



CASE STUDY

MARKET: HEALTHCARE

REGION: EUROPE

COMPANY: CIRAN

CIRAN, THE DUTCH REHABILITATION SPECIALIST, AIMS TO REVOLUTIONIZE HEALTHCARE WITH VIDEO CONSULTATIONS

ALCATEL-LUCENT ENTERPRISE PROVIDES A SECURE AND RELIABLE VISUAL COMMUNICATIONS SOLUTION WHICH CIRAN USES FOR THEIR INNOVATIVE SERVICE



Ciran provides outpatient rehabilitation care for Dutch citizens, helping people injured in accidents to get back to work. The organization is based in Venlo, in the south of the Netherlands, and delivers healthcare services nationwide. It manages six of its own centers and has recently taken responsibility for a further fifteen locations.

CHALLENGES

- Make rehabilitation services available to a wider number of patients
- Provide a secure, reliable solution to host video consultations
- Reduce travel time and raise productivity for doctors
- Inspire confidence in video consultations, a first for the Netherlands' medical industry

SOLUTION

The proposed solution was a complete full HD video conferencing platform using Alcatel-Lucent LifeSize Video Conference 210 video systems equipped with a 10x optical zoom camera and two full HD screens per location.

To connect all video locations to the same solution the following network elements were also implemented:

- Alcatel-Lucent LifeSize Transit Client
- Alcatel-Lucent LifeSize Transit Server

The LifeSize Video Center manages all video systems remotely to keep track of the usage. Lifesize Control got implemented as the management function. A secretary who starts all video calls and takes the pre-call questionnaire uses a LifeSize LG Executive.

BENEFITS

- Enables Ciran to expand services from six to twenty-one locations, improving health outcomes for more patients
- It allows Ciran to provide care to more patients
- Reduces travel time and costs for patients and doctors
- Allows secure storage and transmission of patient records between locations
- Delivers ROI within one year
- Has given market advantage for Ciran in the Netherlands with the introduction of an all-new video consultation service



“We’re now able to see more patients, more often. It improves the efficiency of the clinic and results in better outcomes for patients. These are early days but we want to examine how to extend the service.”

Jeroen van Bergen, IT Specialist, Ciran

THE CHALLENGES

Ciran provides outpatient rehabilitation care for Dutch citizens, helping people injured in accidents to get back to work. Although a private organization, it is overseen by the state and funded by insurance companies.

Ciran is based in Venlo, in the south of the Netherlands, and delivers healthcare nationwide. It manages six of its own centers and has recently taken responsibility for a further fifteen locations. This expansion has created a new challenge for the business: in order to adequately serve patients nationwide, Ciran must either hire more, highly specialized (and expensive) doctors, or transfer patients to its facilities in the south of the country.

A third, more ambitious option was to create video booths in each clinic and conduct patient assessments via video link. Working with Alcatel-Lucent and local partner Kreuze, when Ciran launched their video consultations, it was a first for the Netherlands' medical industry.

THE SOLUTION

The video platform is hosted in a secure data center at Ciran's Venlo head office. The six Ciran-owned locations are now connected via WAN, with the fifteen new sites connected over the public Internet. The implemented transit server provides the secure connection to the fifteen sites.

All video rooms at the care locations use a LifeSize Video Conference 210 with dual display, featuring two 65 inch screens. The specialist doctors have a similar configuration, with a connected workstation or laptop. This can then be used to share pictures and the patient file. Up to sixteen callers can join a video call, allowing the consulting doctor to invite a second opinion. The receptionist has the ability start all calls with a recording that will be attached to the patient's digital file afterwards.

“We’re satisfied this provides a high quality service for patients,” says Jeroen van Bergen, IT Specialist. “It is easy to set up, simple to manage and helps us to collect and store a huge amount of patient data.”

“We’re satisfied this provides a high quality service for patients. It is easy to set up, simple to manage and helps us to collect and store a huge amount of patient data.”

Jeroen van Bergen, IT Specialist, Ciran



THE BENEFITS

To date, the solution has enabled between six and eight 30-minute consultations each day, impossible if the doctor had needed to travel to different locations. It allows patients to visit their local medical center, saving time and travel costs for both patient and doctor. It has made Ciran’s specialist service available to a wider audience, improving health outcomes while keeping patient records at the local office.

“We’re now able to see more patients, more often,” says Jeroen van Bergen, IT Specialist. “It improves the efficiency of the clinic and results in better outcomes for patients. These are early days but we want to examine how to extend the service.”

The system is linked to Microsoft® Outlook, allowing consultations to be booked into the diary and calls to start automatically. Currently, patient records are kept solely at the local office, but the plan is to be able to integrate certain details with outside agencies, given the right security clearance, including insurance companies and local government. Ultimately it may be possible to conduct consultations at the patients’ home saving further time and cost and improving patient experience.

Ciran is expected to generate a return on their total investment within one year.

CUSTOMER SUMMARY

Ciran

MARKET: Healthcare

EMPLOYEES: 10,000

NUMBER OF USERS: All patients

URL: www.ciran.nl



Kreuze Telecom is one of the largest independent telecom providers in southern Netherlands. It provides thorough and independent advice, combined with highly technical expertise

