

Optimal Healthcare
with Telemedicine



Change Driver

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 the event of a pandemic, it is very important to avoid unnecessary interactions, especially in high-risk areas such as clinics or hospitals.





Damovo Approach

To enable patients to have virtual consultations with their doctor, Damovo implemented a solution that allows them to start a voice and/or video call via their browser without downloading or plug-ins.

All patients need is internet access with a browser. By clicking on a button on the website or via a link sent to them, a patient starts the connection.

The solution developed by Damovo itself uses WebRTC technology, which is a modern, state-of-the-art and secure technology for voice/video/data communication.

In addition, 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 APIs, the calls can also be recorded and assigned to the patient file.



How the **hospital** benefits

The hospital can 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. In addition, the technology helps to increase safety for everyone in the event of another pandemic.