

Vinzenz Gruppe's digital health platform

Boosting clinical efficiency for better patient care

siemens-healthineers.com/ehealth



About the Vinzenz Gruppe: Healthcare pioneers since the beginning

Founded in 1995 through the merger of three Austrian hospitals run by the Sisters of Charity of St. Vincent de Paul, the Vinzenz Gruppe combines Christian values with modern healthcare management. Over time, it evolved from a hospital operator into an integrated healthcare provider focused on supporting people throughout their health pathways, both in person and digitally. [1]

Today, the Vinzenz Gruppe is one of Austria's largest non-profit healthcare providers, with interests in nine hospitals as well as rehabilitation, nursing, and laboratory facilities, employing around 12,000 people. [2]

Tackling challenges with integrated care

The current healthcare environment can be burdensome, for healthy people, patients, and healthcare professionals alike. Healthcare systems face increasing pressure from an aging population, growing demand for specialized services, and complex patient pathways. These challenges can lead to long waiting times, overcrowded emergency departments, and difficulties accessing the right care. [3]

To better meet patients' needs, the Vinzenz Gruppe is continuously improving and coordinating medical, nursing, and therapeutic services. A major step was taken in 2023 with the launch of "Hallo Gesundheit" (translates "Hello Health"), one of Austria's first digital health platform with applications for patients and healthcare professionals.

Hello Health, hello accessibility!

"Hello Health" was developed through a collaboration between the Vinzenz Gruppe and Siemens Healthineers, driven by a shared commitment to delivering high-quality, digital, and patient-centered care.

With "Hello Health" the Vinzenz Gruppe aims to provide inclusive, accessible, and specialized care for all their patients. To ensure the platform and applications truly meet user needs, patients and healthcare professionals were involved from the very beginning through interviews, surveys, prototyping sessions, and other co-creation activities. Designed from patients, for patients, "Hello Health" incorporates accessibility considerations at every stage of development, with the goal of achieving full WCAG compliance.

Currently, four core functionalities are available via the web portal and the native mobile app [4]:

- 1. Appointment management**
includes online booking of on-site and virtual appointments, reminders and synch with personal calendars.
- 2. Tasks and appointment preparation**
allows assigning various tasks to patients directly in the portal
- 3. Digital Consultations**
between patients and healthcare professionals via encrypted video chat consultations
- 4. Access and view reports and images**
online in the Patient Portal



Photo: Robin Weigelt /
Vinzenz Gruppe

“With Hello Health, we’re pursuing a clear goal: to make healthcare simpler, more understandable, and accessible to everyone. From the very beginning, we’ve developed the solution together with our patients — through close co-creation and continuous feedback from everyday healthcare practice. Hello Health is thus a system by patients, for patients. Accessibility is not an added benefit here, but a fundamental prerequisite for a patient-centered digital solution. For us, this proves that digitalization is successful when it is consistently aligned with people’s needs while simultaneously supporting clinical processes.”

Katja Österreicher, MBA
Product Owner

Facts & figures of the nine hospitals [2]



3,069

hospital beds



181,243

hospital admissions
(inpatient stays) per year (2024)



609,027

outpatients
per year (2024)

A new way to deliver care: The journey and milestones

After phases of thorough conception, development and testing, “Hello Health” was rolled out to the first departments and institutions of the Vinzenz Gruppe in 2023, with more departments joining over time. In the roll-out process, the individual department played a huge role in informing their patients about the new digital offering, promoting the digital health services, and onboarding patients.

Starting in January 2025, patients of Vinzenz Gruppe institutions can self-onboard to “Hello Health” using Austria’s national electronic identity system, ID Austria. This sign-up option makes participation in digital health services even easier while reducing administrative overhead for the healthcare institution. Access to documents stored in ELGA, Austria’s national electronic health record, was integrated to “Hello Health” in February 2026. Patients therefore benefit from a unified access point to all their medical documents and images.

“Hello Health” in numbers

To date, eight out of the nine hospitals of the Vinzenz Gruppe have rolled out the digital offering. [4]

More than 13,800 patients [5] already actively use “Hello Health” to manage their medical images and documents and, depending on the services offered by the treating department, to view and book their appointments online, participate in Virtual Visits, and complete tasks digitally within the Patient Portal.

The platform continues to experience strong growth: Between April 2025 and April 2026, 600 to 900 new users each month [5] onboarded to Vinzenz Gruppe’s digital health platform, demonstrating both — the importance and popularity of the service.

The native mobile app was launched in June 2024 and has had over 10,500 unique downloads from the Google Play Store and the Apple Store combined to date. This means, that more than 75 % patient users access “Hello Health” via the native mobile app. [5]

The roll out rate of “Hello Health” across the participating institutions is on the rise and already exceeds 56 % at the Barmherzigen Schwestern Krankenhaus Wien. [4]

A voluntary survey conducted among 375 active patient portal users in November 2025 revealed, that almost half of the participating portal users are over 60 years old, while 90 % of the sample were older than 46. “Hello Health” is primarily accessed via smartphones (62 %), followed by laptop and computers (27 %) and tablets (11 %). The majority of respondents (74 %) stated being satisfied or very satisfied with “Hello Health”, providing proof about the platform’s great usability and user experience. The patients particularly value the quick and easy access to documents and images, online appointment management, and the application’s appealing, well-arranged and clear design. [6]

Best-Practice from Austria's largest tele sleep laboratory

Sleep apnea, a condition characterized by repeated interruptions of breathing during sleep, is becoming increasingly common among Austria's population. Approximately 34 % of people aged 50 or older are affected,

yet only 10 % of cases are diagnosed and treated appropriately. Untreated sleep-related breathing disorders can lead to serious health complications, including high blood pressure, heart attack, stroke, and depression. Research results estimate the cost for unmanaged sleep apnea at 2.6 billions per year in Austria. [7]

As awareness of sleep apnea grows, so does the demand for high-quality diagnostic and treatment services. The sleep laboratory at Herz-Jesu Hospital in Vienna, like many healthcare institutions today, was looking for ways to improve clinical efficiency and meet this growing demand with existing resources. Digitalization plays a key role in making better use of available resources while maintaining consistently high standards of care. As an early adopter of "Hello Health", the sleep laboratory has successfully leveraged digital solutions to streamline processes and support efficient, high-quality patient care.



Photo: Herz-Jesu Krankenhaus



Same team. Twice the capacity.

A stable team of 23 healthcare professionals works at the Herz-Jesu sleep laboratory. Before implementing "Hello Health" in January 2025, approximately 5,000 patient contacts could be managed annually. Today, the same team can handle 57 % more patient contacts within the same timeframe. [7]

As of now, the sleep laboratory offers five bookable services via "Hello Health". Teleservices such as tele-diagnostics, remote configuration for positive pressure therapy, telemonitoring, and digital sleep coaching are available via the Patient Portal. This allows digital elements to be integrated into the patient pathway and helps healthcare professionals to organize remote patient care better.

Same quality. Faster care delivery.

While an in-person consultation typically takes around 20 minutes [5], healthcare professionals reported comparable consultation outcomes in virtual meetings in significantly less time: By conducting appointments online, physicians reached a 74 % reduction in time spent per consultation [5] in the first six months of the year 2026. Digital consultations allow for a more focused discussion, because both parties are already well-prepared thanks to the documents, findings and information shared in advance via the eHealth Patient Portal.



Photo: Herz-Jesu Krankenhaus

Time-to-diagnosis: From more than three months to only three weeks [7]

When sleep apnea is suspected, diagnosis traditionally requires a polysomnographic examination conducted at the sleep laboratory, where patients spend one night onsite. Due to limited capacity, waiting times for these examinations are often around three months. With the traditional approach, it takes an additional two weeks to reach a final diagnosis and initiate therapy. The first therapy check-up usually takes place onsite, one month into the treatment process. With the introduction of "Hello Health", the sleep laboratory drastically transformed the pathway to diagnosis and treatment due to higher organizational efficiency. Digital services with great scalability have led to reduced waiting times: Within one week, patients receive an appointment for the initial,

virtual consultation. Then an analysis kit is sent directly to the patient's home and detailed instructions are provided via the Patient Portal. This home-polysomnographic device collects relevant diagnostic data and securely¹ transmits it to the sleep laboratory, enabling clinical teams to complete their diagnostic workflow within hours instead of weeks.

¹ The security-oriented design and architecture of the eHealth Solutions product line are based on international standards. The communication of this product is fully encrypted and using established international standards.



Photo: David Bohmann /
Vinzenz Gruppe

"We can clearly see the impact digitalization is having on sleep medicine: more qualified patient interactions, significantly shorter waiting times, and a consistently high quality of care. Hello Health is at the heart of our digital platform — it enables many steps that were previously limited to in-lab care to now be performed safely in the comfort of one's own home — expert medical care, accessible anywhere."

Matthäus Krol, BSc MSc MBA

Technical director of sleep laboratory
Herz-Jesu Krankenhaus Wien

When positive airway pressure therapy is prescribed, devices can be monitored remotely. This eliminates routine in-person follow-up visits and allows for timely and more frequent treatment adjustments by healthcare professionals whenever necessary. [7]

Free up inpatient capacity for timely acute care

At the sleep laboratory of Herz-Jesu Clinic, AI-supported telemonitoring and documentation save up to 50 % of clinician time spent setting up positive airway pressure therapy and creating reports. Time and capacity, that enables the team to admit patients in need of acute inpatient care more quickly. Furthermore, telemonitoring facilitates the sleep laboratory to monitor more than 2,500 patients simultaneously. Each year, 2,000 patients receive specialized care entirely through telehealth services, making the Herz-Jesu sleep laboratory the largest tele sleep laboratory in Austria. [7]

Advancing digital care

The sleep laboratory demonstrates both the significant impact and the still largely untapped potential of digital health services. Digital care coordination, seamless health information exchange, and patient empowerment are key to addressing the challenges facing today's and tomorrow's healthcare systems.

This successful collaboration between Siemens Healthineers and Vinzenz Gruppe highlights the value of involving end users throughout every stage of the design, development, and implementation process. "Hello Health" has shown that user-centered innovation is essential for creating digital health solutions that deliver meaningful benefits for all stakeholders across the care continuum.

The journey continues. The eHealth Solutions portfolio will continue to expand, striving to enable more efficient and connected care.



Photo: Robin Weigelt /
Vinzenz Gruppe

"The results from the sleep lab show that digitalization is effective when it addresses the areas where the system previously had gaps: in preparation, in wait times, and in the transition between the facility and everyday life. For us, that is the standard by which we measure such solutions."

Dr. Michael Heinisch
CEO Vinzenz Gruppe

Sources

- [1] vinzenzgruppe.at/ueber-uns/geschichte-der-vinzenz-gruppe
- [2] vinzenzgruppe.at/ueber-uns/zahlen-daten-fakten
- [3] vinzenz-magazin.at/artikel/begleiterin-fuer-alle-lebensphasen
- [4] hallo-gesundheit.at/, accessed 22nd June, 2026
- [5] System Data, accessed 2nd June, 2026 (PAG), updated numbers as of August 15, 2026
- [6] TE UX Survey, December 2025.
- [7] Data provided by Vinzenz Gruppe on 26 June 2026. Supporting documentation is available on the ITH file system.

eHealth Solutions consist of several products. eHealth Virtual Visit and eHealth Stroke are manufactured by Siemens Healthineers AG, Forchheim, Germany. eHealth EHR, eHealth Master Patient Index (MPI), eHealth Adaptor Set (AS), eHealth Healthcare Provider Directory (HPD), eHealth Health Data Repository (HDR), eHealth Patient Portal, eHealth Physician Portal, eHealth Patient Access and eHealth Result Notifier are manufactured by ITH icoserve technology for healthcare GmbH — A Siemens Healthineers Company, Innsbruck, Austria. Products of eHealth Solutions 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.

The statements by customers of Siemens Healthineers described herein are based on results that were achieved in the customer's unique setting. Because there is no "typical" hospital or laboratory and many variables exist (e.g., hospital size, samples mix, case mix, level of IT and/or automation adoption) there can be no guarantee that other customers will achieve the same results.

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