

Client testimonial



- Customer:** The merger of Sint Clara Hospital and Zuiderziekenhuis in 2002 created Medical Center Rijnland-Zuid (MCRZ), a general hospital with 679 beds spread over two locations in Rotterdam. Location Zuider focuses on acute care, location Clara on elective care. The MCRZ focuses on the general care of patients in the region of Rijnmond.
- Challenge:** To improve the collaboration between the team members in the two locations.
- Results:** Faster integration of two locations and standardized workflow and training. Two separate surgery clinics and two teaching hospitals were merged into one.

Since 2005, the surgery department has been using the videoconferencing systems several times a day to handover patients and consult each other. The systems are also used to train interns and assistant physicians as well as to consult specialists in other hospitals.

A few years ago, MCRZ's surgery department saw a live videoconferencing link and immediately recognized its advantages. Dr. Erwin van der Harst, gastrointestinal surgeon and teacher at MCRZ explains: "The merger that created the MCRZ also dispersed the surgery department across two locations. We often use X-rays and CAT scans during meetings and patient handover. We missed the images during our phone meetings", which is why we immediately recognized the benefits of videoconferencing. The surgery department made the investment as part of the 'health care innovation project.' The use of the telecommunication equipment has standardized communication about patients. The doctors now have a lot of experience setting up video conferences, which is why the technology is now fully integrated with our daily activities. This saves us a lot of time, because we no longer have to travel between two locations."

"Because the videoconferencing systems were immediately used for all kinds of meetings in the surgery department, everyone involved had a stiff learning curve. If there were any sceptics, the use of the systems quickly changed their minds."

Dr. Erwin van der Harst,
Gastrointestinal surgeon and teacher at the MCRZ

The theoretical part of the training the interns follow in the surgery department is supported by videoconferencing. A weekly discussion group supervised by a surgeon is conducted through a videoconferencing link and every month the Regional Training Committee uses a videoconferencing link to meet with members such as Daniel den Hoed Clinic and the Erasmus Medical Center in Rotterdam and the Reinier de Graaf hospital in Delft.

Dr. Van der Harst: "We were created by the merger of two surgery clinics and two teaching hospitals in which videoconferencing played a key role. There is certainly a future for video communication in the surgery department. We're thinking of adding another dimension to training by installing a system in the operating room."



"Talk & Vision really helped us choose the videoconferencing systems and installed them to our satisfaction."

Dr. Erwin van der Harst,
Gastrointestinal surgeon and teacher at the MCRZ



About Talk & Vision

Since Talk & Vision first started in The Netherlands ten years ago, it has realised healthy and promising growth in video conferencing solutions for a large number of customers in various sectors. As well as the necessary hardware, they have clearly focused on a large range of supplementary services. These include international service and support, consultancy, training and web-conferencing and video-meeting services. Talk & Vision is authorised partner to Polycom, Radvision, Sony and Tandberg, thus ensuring its partners receive independent advice. The comprehensive portfolio of services makes it possible to outsource video conferencing activities entirely to Talk & Vision.

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