

A Customer Success Story

LifeSize[®] Results

Video-enabled Consultations Provide Patients with the Highest Quality Care



Rehabilitation centre decreases patient transfers & offers fantastic health care via LifeSize video collaboration solutions.



Organization

Ciran, Venlo, Netherlands

The Centers for Integral Rehabilitation and Employment Activation Netherlands (CIRAN) provides outpatient rehabilitation care for all Dutch citizens, including those with only basic health insurance policies. CIRAN, which is under the Ministry of Health and WTZI, is a recognized institution for specialist medical care rehabilitation medicine.

Recently, CIRAN created an innovative project called **Tele-Consultations**, with the aim to provide consultations via video communications to 19 of their care locations in the Netherlands. CIRAN is headquartered in Venlo and owns five regional locations in various cities, as well. There are also a number of other companies who also participate in the program to ensure as many institutions for patients as possible.



Challenge

 Being able to offer high quality medical services by reducing travelling time and costs through a solution that is easy to handle, offers ultimate quality with efficient bandwidth options and a recording ability.

Solution

 CIRAN implemented LifeSize[®] Bridge[™], LifeSize[®] Control[™] and LifeSize[®] UVC Video Center[™].

Results

 CIRANs' doctors are now able to see their patients and their respective files at the same time by avoiding doctors or patients' travelling time. Appointments can be scheduled and recorded with ease. Patients appreciate the high service and quality delivered by CIRAN.

Challenge



Ciran provides a specialized rehabilitation program ensuring full patient participation after 16 weeks. In order to do that a very strict modular treatment approach is organized. Several consultations with doctors are tightly scheduled within this time span. In a classic approach patients would travel throughout the country for consultations that may only last for 10 minutes. This would risk time slipping in the 16-week program due to planning problems for patients and doctors travelling, thus compromising the result oriented program. "Care organizations are under great pressure to reduce costs and provide a higher service," said Jeroen van Bergen, IT specialist at CIRAN. By implementing video conferencing solutions, CIRAN hoped to remove the travel time for patients and doctors, thus increasing both physician efficiency and even more importantly ensure patient outcome within the 16-week period.

The hospitals key requirements are:

Ultimate quality: The patient should feel as comfortable as if the doctor was there in person.

Ease of use: The systems are easy to manage centrally and easy to be set up by an employee.

Efficient bandwidth options: All locations must provide a crystal-clear connection to the patient.

Recording ability: The video endpoints must be able to record video calls for later use in the Electronic Patient Dossier (EPD).

"The patient will see the doctor over HD video and can feel comfortable in knowing that they are getting the best service and advise possible."

- Jeroen Van Bergen, IT specialist at Ciran

Solution



After searching for the right vendor for this innovative project, CIRAN made the decision to choose LifeSize, who provided the best price performance and video quality. Within three months, a complete video environment had been implemented throughout CIRAN's locations with the help of audio and telecommunication specialist Kreuze Telecom and Alcatel-Lucent.



Results



Patients and doctors now use a two-screen solution via LifeSize Bridge. With the two screens, the doctor is able to see the patient on the one screen and the patient's file on the other. "The patient will see the doctor over HD video and can feel comfortable in knowing that they are getting the best service and advise possible. That's the most important thing to us: that the patient feels well taken care of," said Van Bergen.

Because the LifeSize systems are so easy to use, CIRAN's secretary is able to set-up all video calls using LifeSize Control. The software offers a booking tool that is simple to use, so all of the appointments can be scheduled with ease. Also, when the secretary uses this tool, all of the LifeSize video systems will be updated automatically using an intelligent calling system.

Finally, doctors utilize LifeSize UVC Video Center, which gives the secretary and doctor the option to record patient visits that can later be added to their official medial record.

Future business

In order to improve internal communication across the hospital's many sites, CIRAN is looking to host all of its internal meetings over video conferencing.

Mobility is also a focus for decision makers at CIRAN. If a patient needs extra information, a 24-hour on-call service or if doctors need to treat patients are homebound, doctors and assistants will use a mobile device (iOS or Android) to provide care anytime, anywhere, over any distance. LifeSize ClearSea will be the solution on all mobile clients and the server will be implemented on a laptop. "Doctors are very willing to change their behavior. We have created a culture where physicians are very open to innovative solutions and we could not be happier about it," explained Van Bergen.



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