University Medical Center Mainz Adopts IBM Cloud Satellite to Digitize Its Clinical Processes

Using a hybrid cloud approach to target COVID-19 management processes such as testing and vaccination, hospitals can digitally transform clinical processes while addressing their data protection and security requirements

Armonk, N.Y. and Ehningen, June 22, 2021 - University Medical Center Mainz, which provides inpatient and outpatient care to more than 350,000 people in approximately 60 clinics each year, is working with IBM (NYSE: IBM) to digitize clinical processes. Working with IBM, the University Medical Center has built several new solutions, including ones to help facilitate the secured exchange of healthcare data, and streamline processes for COVID-19 testing and vaccination.

The solutions have been designed and implemented by IBM within the span of several weeks; leveraging IBM's hybrid cloud capabilities and deep industry expertise via IBM Global Business Services (GBS). This collaboration is designed to make it possible for the University Medical Center to meet their objectives as they quickly digitize processes and work to improve patient care. As vaccines against COVID-19 proliferate around the world, helping to control the spread of the disease, IBM is working with clients such as University Medical Center Mainz to help them streamline the process of vaccinating those who need it most.

IBM Cloud Satellite brings IBM Cloud services securely to any environment where data resides – whether at the edge, on premises, or on multiple public clouds. It is designed to enable clients to access cloud services with speed and security across any environment. A hybrid cloud approach with IBM Cloud Satellite enables the University Medical Center Mainz to access cloud services securely and efficiently, helping them maintain their compliance with the high data protection requirements by keeping its data in its on-premises data center. The hardware and data are always under the sovereignty of the University Medical Center.

The University Medical Center Mainz promotes a close integration of cutting-edge medicine, research and teaching and has already been leveraging IBM technology such as a virtual agent using IBM Watson Assistant. Since the pandemic has forced businesses – including those in the medical field – to more quickly digitize their operations, the University Medical Center worked to develop and implement three digital solutions this spring.

The solutions include:

- SECURED MEDICAL STAFF COMMUNICATION AND DATA SHARING VIA NEW MESSAGE SYSTEM -- A messenger system specifically developed for the hospital sector that enables doctors, nursing staff and administration to quickly and securely communicate via computer or mobile devices. Hospital staff within a location can use this messaging system to quickly exchange information about the health condition of patients and view or update patient data. Providing security and privacy of patient data is a top priority for the University Medical Center Mainz, and IBM Cloud Satellite ensures data sovereignty. The messenger system is currently being used as a pilot, with plans to roll it out to the system's entire network of other clinics of the University Medical Center in the coming months.
- COVID-TEST MANAGEMENT VIA APP -- A mobile app to manage the workflow of the clinic's own COVID-19 test center that allows patients to make appointments and view test results and lets the University Medical

Center Mainz manage patient and testing data. After the test, the information is digitally transmitted to the laboratory, communicated to those tested, and automatically forwarded to Germany's Corona Warn App, adhering to Germany's data privacy standards.

- STREAMLINED VACCINATION APPOINTMENTS FOR HOSPITAL STAFF -- An application that digitally supports the processes for making and managing vaccination appointments. This app is designed to streamline the process of vaccinating hospital staff.

Dr. med. Christian Elsner, Chief Financial Officer of University Medical Center Mainz said, "It is very important for us to continue to develop and digitize processes in the medical field. To support these efforts, we are working with IBM to enable us to innovate in ways that help us safeguard sensitive clinic data. Hybrid cloud technologies from IBM, combined with the consulting and GBS implementation capabilities, make our transformation initiatives possible, so that we can continue to treat patients and find ways to fight the spread of COVID-19."

"When the COVID-19 pandemic hit, medical centers all over the world were at the front lines. Businesses in all industries quickly ramped up their digitization efforts with a hybrid cloud approach, and that includes medical centres that were on the front lines of this transformation," said Thorsten Gau, Chief Technology Officer (CTO), IBM Global Services. "Organizations such as University Medical Center Mainz that work in the highly regulated healthcare industry are able to take advantage of hybrid cloud technology to help support patient and staff health while safeguarding private data."

Using IBM Cloud Satellite, these solutions can also be duplicated quickly to other areas with the same business requirements, such as other clinics. A secured communication in those other areas can then also be extended between clinics at different locations. This new technology is designed to play an important role including in highly-regulated industries as telco, financial services, healthcare, and government -- where clients are looking to gain the flexibility and efficiency of cloud, but security and data privacy remains at the forefront.

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