UNIVERSITY HOSPITAL SECURES ELECTRONIC PATIENT DATA

Universitätsspital Basel

CUSTOMER
UNIVERSITY HOSPITAL BASEL

WEB SITE
WWW.UNISPITAL-BASEL.CH

INDUSTRY
HEALTHCARE

LOCATION
BASEL, SWITZERLAND

KEY CHALLENGES
• Securing sensitive data
• Fast and easy access
• Cooperation with external hospitals

SOLUTION
By combining AirWatch and VMware Horizon, doctors can get immediate access to their documents, apps, and other resources, anytime from any device.

BUSINESS BENEFITS
• Digitalization of patient documents
• Cooperation between external and internal doctors has improved
• Better relationship between doctors and patients

With AirWatch® Enterprise Mobility Management, the Basel University Hospital can protect confidential documents on its mobile devices, while ensuring that the data remains in Switzerland. The AirWatch® Catalog allows the hospital to distribute frequently used apps based on the employee's function. To understand how devices can be used, IT administrators can use the catalog to see how often applications are downloaded by employees. This helps decision-making in potential app rollouts in other departments.

The university hospital Basel is one of the leading medical centers in Switzerland and focuses on teaching and research. The goal of the hospital is to ensure the welfare, safety and recovery of its patients with the help of innovative and modern medical equipment.

Challenge

In the past, the hospital has been using a mobile app for iPads, which gives doctors access to patient records at all times. In order to be able to manage both the hospital and the hospital staff, the hospital needed an Enterprise Mobility Management (EMM) solution that can monitor and protect mobile devices and also ensure that employees have access to all the information needed for patient care.

The University Hospital Basel had three mobility objectives: to improve communication between doctors and patients, to increase the collaboration between specialist doctors and assigned physicians and to provide better patient care. "We wanted to enable physicians to work safely and securely," said Axel Ernst, Business Analyst, University Hospital Basel. "A doctor who can give a second opinion without having to go to the hospital or have to rely on a verbal description of an X-ray image is extremely valuable and significantly increases patient protection."

The Solution

By combining AirWatch and VMware Horizon, physicians can get instant access to their documents, apps, and other resources, anytime, from any device.

"Before patient data were electronically available, we had to order files in the archive," explained Dr. Jens Jackscha, Oberarzt, University Hospital Basel. "Only when the file was available, we could give information about what we were asked. Today, everything is instantly accessible, making the process easier and more efficient. "Medical staff also have better access to multimedia files. "Seeing a video of a surgery helps patients understand the treatment better," explained Dr. Jens Eckstein, Senior Consultant, University Hospital Basel. "This has increased the confidence of patients as they feel more involved in the diagnosis."

vmware®

"We want to give doctors the opportunity to work securely together – everywhere and at any time."

AXEL ERNST
BUSINESS ANALYST
UNIVERSITY HOSPITAL BASEL

VMWARE FOOTPRINT
• VMware Horizon
• AirWatch

With AirWach, the University Hospital Basel has expanded its BYOD program to all employees, including medical and administrative staff. Patients can include their own devices and iPads, which are provided by the hospital. These devices are configured to push apps such as radio, TV, or new pages, as well as culturally relevant apps, based on the patient's iPads settings. This has significantly improved patient experience during long treatments such as dialysis.

The collaboration between internal and external specialists has significantly improved through electronic patient information managed by AirWatch. In the past, information for doctors was not readily available, which could lead to frustration in patients. With AirWatch, doctors can now access patient information safely and in real-time, from mobile devices, and thus effectively manage the treatment. This increases confidence and gives physicians the information they need to make the right medical decisions.

Business Results and Benefits

Through AirWatch, the specialists of the University Hospital Basel can access patient records, apps and other resources at any time and from anywhere, while the data is stored securely within Switzerland. The mobile devices allow IT administrators to check the AirWatch Catalog to monitor the app downloads and improve the downloadability of the employees' execution of the apps.

Not only does AirWatch internally bring many benefits, but also with external doctors, there is now the possibility to hold a quick and easy consultation, without waiting for the patient's data. In addition to documents, physicians also have access to multimedia files to better explain and demonstrate patient surgeries and treatments. This, on the other hand, increases patient confidence, as well as the relationship between doctors and hospitals.

Switching to electronic patient data with AirWatch brings better communication, collaboration and performance, while reducing the working hours of doctors.

"Before we could access patient's data electronically, we had to order the files in the archive. Today we can access all information, which makes the whole process easier and more efficiently."

DR. JENS JACKSCHA
SENIOR PHYSICIAN
UNIVERSITY HOSPITAL BASEL

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