

About the company



ZTM Bad Kissingen is one of the leading telemedicine centers in Germany. The company establishes distance medical systems across Europe. ZTM telemedicine projects are targeted at healthcare organizations, emergency services, assisted-living facilities, and recovery centers. The company generally aims at improving overall life quality for clients.

Problem

Modern medicine struggles with numerous problems, including the gap between research and practice, constantly growing number of patients, and a strong need for skilled labour and specialized equipment. Most health facilities are not quite ready for large migration and refugee flows, emergency medical services and timely psychological support provision. The current refugee crisis has placed enormous pressure on German hospitals, who need new strategies to cope with the sheer number of patients.

Solution

To solve these problems, ZTM created Televue for Refugees, a new telehealth video conferencing system. The system deployed between Rhön Klinikum and a refugee first-accommodation center is designed to provide emergency assistance to the refugee families and issue medical certification and any other medical documents. Refugee accommodation centers cooperate with remote doctors with diverse backgrounds who share a common language with their patients and easily overcome any cultural barriers.

After the appointment has finished, the doctor issues a medical certification document in German and Arabic. With this document, a patient can have a face-to-face consultation with a doctor in Bad Kissingen hospital for better communication and faster response.

To find the right video conferencing system, ZTM Bad Kissingen tested more than 20 solutions of different video conferencing vendors. However, only TrueConf software met the high data safety and patient confidentiality requirements.



Country: Germany



Field: Telemedicine



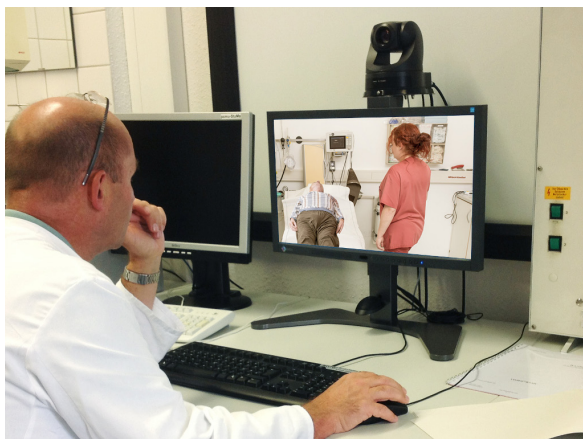
Employees: 20



Implementation: 2016



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Bad Kissingen refugee center is equipped with mobile video conferencing unit which consists of a flat screen TV and a mini PC with installed TrueConf for Windows application. Logitech Group is used as a preferred equipment for video appointments and is fully compatible with TrueConf solutions. Remote doctors use laptops with installed TrueConf for Windows application for running video sessions with their patients.

At the arranged time, volunteers working in refugee accommodation centers help the patient connect with a remote doctor and follow doctor's commands during the medical check-ups. For a more effective examination, patient's video is broadcast on the large TV screen, which allows doctors to conduct a full examination and never miss a thing.

«TrueConf is easy to use and the quality is very good. In Germany there are high data safety requirements and there are only a few conference solutions left, while TrueConf delivered very good and flexible options.»

— Waldemar Pautov, ZTM project manager



Results

TrueConf Server has drastically improved the quality and performance of patient care in Rhön Klinikum and provided remote refugees with high quality medical diagnostics and timely treatment.

The TeleView for Refugees project based on TrueConf video conferencing systems was quickly deployed and did not require large financial contributions or legacy video conferencing endpoint installments. In addition, TrueConf solution meets the requirements for sensitive medical data processing, storage and transmission.



ZTM Bad Kissingen project has won several prestigious awards. In 2016, TeleView for Refugees received the German Telemedicine Award by German Telemedicine Association. In 2017 eV DGTelem awarded the project with KARL STORZ Innovation Prize. The award is given to the organizations which made an outstanding contribution to telemedicine sphere. The telemedicine system is also in top 5 nominees at the DFG-Award in Healthcare in Innovations in Patient Care category.