

CLICK TO MEET™ HELPS PHYSICIANS STREAMLINE MEDICAL CARE AT Erasmus University Medical Center, Rotterdam, the Netherlands

The Mission

The Radiation Oncology Department of the Erasmus University Medical Center cares for patients at both the main Rotterdam campus and the Daniel Den Hoed Clinic located approximately seven kilometers (4.5 miles) away. The Department needed to make the entire team of consulting physicians and technicians available to one another in real-time at both Rotterdam facilities, to ensure fast, efficient and accurate delivery of radiation treatment.

The Challenge

Despite the relatively short distance between the medical centers, traffic congestion makes traveling between them a time-consuming endeavor of close to an hour in each direction. A real-time collaboration solution was needed that would enable all the physicians and technicians to consult quickly with one another. The system had to deliver powerful high quality multimedia capabilities to allow collaboration on imaging studies, laboratory tests, and patient records. In addition, because of sensitivity of private medical data, any collaboration solution had to work seamlessly with Erasmus' powerful firewall.

Mr. Hans Zandbergen, Teleconferencing Project Leader in the Radiation Oncology Department discussed Erasmus' needs with Marcel Groen Director at XperTeam Communications, a RADVISION partner in the Netherlands.



Hans Zandbergen

The Solution

RADVISION's **Click to Meet™** desktop collaborative solution was selected for its ease-of-use and ability to integrate with the Erasmus' existing workflows, as well as its seamless integration with the familiar desktop environment in all the center's satellite clinics. High video quality was a key factor, as was the robust data sharing and manipulation capabilities that enable physicians and technicians to share data in real-time and make fast, informed treatment decisions. Erasmus recognized that the power of the data sharing and manipulation also expanded the value of the investment, as the initial license for ten concurrent uses was deployed at the medical center's facilities in the Dutch Antilles and at satellite clinics throughout Holland. It is also being used for remote training.

The **Click to Meet** server was installed inside Erasmus' firewall, answering the medical center's need for patient privacy and foolproof security.



Prof. Peter Levendag, Chairman
Radiation Oncology Department

The Result

Using **Click to Meet**, the physicians and technicians of the Radiation Oncology Department can now treat more patients in the same amount of time. Mr. Hans Zandbergen: "Within a few months of our deployment of **Click to Meet**, there was a dramatic increase in productivity. The physicians and technicians were eager to adopt the easy-to-use tool. Once the system was online, the benefits to our patients were clear - waiting time was reduced dramatically." Moreover, patients could rest easy in the knowledge that they were benefiting from the renowned expertise of the Erasmus staff - whether they were in the Dutch Antilles, in another city, or just across town in Rotterdam.

Looking Forward

The Radiation Oncology Department remains a trend setter - both within the Erasmus Medical Center and in the Dutch medical community. The project has been moved from the Radiation Oncology Department to Erasmus' IT Division, where it is undergoing further evaluation regarding expanded deployment. The Erasmus **Click to Meet** project was the subject of a nation-wide study conducted in the Hague, where the feasibility of visual communications and data collaboration in the medical community was proven. Once issues of bandwidth and data security are widely addressed, the groundwork for a national program is solid. According to Mr. Zandbergen, the integrated workplace is central to deploying new modes of visual communications. **Click to Meet** leverages the power of the integrated workplace to provide excellent medical care more efficiently, while extending training and enabling wide-scale teaching opportunities.