

# Universitätsspital Basel Keeps Patient Health Records Safe with AirWatch

## The Mission

University Hospital Basel (Universitätsspital Basel), one of the leading hospitals in Switzerland, is characterised by excellence in teaching and research. The hospital's goal is to provide the best treatment for patients and it places high value on the provision of cutting edge technology.

The hospital had recently introduced a mobile application for hospital iPads that gives doctors anytime electronic access to patient data. However, with a mix of corporate and employee-owned devices, the hospital decided it needed an enterprise mobility management (EMM) solution that could monitor and protect devices while ensuring employees could access the information they need to take care of patients.

University Hospital Basel had three main goals with mobility: To improve communication between doctors and patients; increase collaboration between medical specialists and referring family doctors; and provide better patient services. "We wanted to enable doctors to securely collaborate anytime, from anywhere," explained Axel Ernst, business analyst, University Hospital Basel. "A doctor who is able to provide a second opinion without having to attend the hospital or rely on the verbal description of an X-ray is extremely valuable and significantly increases patient safety."

## The Results

Using AirWatch<sup>®</sup> Enterprise Mobility Management, University Hospital Basel protects sensitive documents on its device fleet and can ensure that its data remains within Switzerland. The AirWatch<sup>®</sup> Catalog enables the hospital to distribute frequently used applications, such as an electronic patient records application, to employees based on their job role. Through the AirWatch Catalog, IT administrators track employee application download rates to understand how they use their devices, which aids decision making on potential application rollouts in other departments. Through the combination of AirWatch and VMware Horizon, doctors can furthermore get instant access to their files, applications and other resources at any time, on any device.

"Before patient records were available electronically, we frequently had to order files from the archive," said Dr Jens Jackscha, executive physician, University Hospital Basel. "Only when the file was ready could we provide information. Today, everything is accessible immediately, which makes



### Solution Overview

- Client: Universitätsspital Basel
- Industry: Healthcare
- Geography: Europe
- Features: BYOD, MDM, MAM
- Infrastructure Integrations: Electronic Patient Records
- Devices: 1,000-2,000



processes easier and more efficient." Medical staff also have greater multimedia access to assist patients in understanding treatment. "Being shown a video on an app makes it easier for patients to understand medical procedures," said Dr Jens Eckstein, Senior Consultant, University Hospital Basel. "Most importantly, it has increased patient trust as they feel more included in the diagnostic process."

With AirWatch, University Hospital Basel has been able to open its bring your own device programme to all employees, including medical and administrative staff. Patients can enrol their own devices or be provided optional AirWatch-managed iPads. These devices are configured to push applications, such as radio, TV and news sites, as well as culturally relevant applications based on the language set on the iPad. This has significantly improved patient experience during long procedures, such as dialysis.

Collaboration between internal and external medical professionals has improved significantly through AirWatch-managed patient information. Previously, this information was not readily available to family physicians, leading to aggravation for patients. Now with AirWatch, family doctors can securely access real-time patient information from mobile devices to effectively take over patient treatment. This increases confidence and provides doctors with the patient information needed to make the right medical decisions.

Improved communication, increased collaboration and better patient services have reduced work time for doctors and made it easier for them to help patients while away from the office. With these results, University Hospital Basel has seen an increase in mobile device usage by hospital staff.

## What's Next

University Hospital Basel is exploring electronic patient education that will, for the first time, enable patients to actively use mobile devices during their treatment.

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– Axel Ernst  
Business Analyst  
University Hospital Basel

