



JiveX in the PremiQaMed Group

A system grows with its tasks

Everything started with the desire for a sitewide, multimodal archive. What emerged is one of the largest JiveX installations in Austria and one of the functionally most complete: At the seven sites of the PremiQaMed Group, a leading Austrian operator of private health companies, there is hardly an employee who does not directly or indirectly come into contact with JiveX.

Whether it be a radiologist who examines MRI images using JiveX Enterprise PACS, a ward physician who requests preliminary examinations using the CIS from JiveX Healthcare Content Management (HCM), or an administrative employee who sends

relevant documents together with the invoice to insurance providers from HCM via an interface. Specifically, across all sites JiveX operates PACS functions, high volume and ad hoc scanning processes, long-term archiving, image and document queries from attending physicians via a specific portal, the CIS contingency concept, and even support for the invoicing process via SAP. To be able to satisfy this task, the various existing PACS with a data volume of easily 80 terabytes and the archives across all sites—paper-based and digital—were migrated. JiveX is also integrated into various CIS solutions as well as being incorporated into the attending physician portal. This enables

easy access to documents and images through a uniform interface. Lastly, the scan gateways are implemented so that both directly scanning individual documents as well as scanning entire records can be performed effortlessly and paper copies can then be destroyed.

Centralize and standardize

Dr. Carina König, Managing Director at PremiaFIT, a company that centrally manages all services from ICT (information and communications technology) to facility management for the Group, has closely supervised the implementation process and ensured that the Group's strategy is rigorously implemented: "In

2017 a new ICT strategy was developed for the entire clinical group. A key objective of the strategy was to operate a largely centralized IT system that satisfies the need for cost awareness but also the requirement for modernity and interoperability. And JiveX was an important component that was initially used to replace the giant paper archive on one site. The archive of an external scanning service provider and all other archives were also migrated. The deep integration into the various CIS at the different sites then enables access to the archive data from the CIS," explained Carina König.

Almost in parallel to this conversion, the existing PACS installations from various manufacturers were also replaced with a switch to the JiveX Enterprise PACS across all sites.

All data everywhere

Even if within the PremiQaMed Group there is talk of two systems—the HCM as archive and the PACS—from a technical perspective it is actually a large, centralized installation with a star-shaped structure. Each of the seven sites has its own JiveX server so that it can work autonomously. Access to the data is via a central archive into which all data—whether images or documents—flow, even that from the CIS. Such centralized data storage is important to be able to satisfy a critical requirement of the management and the physicians in the Group: access to the data independent of location.

Dr. Marius Wick, Head of Radiology in the outpatient clinic and the MRI institute of a private hospital of the Group, explains why this point is so important: "Work in radiology has changed enormously. To remain attractive as an employer, we have to provide the opportunity for diagnostic services to be independent of location. Simply put, this means that it must be possible to make diagnoses at other locations including home offices, for example. This means that our employees are flexible and don't necessarily have to change their job if they move house,

Medical
Excellence
Austria



PremiQaMed Group

Overview of the PremiQaMed Group

The PremiQaMed Group is a leading operator of private healthcare facilities in Austria and a 100% subsidiary of UNIQA Österreich Versicherungen AG. About 2000 employees work across the Group. The Group includes the Döbling Private Hospital, the Döbling Outpatient Clinic, and the Confraternität and Goldenes Kreuz Private Hospitals in Vienna, the Wehrle-Diakonissen Private Hospital in Salzburg, and the Graz Ragnitz Private Hospital. As part of Private-Public-Partnership (PPP) models with the SVS (social insurance for the self-employed), the PremiQaMed Group operates the Malcherhof Baden Clinic that specializes in rehabilitation medicine as well as the Gesundheitszentrum für Selbstständige in Vienna.

for example. The special structure as an attending physician hospital also means that the option for decentralized work is essential. Thanks to JiveX this change has been successful."

Go-live despite lockdowns

The radiologist is also satisfied with the functionality of the VISUS PACS. "A PACS must adapt to the circumstances in the facility. The conditions in the PremiQaMed Group result from a high patient flow and this requires stable and efficient software. Both are achieved with JiveX. A major challenge with the introduction of the PACS was that it took place in the middle of the lockdown in spring 2021, which made on-site training difficult. The VISUS team were not deterred by this and complied with the rules associated with the travel from Bochum to Vienna so that they were available on site as contact persons. There were also contact restrictions that applied on site meaning that the functionalities of the system could not be fully explored by all employees in the early days. Establishing the hanging protocols also initially fell victim to the

difficult conditions. We were, however, very happy that VISUS were able to make on-site appointments despite the restrictions and also enabled remote training for setting up the new PACS," said Marius Wick, remembering the beginnings that, despite all adversity, did not lead to any failures.

And Carina König is also very satisfied with the overall project schedule: "I have a very good recollection of the collaboration with VISUS, the response times were short, arrangements were adhered to, any difficulties that arose were promptly and professionally resolved. And something that makes me particularly happy: Since the introduction of the JiveX Enterprise PACS we have recorded significantly fewer support requests. The system runs to the satisfaction of everyone."