Speedy and Quality Healthcare in Remote Areas of Vietnam Saves Lives
Industry

Healthcare

Size

300,000 Medical Consultations
35,000 Inpatient Treatments
31,000 Outpatients
35,000 Surgical Care

Location

Trang Thi Street,
Hanoi, Vietnam
Viet Duc University Hospital uses telemedicine to improve healthcare expertise for doctors and quality of healthcare for many patients in provinces of Vietnam.

Viet Duc University Hospital is the largest surgical center in Vietnam, with an excellent reputation for its work in cardiovascular surgery, neurosurgery, endoscopic surgery, liver cancer surgery, plastic surgery, and other types. It has a team of leading doctors and professors who are able to diagnose and treat serious cases as well as perform most complicated surgeries.
Viet Duc University Hospital is known for its surgical expertise not just in Hanoi, but in all of Vietnam. Most of the patients who need complex surgical intervention in Vietnam prefer to come to Viet Duc because of the experienced doctors and the modern equipment. However, this brings various challenges.

The hospital must treat 30 to 40 percent more patients than the Ministry of Health recommends, and as a result, it is always overloaded. Patients transferred from lower level hospitals in various provinces of Vietnam also face many difficulties. These include long travel times (sometimes up to 24 hours for remote and mountainous areas), and poor but expensive medical transportation methods, especially for serious cases. This has led to higher mortality rates and worsened patient conditions.

The obvious solution was to deploy more doctors in the provinces. This would not only help reduce the patient influx into city hospitals but would also bring healthcare closer to the patients in the provinces. However, this solution also had some issues.

Patients didn’t trust the expertise and skills of healthcare professionals at lower-level hospitals (as in the provinces), so they continued to come to Viet Duc Hospital, making it even more overcrowded.
At the same time, doctors in the provinces, especially the younger, inexperienced ones, didn’t have enough guidance and support to conduct surgeries.

One of the main tasks of the Viet Duc Hospital doctors is to provide expert guidance to lower-level hospitals, but this training required doctors and professors to travel to over 28 provinces throughout the year. Their absence from Viet Duc Hospital due to their training schedules made it even harder to deal with Viet Duc’s patient influx.

Since 1995, the hospital had tried many ways to solve this problem.
Telemedicine uses collaborative technologies to facilitate virtual meetings between doctors and patients, and between province doctors and more experienced Hanoi doctors.

Cisco telemedicine solutions combine voice, video, medical data, and collaboration tools to make it easier for patients to see doctors without having to travel long distances. Patients, doctors, and allied health workers can come together on a common platform and collaborate in real time. This gives doctors the flexibility to divide their time between virtual and physical consultations.

Using collaboration technologies for healthcare when distance separates the participants:

- Provides primary healthcare that would not be available otherwise
- Makes it possible for specialists, practitioners, and other health care professionals to provide consultations remotely
- Eliminates expensive travel and isolation

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Cisco telemedicine is currently used by 18 hospitals in the Viet Duc Hospital system. Viet Duc Hospital regularly organizes online co-diagnosis sessions with lower-level hospitals using Cisco telemedicine to provide expert consultations for complex cases. This is helping to improve health care of people in the provinces.

Healthcare providers in the provinces are learning many new techniques through virtual seminars, workshops, and co-diagnosis sessions with specialists at Viet Duc University Hospital. This is helping to build community trust in the skills of the provincial doctors, making quality healthcare accessible to the provinces, and reducing the number of patients traveling to Viet Duc Hospital and overloading that system.

Patients in serious condition from the provinces no longer have to travel long distances, and this is reducing the mortality rate.
Products

- Cisco Business Edition 6000
- Cisco Telepresence® Server
- Cisco Telepresence Management Suite
- Telepresence Content Server
- Video Communications Server
- Cisco TelePresence SX80 Codec
- Cisco TelePresence SX20 Quick Set
Technical Implementation

### Video Conference System

- Cameras at each end of the communication
- TV screens or computers at each end
- Various medical peripherals
- Video connection
- T-1 line
- Satellite
- Phone line

### Connectivity

- T-1 dedicated phone line
- Satellite
- ISDN
- High speed DSL/Cable
- ATM
- LAN/WAN
- Internet, or IP-based
- Integration with existing systems of Viet Duc Hospital.