



FastViewer Use Cases – Healthcare

Applications of FastViewer in Health Care

fastviewer
powered by Matrix42

Introduction

All FastViewer connections are made - thanks to the highest possible 256-bit AES end-to-end encryption - via communication channels with dual security.

In all the following examples, autonomous FastViewer server solutions are used in each case. The highest level of safety and complete independence are thus guaranteed.



*Online-Meetings and Remote Support.
Easy & secure.*



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Mobile Applications – Use Case #1

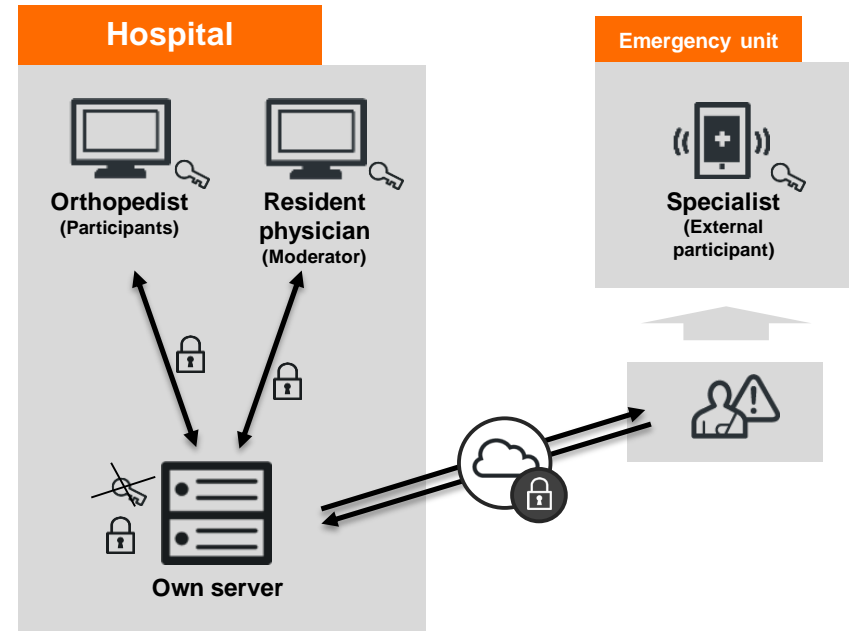
FastViewer as a Platform for the Exchange of Communication

Challenge

Station visits involving changes in the medical profile of a patient often require consultation with colleagues for a second opinion. If the responsible contact partner is not on-site, decisions may be delayed due to travel times.

Solution

With FastViewer, the resident physician can consult a specialist via a web session over the phone or a tablet to discuss an x-ray, for example, almost as if both participants were present locally on-site. Through direct interaction, a quick decision on the further course of action can then be taken. The session recording ensures that everything is documented.



Internal Support – Use Case #2

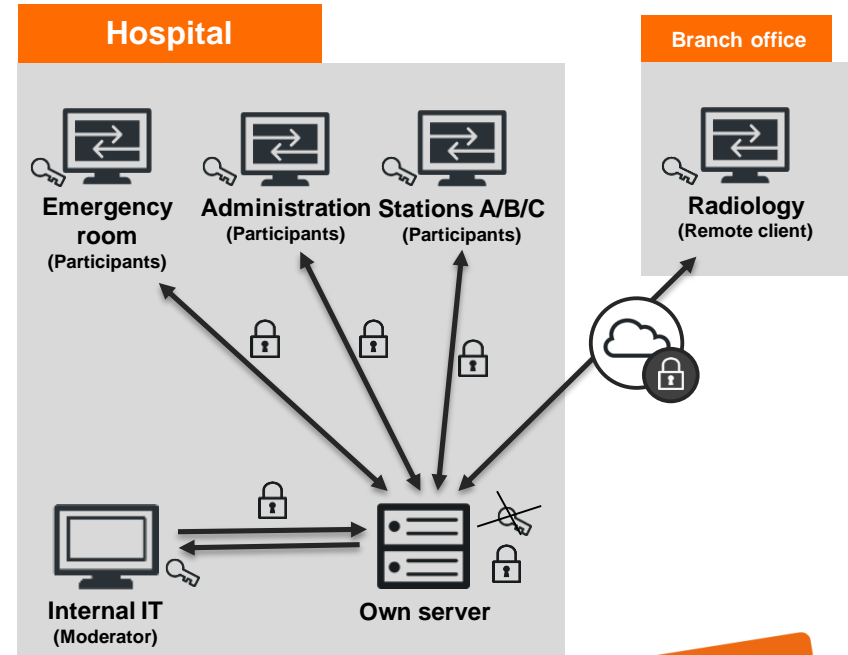
FastViewer as an “Extended Arm” for the Internal IT

Challenge

The IT infrastructure in hospitals is very complex nowadays. To keep all the systems up to date, IT staff often need to travel long distances. Quick help with technical problems is thus also difficult to provide. In addition, no human resources are usually available for cost reasons.

Solution

With FastViewer, every workplace is just a mouse click away - regardless of where it is located. Scheduled updates or upgrades can be performed centrally through the IT department even if no one is present at the PC. This saves time and costs. The data exchange for this occurs exclusively via double-encrypted communication channels.



External Support – Use Case #3

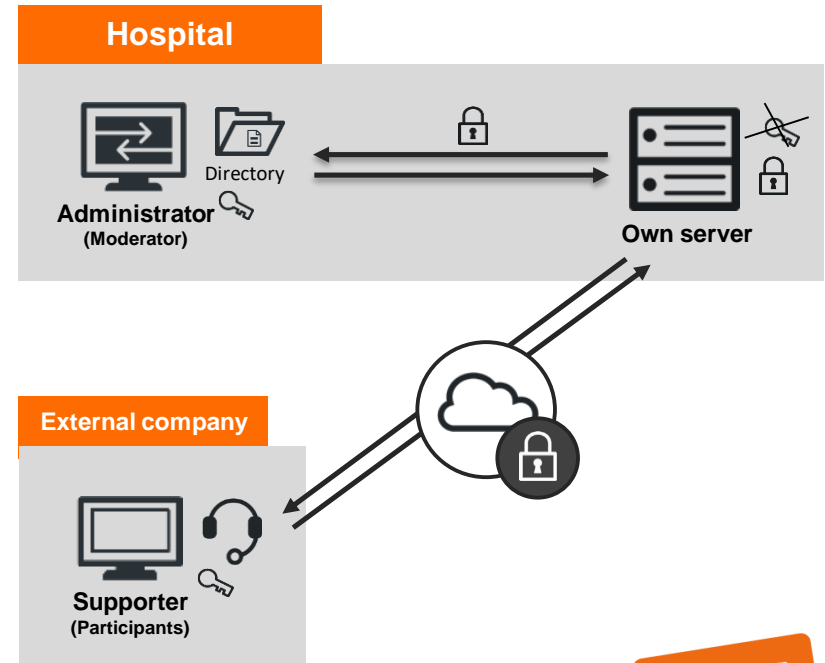
FastViewer as an Interface to External Companies

Challenge

In the case of a support incident or a software update, the support staff of the respective manufacturers need to grant access to local directories of the hospitals. For reasons of data security, it must be ensured that the used connections are secure and cannot be viewed by third parties.

Solution

Through specially configured modules for starting support sessions, employees can allow external companies to access the appropriate directories when required. The connection log can be used to transparently track when the connection occurred and how long it lasted. In addition, the recording function also provides tamper-proof evidence of the work performed.



Clinic Administration – Use Case #4

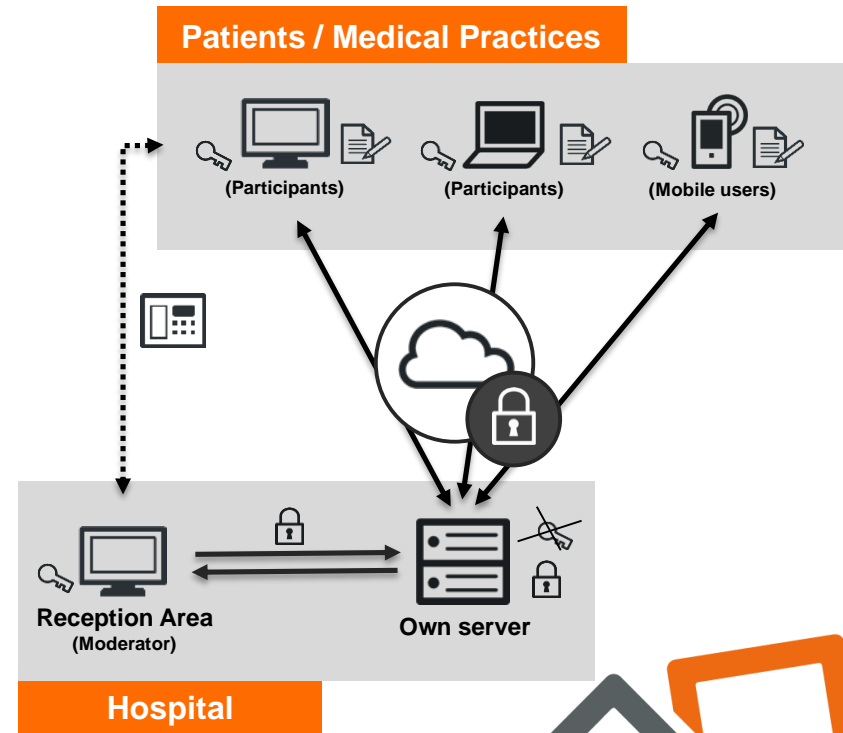
FastViewer as an Interface between Clinic, Patients and Medical Practices

Challenge

The effort and time spent on managing hospitals is constantly increasing, but at the same time with fewer resources. The existing staff must be able to work efficiently. Communication between primary care physicians, patients and health insurance companies is often difficult, partially due to the distances involved.

Solution

With FastViewer, contact can be established at the push of a button to clarify open questions about medical records with primary care physicians, to support patients during online enrollment or to consult with health insurance companies. And this can be done regardless of the time and place. The available resources can thus be optimally used, thus enabling greater efficiency and shorter processing times.



Time and Cost Savings – Use Case #5

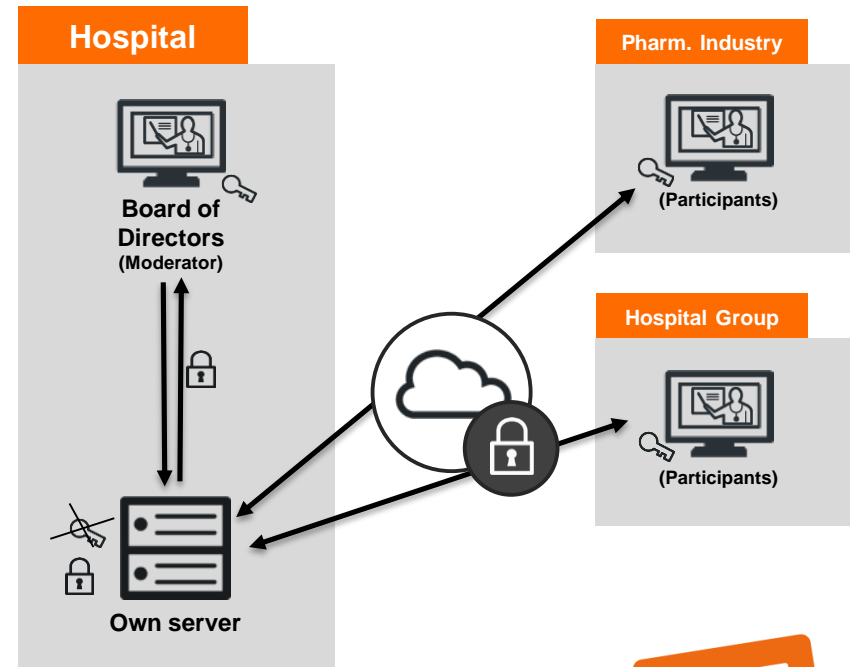
FastViewer as a Virtual Conference Room

Challenge

The pharmaceutical industry is progressing steadily due to rapid advances on several fronts. Discussions and meetings to facilitate the exchange of innovation are usually associated with long travel times for the participants. Flights and hotel accommodation have to be booked, and meeting rooms must be made available. The financial expenditure for this is no longer practicable or justifiable.

Solution

With FastViewer, the exchange of communication can occur across geographical boundaries at any time and from virtually anywhere. Planned product presentations by a pharmaceutical company can be initiated by the moderator after starting a session by simply changing the viewing direction. The file storage enables documents to be easily exchanged, and the whiteboard function supports interactive cooperation among all the participants.



Emergency Response Services – Use Case #6

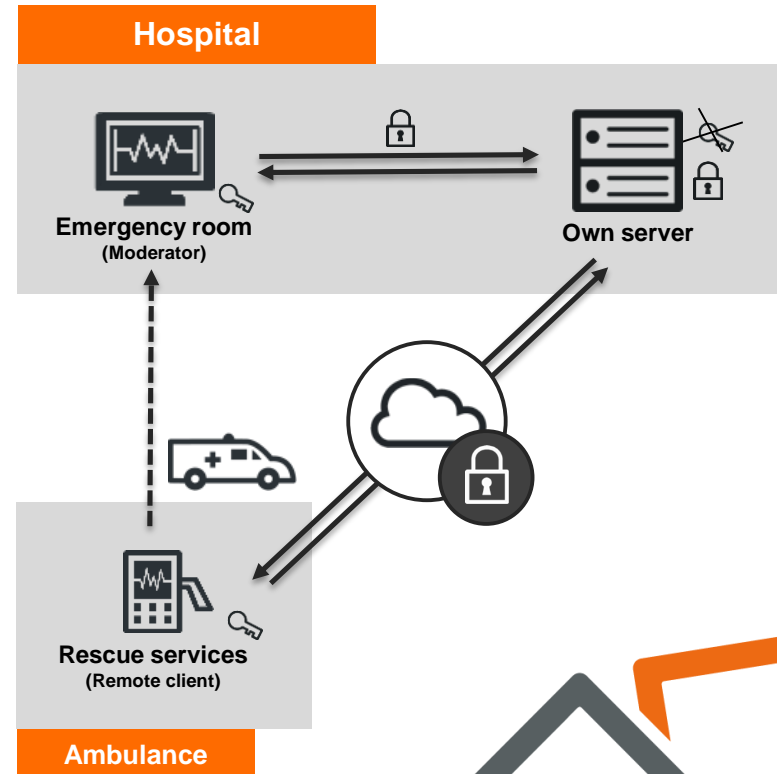
FastViewer Support during Rescue Operations

Challenge

Every second counts in rescue operations. In order to make all the necessary preparations in the emergency room in advance, the accurate and timely transmission of all vital data is extremely important.

Solution

With FastViewer, the team in the emergency room can access the systems in ambulances via a preinstalled remote client and track all vital data. The required preparations can thus already be made prior to arrival. In case of complications during the transport of a patient, the rescue team can be supported.



References

The following institutions are already working successfully with FastViewer



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Further Fields of Application

Here's how you can also use FastViewer

Internal IT

- Server monitoring
- Update and rollout of software
- Helpdesk
- Remote access
- Troubleshooting

Board of Directors

- Process optimizations
- Budget planning
- Web conferencing
- Project management
- Innovation exchange

Doctors

- Transmission of vital data
- Internal / external meetings
- Diagnostics
- Support of rescue teams
- Interactive Webinars

Stations

- Availability of rooms
- Access to patient data
- Online patient enrollment
- Training for med. equipment
- Coordination of service plans



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Did we miss an example
from your company?

Contact us!

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