

**HEALTH & SAFETY**

OCCUPATIONAL SAFETY

PROCESS SAFETY

SAFETY TRAINING

>> OCCUPATIONAL MEDICINE

MEASURING STATION FOR HAZARDOUS SUBSTANCES

# TELEMEDICINE DON'T VISIT A DOCTOR – SEE ONE

**Give us a call!**  
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 Monday – Friday: 8 am – 5 pm

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**VIDEO APPOINTMENTS SAVE TIME AND ENERGY**

The problem is about more than just the trip to the Industrial Clinic: More work piles up for every minute you spend flipping through another magazine that you discarded, half-read, the last time you were here. There is no real need to show up in person to discuss harmless lab results or a routine prescription refill. You like talking to your doctor face-to-face, though. Luckily, there are telehealth appointments.

# THE DOCTOR IS IN WHEREVER YOU HAPPEN TO BE

Your employees no longer have to leave work to see the doctor. They can skip the trip to the Industrial Clinic in some cases. All they need is a computer with a camera, microphone, speaker or headphones and an internet connection.

No special software is needed.

Telehealth visits are a particularly attractive alternative to personal visits or phone calls, particularly in occupational medicine. This new Infraseriv Höchst service will increase the efficiency of both your workers and the occupational medical care they receive. And that translates into higher quality because we can take more time for more patients.

The process is painless: Your employees make an appointment online. At the scheduled time, they log in, enter a special security code and receive access to a virtual waiting room. They are called when it is their turn – just like in real life. However, since they are sitting at their computer, they can keep working undisturbed until then. The service uses a WebRTC (Web Real-Time Communication) connection – no need to remember that fact, though. It is more important to understand that it can be used anywhere: at home, at work or from any computer that meets the stated requirements. And, as you would expect, the connection is encrypted – nobody can listen in as long as no one else is in the room.

## USING TELEHEALTH VISITS FOR OCCUPATIONAL MEDICAL CONSULTATIONS



### Legal background

Professional Code for Physicians – amended § 7(4):  
Physicians provide medical consultation and treatment to patients through direct, personal contact.

*“It is permissible in individual cases for medical consultation or treatment to be provided exclusively via communications media where it is medically justifiable and where the necessary medical care is ensured, particularly through the manner in which diagnostic assessment, medical consultation, treatment and documentation are carried out, and where the patient is also informed about the particularities of receiving medical consultation and treatment exclusively via communications media.”*



### Requirements

- + Medical license (physician)
- + Willingness (physician and patient)
- + Access to appropriate technology for both parties
- + Legal basis (data protection, state medical boards)
- + Integration in day-to-day operations



### Selection of technology

- + Simple and cheap to procure
- + Also for mobile devices
- + No additional software
- + Online appointment scheduling
- + Document sharing / shared viewing possible



### Occupational medicine clinic

- + Every physician has his or her own user account
- + Physicians are clearly assigned to a particular patient
- + Office management system: scheduling and organization
- + In-person office hours and telehealth office hours



### Value added for the patient

- + Can be done from anywhere
- + Can be done on a computer, smartphone or tablet
- + Efficient way to communicate test results
- + Can establish contact quickly
- + Can consult physician outside of regular office hours
- + No need to travel to office
- + Waiting times can be used at home or the office
- + Legal conformity (serve employees who could not previously be reached, e.g. field service staff)

### YOUR CHALLENGE

- Downtime caused by travel and waiting time
- Business costs caused by the downtime
- Digital change

### YOUR GOALS

- Best-in-class medical care for your employees
- Cost effectiveness
- Elimination of travel and waiting time
- Greater employee acceptance

### OUR SERVICE PROMISE

- Secure WebRTC connection
- Intuitive operation
- Excellent sound and image quality
- Information security certificates
- Data protection pursuant to Federal Physician Services Master Agreement (BMV-Ä, Appendix 31b, §5)

### YOUR BENEFITS:

- Employees see doctors without leaving work
- Lower health costs
- Better service
- Greater work efficiency