

Online service portal based on SAP® NetWeaver® Portal and PRIMERGY

Thoraxklinik Heidelberg opens online service portal for patient referral



» The online service portal for referring physicians is the key to optimal treatment coordination. PRIMERGY server technology gives us a high-performance, flexible module for this service. «

Dr. Heinrich Bülzebruck, Manager DP Dept., Thoraxklinik Heidelberg

→ The challenge

Close coordination – seamless interface with clinical SAP applications for referring physicians to enhance patient care

Quick implementation – fast, efficient, reliable deployment of an innovative solution

Efficient operation – high-performance IT infrastructure to integrate referring physicians into hospital workflow

→ The solution

Thoraxklinik Heidelberg now offers patients even better service quality. This most recent improvement is a result of closer coordination between referring physicians and hospitals. The respiratory medicine clinic was the first in Germany to introduce an **online service portal** that grants referring physicians direct, interactive access to its SAP-based Hospital Information System (HIS). The solution was developed with SAP NetWeaver portal technology and runs on **PRIMERGY industry-standard servers**, which combine compact rack design with high performance, exceptional reliability and low operating costs. The resulting optimal IT processes guarantee a fast, seamless flow of all information required for patient treatment. This new online service portal benefits not only the clinic and referring physicians, but also—most importantly—their patients.



The **Thoraxklinik** of the University of Heidelberg teaching hospital ranks among Europe's leading clinics for respiratory medicine. A maximum-care facility, the department treats more than 5,000 stationary patients per year and approximately the same number of outpatients. More at: www.thoraxklinik-heidelberg.de

→ Solution components

- Online service portal for physician referral with interactive access to SAP-based HIS created with SAP NetWeaver portal technology
- Servers: 3x PRIMERGY RX300 S3s with Dual Core Intel® Xeon® processors, 1x PRIMERGY RX100 S4i with a Dual Core Intel® Xeon® processor
- System landscape: SAP for Healthcare i.s.h.med
- Database: Oracle 9i
- Operating system: Microsoft® Windows Server™ 2003

→ Customer benefits

- Improved flow of information between referring physicians and the medical facility through integration of physicians into internal workflow
- Better service quality for patients through improvement of information quality
- Less time for routine tasks required of physicians and hospital personnel
- Lower administration costs
- Efficient, future-safe IT infrastructure

→ The project

The Thoraxklinik Heidelberg has created a dedicated service portal based on SAP NetWeaver Portal to allow physicians to refer patients online. This new portal is expected to improve the quality of medical treatment by integrating referring physicians into therapeutic processes more than ever before. Referring physicians can now conveniently use the internet to monitor collateral therapies, access patients' medical records and refer patients for stationary or ambulant treatment without any change in their own IT systems or procedures. Direct access to SAP medical applications simplifies and significantly speeds up communication and the exchange of information between physicians and the medical facility. The service portal is part of a solution that is seamlessly integrated with HIS i.s.h.med® on the basis of SAP for Healthcare, which also handles general hospital and patient administration. The portal was implemented by a team provided by Siemens Medical Solutions and Thoraxklinik Heidelberg. The system features PRIMERGY rack servers with Dual Core Intel® Xeon® processors, advanced I/O technology and redundant configuration for high productivity and protection against outages. In addition, intelligent power management and economical scalability combine to make PRIMERGY rack servers the preferred choice for business-critical environments. Dr. Heinrich Bülzebruck, Thoraxklinik Heidelberg's DP department manager, emphasizes the fast project implementation and operational efficiency, saying, "Using the homogeneous SAP-based IT infrastructure the department employs for all medical applications, we were also able to create the patient referral portal." The Heidelberg department of respiratory medicine has plans to expand the portal solution, as well. In the future, for example, it will be possible for department medical personnel and referring physicians to transmit digitized visual information from radiological, endoscopic and pneumological examinations back and forth without violating laws governing the confidentiality of patient data.

→ Project partner



→ A record of success

With Thoraxklinik Heidelberg's new online service portal, administration costs are lower, referring physicians and hospital personnel can now devote less time to routine tasks, and patients benefit from improvement in the exchange of information between the hospital and their personal physicians. All in all, the solution represents a benchmark in the healthcare sector, and PRIMERGY servers helped make that possible. "With PRIMERGY, Fujitsu Siemens Computers offers systems that deliver very high performance and good scalability for efficient operation of business-critical applications," says Dr. Bülzebruck. "Collaboration with our project partner was exemplary from the very beginning, and it contributed greatly to the success of the project."

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