations operating on the principle of family medicine. At present, stations receive expert support from higher-level hospitals through telemedicine consultations facilitated by TrueConf software, linking doctors at health stations with specialists at hospitals.

TrueConf AI-based client applications for Windows, MacOS, and Linux allowed medical workers to contact other doctors ad hoc or schedule meetings and medical consultations. These opportunities are critical at the time when patients suffer from severe illnesses and need immediate treatment decisions. With TrueConf Server, hospitals' 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. 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

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Results

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 mode.

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.

Medical stations function as a cost-effective primary healthcare facility, enhancing the efficacy of delivering health-related aid to citizens, as they no longer have to spend time commuting to the hospitals. They elevate the quality of medical examinations, treatment, and primary healthcare for local residents in a practical and efficient way.