

CUSTOMER

The **UMC St RADBOUD** is a Dutch centre for patient care, teaching and research. The UMC St RADBOUD has a capacity of 1000 beds with a 63% coverage rate. The average hospital stay for patients is 6 days.

The hospital employs nearly 10,000 people, including specialists, doctors, nurses and teaching staff.

BUSINESS ISSUES

Strengthen the relationship between patients and medical staff through interactive tools at the patient's bedside

THE SOLUTION

- A comprehensive solution including financing, delivery, roll-out, maintenance of touch-screen terminals at the patient's bedside
- Access to a variety of entertainment and communication systems (TV channels, hospital radio, book ordering, videoconferencing, telephone, internet, etc.)
- Access for hospital staff to logistics and administrative information (admissions, meals, etc.)

CUSTOMER BENEFITS

- Access to medical data and all related documents at the patient's bedside
- Improved patient comfort via a value-add services offering that can be billed to the patient
- Better relationship between patients and medical staff

THE CONTRACT

- 60-month lease contract to finance the bedside terminals
- Contract covers supply, deployment and maintenance



KEY FIGURES

- Integration of 900 patient terminals
- Price per patient per day

CUSTOMER TESTIMONY

Michael VAN WICHEN, Head of Administration and Finance:

"Thanks to the excellent cooperation with our supplier Patientline, and Econocom's flexibility and favourable pricing, UMC St Radboud has managed to contribute to more efficient, cost-effective operations as well as increased comfort for patients during their stay in our hospital. We consider this a good win/win for all parties."