

eHealth patient portal in Austria

# The Vinzenz Gruppe's digital healthcare services

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# Digitalization in healthcare and empowering patients to shape their health

How can the Vinzenz Gruppe's digital services connect people and enable individualized patient treatment? How can patients actively shape their own health, find the right path on their health journey, and personally control the status of their health? The collaboration project with Siemens Healthineers shows how it works.



*“Digitalization in the healthcare sector must be geared to people’s needs. For our healthcare professionals, we want to reduce their workloads and stress. For our patients, we want to enable more self-empowerment with our digital health platform.”*

**Dr. Michael Heinisch**  
CEO of the Vinzenz Gruppe

**T**he Vinzenz Gruppe is one of the largest private operators of non-profit healthcare facilities in Austria. It is involved in nine hospitals as well as various nursing facilities, rehabilitation centers and other healthcare facilities in Vienna, Upper Austria, and Lower Austria.

The approximately 10,000 employees<sup>3</sup> working in these facilities are committed to a health-care system in which skilled medical treatment and nursing care come from the heart.

As part of its concept of integrated medical care, the Vinzenz Gruppe would like to enable people to use healthcare services to access and participate in a digital health platform. The platform focuses on meeting the needs and expectations of patients and represents a further step in the development of the electronic health record system (ELGA<sup>1</sup>) in Austria. To this end, “Hallo Gesundheit” – a user-friendly and needs-oriented solution – was developed together with users. The digital platform supports people on their health journey.

## A collaboration between two innovative partners

The three-year collaboration project between the Vinzenz Gruppe and Siemens Healthineers gives both partners the opportunity to serve as role models. With the Vinzenz Gruppe as a driving force, promoter, and validator of new functionalities in the eHealth patient portal and the innovative digital health solutions from Siemens Healthineers, the partnership is realizing its shared vision: Supporting and engaging people in every step of their digital health journey. The project reflects the mission of Siemens Healthineers and the Vinzenz Gruppe, which is to advance the digitalization of healthcare and support networking between patients and healthcare professionals. The partners created “Hallo Gesundheit” as a digital offering to promote access to healthcare and improve the patient’s overall healthcare experience.

## Access to healthcare

The Vinzenz Gruppe aims to provide access to the digital solutions for its health services. Variable-use eHealth Solutions software components serve as the basis for the “Hallo Gesundheit” platform, which focuses on the individual. Based on patient needs as well as on data and observations, the user experience of the eHealth Solutions patient portal is further adapted and developed. In the course of the project, the validity of this approach has been repeatedly confirmed: Patients want to be actively involved in their personal healthcare. And involved patients, in turn, can help support efficient and impact-oriented healthcare.



*“I hope that patients and their healthcare providers will get even closer together. Above all, the interfaces as well as the treatment levels between physicians and patients will be more extensive than in the past. These expanded relationship interfaces will lead to an improvement in the quality of our offers.”*

**Dr. Katharina Wolman, MSc MBA**

Medical Director of the Speising Orthopedic Hospital,  
Chair of the Vinzenz Gruppe Medical Management Team



*“With Siemens Healthineers we’ve found a strong technology partner for this project. We were convinced to work together not only by the company’s technological expertise and holistic view of the healthcare system, but also by its integrity.”*

**Dr. Michael Heinisch**  
CEO of the Vinzenz Gruppe

## Facts and figures about the Vinzenz Gruppe<sup>2</sup>

### Clinics in which the Vinzenz Gruppe is involved

- Barmherzige Schwestern Krankenhaus Wien
- Ordensklinikum Linz  
(Elisabethinen Krankenhaus Linz and Barmherzige Schwestern Krankenhaus Linz; a joint venture with elisabethinen linz-wien gmbh)
- Ordensklinikum Innviertel  
(Barmherzige Schwestern Krankenhaus Ried and St. Josef Krankenhaus Braunau; a subsidiary of the Vinzenz Gruppe and the Franciscan Sisters of Vöcklabruck)
- Orthopädisches Spital Speising
- St. Josef Krankenhaus Wien
- Göttlicher Heiland Krankenhaus Wien
- Herz-Jesu Krankenhaus Wien

### The clinics in detail:

**Employees:** 9,858 (as of December 31, 2022)

**Systematized beds:** 3,032

**Inpatient admissions:** 173,759

**Outpatient admissions:** 536,623

**Share of healthcare in Vienna:** 17.67 %

**Share of healthcare in Upper Austria:** 28 %

### Orden Pflege Holding GmbH

Barmherzige Schwestern Pflege & Wohnen GmbH  
Mater Salvatoris Alten- und Pflegeheim GmbH

### Rehabilitation

#### (Facilities operated by Vinzenz Gruppe Service GmbH)

HerzReha – Herz-Kreislauf-Zentrum Bad Ischl

Vinzenz Ambulatorium (outpatient rehabilitation center with facilities in Vienna Speising, Vienna Meidling, Linz Herrenstraße, Ried im Innkreis, Wels)



## Improving the user experience

# Focus on patients

In facilities in which the Vinzenz Group is involved, patients are not left on their own in the digitalization process; their voice is essential for the success of the project. At regular intervals, they are interviewed to get their opinions about the functionalities and use of the patient portal.

Gaby Pramberger is one of the patients who makes significant contributions with her thoughts about the Vinzenz Gruppe patient portal. She is one of the around 70 patients being interviewed as part of the collaboration project. Ms. Pramberger especially appreciates the organization-wide networking with her contacts in the facilities in which the Vinzenz Gruppe is involved.



*This product is manufactured by ITH icoserve technology for healthcare GmbH – A Siemens Healthineers Company, Innsbruck, Austria. Some of its features are still under development and are therefore not commercially available. Future availability cannot be guaranteed.*

Patients in particular can benefit from digitalization in the healthcare sector. Under pressure and stress, mistakes can be made at any point – by patients and professionals alike. A digital health portal can help minimize the sources of error. Not only can patients and their families benefit from the portal, but also the experts who use the app.

It's especially important to make the app as simple to use as possible. Navigation in the portal should be possible with a minimum of steps. The decisive factor here is to ensure that the app is clearly understandable. This means moving away from complicated medical and technical terms toward everyday language so users can easily understand the contents.



*"You don't feel left alone. I can also contact and communicate with my doctors from home. My personal health history has shown me how valuable it is to be able to talk with my trusted doctor in a secure digital setting. This way, I avoid unnecessary stress, long trips to appointments, and full waiting rooms. This offer has really made life a lot easier for me at a difficult time."*

**Gaby Pramberger**  
Patient



*"Teleconsultations in healthcare should long since have been part of the routine. I can definitely imagine also making the knowledge of medical professionals and experts available digitally across all locations."*

**Barbara Klemensich, MBA**

Chair of the Nursing Management Team,  
Vinzenz Gruppe

## Expectations and outlook

With this project, the Vinzenz Gruppe aims to open the "digital door" to healthcare for all people. Patients should be able to participate in and contribute to the design of healthcare services. "Hallo Gesundheit," the eHealth patient portal of the Vinzenz Gruppe, delivers a comprehensive and reliable overview of medical data, appointments, and additional health-related information. For patients, "Hallo Gesundheit" can reduce time-consuming and costly additional travel as well as the time spent in overcrowded waiting rooms. Experts in the health sector also benefit from the digital solution: paperwork, findings and consultations can be taken care of digitally from home. Another goal of this project is to enable patients to actively participate in shaping their personal health. This is made possible by providing a digital overview of upcoming appointments and specific recommendations of the individual healthcare

professions. This information can help relieve work and reduce stress, providing more time for treatment, nursing care, and constructive talks between medical professionals and patients. Barbara Klemensich, Chair of the Nursing Management Team, agrees: "Integrating technical innovations into everyday nursing care helps optimize the quality of care and patient relationships. Thanks to the digital health platform, nurses once again have more time for personal and professional contact and care."

The continuous development of digital health services aims at ensuring that hospitals and patients have even closer relationships. In the future, the sharing of information, instructions, and nursing staff findings, as well as discussions of patient results, can take place virtually via "Hallo Gesundheit."





Krankenhaus der Barmherzigen Schwestern Ried



St. Josef Krankenhaus Wien



Barmherzige Schwestern Krankenhaus Wien

eHealth Solutions consist of several products. eHealth Virtual Visit is produced by Siemens Healthineers, Erlangen, Germany. All other eHealth Solutions are produced by ITH icoserve technology for healthcare GmbH – A Siemens Healthineers Company, Innsbruck, Austria. The eHealth Solutions products are not intended for diagnostic purposes. The product offerings are not commercially available in all countries. Please contact your local Siemens Healthineers organization for further information.

*1 Electronic health record (ELGA) in Austria*

*2 <https://www.vinzenzgruppe.at/wir-ueber-uns/unternehmensportrait/zahlen-und-fakten>  
(most recently downloaded on July 21, 2023)*

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