

TANDBERG CUSTOMER PROFILE

Rikshospitalet University Hospital Norway

Rikshospitalet - Radiumhospitalet HF



Photos courtesy of Rikshospitalet-Radiumhospitalet

Surgeons in Oslo consult and train their remote colleagues using video communication

- **CLIENT:** Norway's main educational, research and referral hospital, with 985 beds and about 6,000 employees spread across eight locations
- **ACTION:** Installed 18 TANDBERG video communication systems, including the TANDBERG 6000 MXP, TANDBERG 3000 MXP, TANDBERG 880 MXP, TANDBERG 770 MXP and TANDBERG 150 MXP models as well as the TANDBERG Management Suite (TMS) administration software, the TANDBERG Expressway solution for secure firewall traversal and the TANDBERG Media Processing System (MPS) for scalable multipoint control; the hospital also donated three TANDBERG 880 MXP systems to clinics in the Bosnian cities of BanjaLuka, Mostar and Tuzla
- **RESULT:** Heightened the hospital's profile in international education and research; improved the spread of medical knowledge across Norway; brought specialized treatment to patients in remote districts

NATIONAL HOSPITAL OPENS VIDEO WINDOWS

Rikshospitalet University Hospital is Norway's main teaching hospital and the hub of its medical referral network. Doctors and students come here from around the country for training and research. Patients come for special treatment.

Increasingly, however, the hospital's resources are available to people who cannot come to the Norwegian capital. Far-flung doctors, students and patients can often get what they need through Rikshospitalet's high-bandwidth TANDBERG video communication systems.

"We have increased our use of visual communication sharply in the last year," says Lars-Petter Akselsen, technology adviser in the hospital's IT Department. "It makes us more efficient from day to day and lets us give our patients a higher level of service. By transmitting live operations, lectures, conferences and meetings, we spread valuable expertise and information."

ELECTRONIC CLASSROOMS

The medical facility -- known in Norway as Rikshospitalet-Radiumhospitalet -- is a sprawling institution with more than 1,000 beds and 6,500 employees. In addition to two locations in the Norwegian capital, where it collaborates with the University of Oslo, it operates a half-dozen specialty clinics in smaller cities. Linking them together and to the outside world of medical education and research is a network of video communication systems, including the TANDBERG 6000 MXP, TANDBERG 3000 MXP, TANDBERG 880 MXP, TANDBERG 770 MXP and TANDBERG 150 MXP models.

"Every office in the hospital has Internet access, so in theory we can hold a videoconference anywhere," says Mr. Akselsen. Using the web-based TANDBERG Management Suite software, he administers 18 new TANDBERG systems and 10 older models from other manufacturers while keeping statistics on more than 500 video meetings per month.

Several of the larger TANDBERG units have made Rikshospitalet a national gathering point for magnetic resonance imaging. Radiologists around the country now communicate visually with one another and with top experts in Oslo while sharing a Picture Archiving and Communication System (PACS).

One of the busiest video units, a set-top TANDBERG 880 MXP, is the centerpiece of an "electronic classroom" in the hospital's largest Oslo venue. In a

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Sharing expertise: Capetown and Oslo

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RIKSHOSPITALET

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recent two-week period it carried interactive multimedia lectures an average of six hours a day. Twice a week, another video system links Rikshospitalet to nearby Akershus University Hospital for joint medical training. Occasionally a specialist at Rikshospitalet will address a major conference abroad from one of the video units, some of which are portable.

LIFE AND DEATH

The investment in video communication also helps Rikshospitalet fulfill its role as the country's main crossroads for international collaboration. One of the hospital's five TANDBERG 150 MXP units stands on a desktop at the Peking Union Medical College Hospital in China, where Rikshospitalet has stationed several employees for collaborative purposes.

When a young bioengineer stationed in Australia recently had to defend his doctoral thesis before a committee at Rikshospitalet, he did so by video, and passed with flying colors. Physicians in Istanbul, Turkey, learned about laparoscopic abdominal surgery by interacting visually with an operating suite at Rikshospitalet's Interventional Center. The surgery on a cancerous liver was captured by five cameras – including one inside the patient – and transmitted live to the Turkish observers. Doctors in Bosnia-Herzegovina, meanwhile, use TANDBERG systems donated by Rikshospitalet to consult on difficult cases. Recently, when a Bosnian doctor used the video link to share troubling ultrasound images of a fetus, an obstetrician in Oslo was able to reassure him that the condition was not life-threatening.

Expertise flows the other way, too, as when medical students at the University of Oslo learn about HIV-AIDS treatment by video link with Stellenbosch University's Faculty of Health Sciences in South Africa.

LETTING THE LIGHT IN

Such external meetings usually take place over ISDN. Within Rikshospitalet's own 1 GB data network, the video systems often run at 3 Mbps over IP to maximize the visual quality of subtle medical images, though 768 Kbps is enough for most applications.

ABOUT TANDBERG

TANDBERG is a leading global provider of visual communication products and services. The Company has dual headquarters in New York and Norway. TANDBERG designs, develops and markets systems and software for video, voice and data. The Company provides sales, support and value-added services in more than 90 countries worldwide. TANDBERG trades publicly on the Oslo Stock Exchange under the ticker TAA.OL. Please visit www.tandberg.net for more information.



TANDBERG 6000 MXP