

Nokia/Pfizer mobile information system gives Amsterdam medical center physicians more time with patients

Customer:	Academic Medical Center, Amsterdam, Netherlands
Industry:	Healthcare and medical research
Challenge:	Eliminate the wasted time physicians spent returning to their offices to retrieve patient lab and medicine dosage information
Solution:	Nokia 9500 Communicators, Nokia Mobile VPN, Pfizer Digital@Visor application
Benefits:	Physicians can have up-to date patient and medicine data available out of office

“The capabilities to call up accurate, consistent information instantly will contribute significantly to the quality of care we can provide.”

*Dr. Marcel Levi
Head of Internal Medicine
Academic Medical Center, Netherlands*

The Academic Medical Center of The Netherlands is the nation's largest teaching hospital, with eight divisions conducting medical research and providing a national tertiary referral function as well as primary medical care to the Amsterdam metropolitan area.

The medical center's physicians spend a significant part of their time every day waiting for lab test results, tracking down dosage information and researching their patients' medical histories. That often entails returning to their offices to use desktop computers, which takes them away from their patients and other medical staff. Dr. Marcel Levi, the medical center's head of internal medicine, and the medical center information technology staff began a pilot program called the Mobile Physician Initiative (MPI) to eliminate wasted time searching for information and waiting for lab results. The medical center chose a Nokia/Pfizer mobile medical information as the MPI system's foundation.

The Solution

The MPI pilot program uses Nokia 9500 Communicators, the Nokia Mobile VPN Client and Pfizer's Digital@Visor application to provide physicians with secure mobile access to medical information using wireless and satellite technology. The Nokia 9500 Communicators display everything from the patient's medical history, to lab results, to guidelines for administering new medications. Hospital staff can also use the MPI to alert doctors to a patient emergency.

The Benefits

Physicians using the Nokia/Pfizer system can get accurate, updated information about their patients' condition, such as test results, right at the bedside. They can also order treatment changes or new drug dosages immediately, rather than waiting for test information, or to complete rounds so they can return to their offices to find information. The additional time spent with patients improves the medical center's quality of care and patient satisfaction. The MPI pilot program also improves efficiency by helping staff catch duplicated work and cutting turnaround times on test and procedure results.

"The capabilities to call up accurate, consistent information instantly will contribute significantly to the quality of care we can provide," said Dr. Levi.

How it works

The Nokia Mobile VPN solution provides physicians with secure access to all of the medical center's compatible back-end information systems through Internet Protocol security (IPSec) VPN tunnels over a wireless local area network (WLAN). Physicians use their Nokia 9500 Communicators, which also feature voice and text messaging functionality, to access the Pfizer Digital@visor application over the WLAN. Digital@visor gives physicians access to electronic medical records systems, lab result alerts, their telephone directories, to-do lists, and calendars.

Key features

Voice and text integration enables physicians to read information in text form and follow up with a voice call if they need clarification or more information.

Weekend transfer function updates physicians about changes in their patients' conditions that occurred over the weekend.

Compatibility with backend systems enables Nokia Mobile VPN to provide secure, transparent and manageable access to medical information. After successful authentication, all data travels encrypted to and from the mobile device protecting the medical information from theft or tampering as it travels over wireless connections.

Company:	Academic Medical Center, Netherlands
Headquarters:	Amsterdam, Netherlands
URL:	www.amc.nl
Primary business:	Medical care, education and research