Perfect care with telemedicine

Change Driver

Even before the COVID-19 era, the CIO of a hospital in Warsaw was searching for a solution to offer their patients short virtual doctor consultations for simple cases like:

- Prescription renewal
- Periodic check-ups
- Follow up visits
- Urgent situations, when the stationary visit is not possible

In most of these cases, visits might take 10-15 minutes, and do not necessarily require physical contact between the patient and a doctor. The digital service could therefore significantly reduce the effort required by a patient, such as the time needed to travel to a clinic and sitting in a waiting room.

In addition, with the COVID situation it became even more important to avoid unnecessary interactions, especially in high-risk areas such as clinics or hospitals.

Damovo Approach

To enable patients to experience virtual doctor's conversations, Damovo has implemented a solution that allows them to initiate a voice and/or video call via the browser without a download or plug-in.

All the patient needs is an internet access with a browser. By clicking on a button on the website or via a link sent to him/her, the patient starts the connection. The solution developed by Damovo itself uses WebRTC technology, which is a modern state-of-art technology and design-enabled technology for voice / video / data communication. Additionally the solution requires an Audiocodes SBC, which converts the calls for the telephone system used in the hospital.

By integrating the overall solution into the hospital's CRM system via open REST API's, the calls can also be recorded and assigned to the patient's file.

Customer Value

How the **hospital** benefit

The hospital can now conduct virtual conversations, which saves time for both patients and doctors when help is needed in non-critical cases.

With the new service, the hospital can allocate more appointments overall, as the administrative work on-site for these appointments is eliminated.

In addition, the remote visit service enables the acquisition of new patients and improves the hospital's image.

How **patients** benefit

Patients can simply make a video appointment from home and no longer have to drive to the hospital for minor concerns.

The patient only needs a PC or smartphone with a web browser to use the services. Furthermore, in the era of COVID-19, the technology helps to increase security for everyone.

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