

Consulting Patients via Video

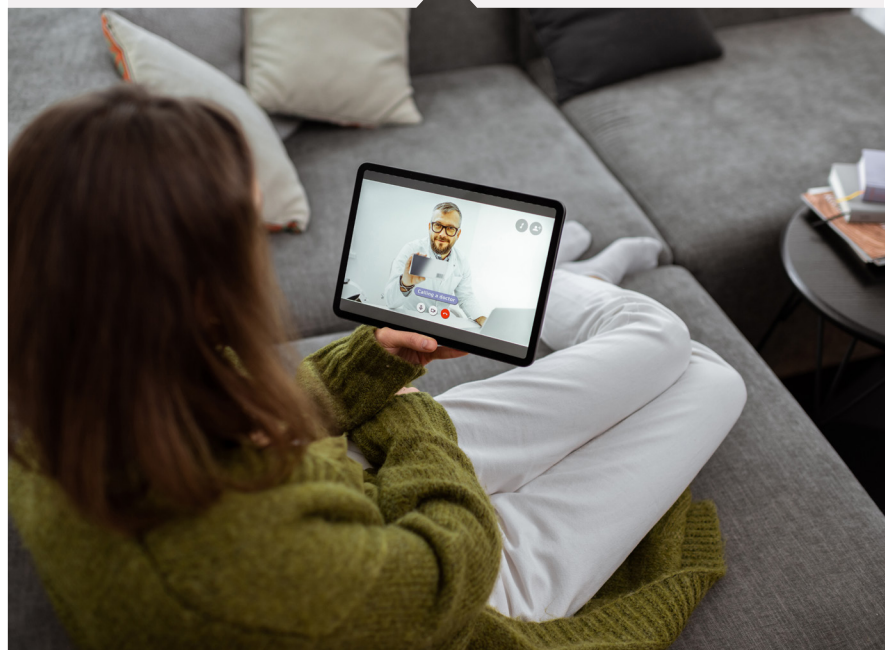
Since the COVID-19 pandemic, the Landshut District Hospital has been offering video consulting on Android tablets managed by Cortado MDM.

The District Hospital for Landshut is a modern hospital for psychiatry, psychotherapy and psychosomatic medicine. The current situation has meant that contact between physicians and patients should be kept to a minimum, which made it clear that the hospital should increase its use of video consulting. Practitioners, such as doctors and psychologists, were equipped with Android tablets for video consultation. Now a mobile device management system for the secure administration of the devices had to be found. Manfred Lang, IT manager of the Landshut District Hospital, came across Cortado MDM while searching for the right solution. He set up a test account and liked the system. *"I was positively surprised because everything works very well,"* reports Manfred Lang. *"The documentation was very good and the support quickly helped me with my questions. Setting up Cortado was no big deal."*

For the video consultation hours, hospital practitioners use Android tablets and video service providers that are on the recommendation list of the Kassenärztlichen

About Landshut District Hospital

The Landshut District Hospital is a modern hospital with a high level of expertise in the entire field of psychiatry, psychotherapy and psychosomatic medicine for all age groups. Under the umbrella of the district hospital the clinics for psychiatry, psychotherapy and psychosomatics as well as the clinic for child and adolescent psychiatry, psychotherapy and psychosomatic medicine are united. In Deggendorf, Zwiesel and Passau, the hospital operates branch offices of the Clinic for Child and Adolescent Psychiatry with an outpatient clinic plus a day clinic in Passau and Deggendorf.



Bundesvereinigung (KBV), among others. Manfred Lang: *"The video services must be GDPR-compliant."* Frequently used services, such as Zoom or Skype, were not suitable for use in hospitals for reasons of data protection law.

Although the video consultation hour is not a fully-fledged replacement for personal consultation hours in the long term, at least the treatment can be continued via video. Routine matters, such as medication control, worked quite well. In addition, compared to a telephone call, one could also get a more personal impression of the patient. A disadvantage is that no direct eye contact can be established due to

the camera position on the devices. In addition to the Android tablets, the Cortado solution will now also be used to integrate service mobile phones already in use. A BYOD concept is also being considered in which private devices can also be used for business purposes. However, according to Lang, the district hospital has not yet made a final decision on this. In any case, the Cortado solution offers all the prerequisites for supporting a BYOD concept. With Cortado MDM, the private and business areas can be separated from each other; the employer only has insight into the business area. It is also important for the user that the employer cannot delete the entire device, but

only the professional data. Manfred Lang believes that *"The corona crisis could give a significant boost to the digitization of hospitals."*



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