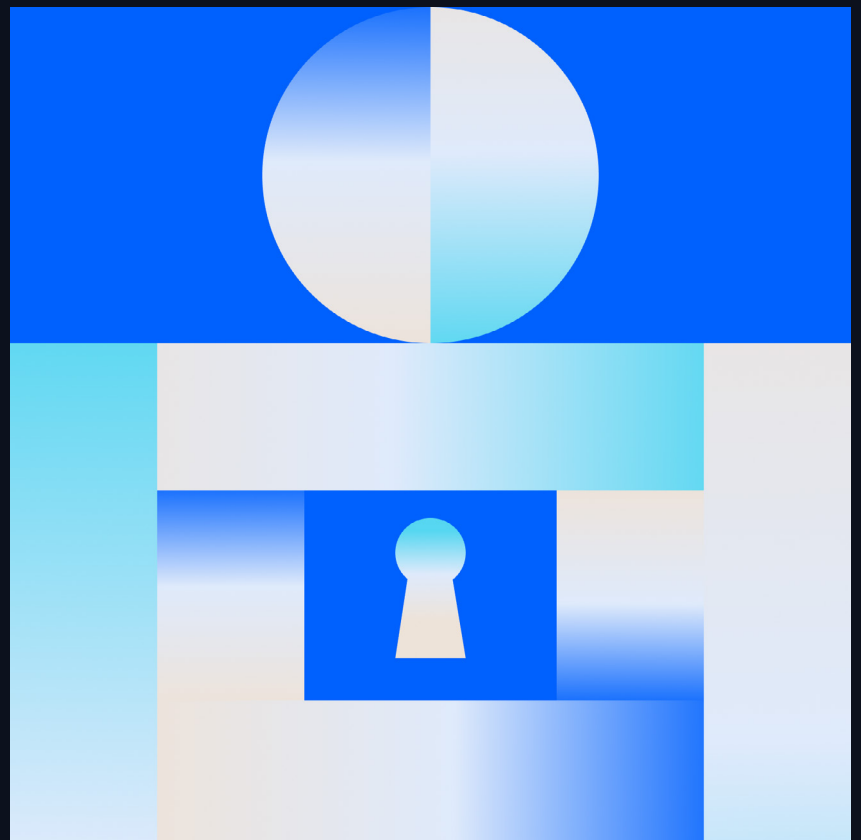


# Secure communication for the healthcare sector: improving care, protecting patient data

From hospitals and outpatient care services to care homes – Teamwire securely connects care staff, doctors, administration, and IT in real time. Compliant with the GDPR and NIS 2. Made in Germany.





“Simple and secure communication via Teamwire has greatly improved our business communication. The WhatsApp problem is history, and we communicate quickly and securely – exactly what we need in the healthcare sector.”

Alexander Miltz – Head of IT Services Andernach  
Regional Hospital

Nursing, doctors, administration, housekeeping and technical services work hand in hand – often in shifts, across different locations and under considerable time and staffing pressures. Traditional means of communication quickly reach their limits in such situations.

In the healthcare sector, however, communication is key to the quality, safety and speed of care. Whether in A&E, during a home visit or in the living areas of a care home, information must reach the right people immediately – securely, in a traceable manner, and even when IT systems fail.

Teamwire is the specialist communication platform for the healthcare sector. The tool connects mobile and inpatient teams within a shared, highly secure environment, reliably

solves the WhatsApp problem, simplifies communication and improves collaboration across all professional groups, departments and locations.



“Teamwire has enabled us to revolutionise our communication completely. We can now clarify appointments in seconds. This saves time and reduces stress for everyone involved.”

**Carsten Knigge** –  
Managing Director Taurus  
Care Service

## Use cases: Teamwire in practice

- **Secure transmission of medical data**  
Send images, laboratory results and documents in encrypted form – integrated into the hospital information system on request.
- **Efficient coordination between A&E, the operating theatre and nursing staff**  
With live location tracking, push-to-talk and group chats, the emergency services, admissions and the surgical team coordinate their efforts in real time.
- **Wound and patient documentation**  
Create, annotate and securely share photos and reports directly on site – encrypted and in compliance with data protection regulations.
- **Coordinate on-call and standby arrangements**  
In the event of an emergency, inform all relevant staff simultaneously. Teamwire is faster than any telephone chain or email distribution list.
- **Seamless coordination of shift work**  
Record handover procedures digitally and in a traceable manner; reallocate shifts at short notice via surveys – across early, late and night shifts.
- **Connecting mobile and stationary teams**  
Care staff on the move, in care homes and in administration, remain connected in real time – including protection for staff working alone in the field.
- **Cross-site collaboration**  
Securely connect multiple facilities, residential areas and partner organisations (e.g. emergency services, laboratories, doctors) via an encrypted federation.
- **Communication in the event of IT failures or cyberattacks**  
If email, telephone or hospital systems fail, Teamwire remains active as an independent channel – care is guaranteed.

## Your benefits

- **A secure WhatsApp alternative with widespread acceptance**  
As intuitive as the messaging apps you're used to, anyone can start using it straight away, without the need for lengthy training. Yet it complies with the GDPR and NIS 2.
- **Better care through a faster flow of information**  
Share patient and resident data, including images and documents, in seconds – for faster diagnoses, decisions and seamless handover.
- **Smooth handover thanks to the role-based system**  
In shift work, no information is lost. Staff on duty can be contacted immediately by their role, without everyone needing to know the full duty roster. This reduces errors during handover and ensures continuity of care around the clock.
- **Faster coordination in emergencies**  
Shared real-time information, alerting and push-to-talk reduce response times – ensuring the A&E department is prepared before the patient arrives.
- **Maximum protection for sensitive data**  
Hosting in Germany or on-premises, zero-trust architecture, multi-layered encryption, no tracking, no metadata analysis, no address storage.
- **Maximum security & compliance**  
ISO 27001-certified, BSI C5 certification for hosting, fully compliant with the GDPR and NIS 2. Organisations are well prepared for audits and inspections.
- **Fail-safe in an emergency**  
Thanks to redundant cluster servers and continuous backups, it functions as an independent out-of-band channel even in the event of IT failures, network problems and cyberattacks.
- **Professional administration & audit compliance**  
Centrally manage all users, devices and security policies; comprehensive audit logs in accordance with NIS-2 and GDPR.
- **Full flexibility & integration**  
Available for iOS, Android, Windows, Mac, Linux and the web. Can be seamlessly integrated into electronic patient record, care and documentation systems via APIs and SDKs.
- **Independent rather than dependent**  
No dependence on US providers or third countries, no risk from the CLOUD Act. Personalised support.

“We wanted to make it as easy as possible for practices – send a photo, chat briefly, and do it securely. That’s exactly what Teamwire makes possible.”

**Florian Brassel –**

Head of Controlling and IT,  
Marien Pharmacy, Hanover

## Relevant Teamwire features

Teamwire was developed for the healthcare sector and actively supports day-to-day operations in hospitals, care homes and residential care facilities, rather than complicating them.

- **Secure real-time messaging** (one-to-one, group, broadcasts) and **voice and video conferencing**. Ideal for day-to-day communication, briefings, changes to medication, emergencies or last-minute changes to duty rosters.
- **Secure exchange of digital content**: Send photos, videos and documents – such as laboratory results, wound documentation or handover reports – in encrypted form. All data remains within your organisation.
- **Quick image processing**: Highlight relevant areas, add notes or anonymise patient data – all directly within the app. This ensures data protection is maintained and the information remains accurate.
- **Emergency Alerts & panic button**: Alerts override any mute setting and automatically transmit the user's location and a voice message. Ideal for medical emergencies, falls or protecting lone workers in the field.
- **Push-to-Talk & broadcast**: Voice messages are automatically played back in the chat; broadcasts reach hundreds of recipients at once – ideal for contacting all staff at the touch of a button in an emergency.
- **Real-time locations, comprehensive mapping features and augmented reality** for coordinating home visits, internal transport and operations in large facilities.



“With Teamwire, we have a communication solution that supports us in our day-to-day internal communication but also in exceptional situations such as a system failure. The intuitive operation and security are decisive advantages for us.”

**Sebastian Adams** – Corporate Communications,  
Medical Service Bremen

- **Cross-shift role concept:** Messages are sent to the role (e.g. 'Doctor on Duty', 'Early Shift Ward Manager', 'On-call Duty') rather than to a specific individual. When the shift changes, the next member of staff automatically assumes that role – in addition to their personal name.
- **Coloured status and notification messages, @mentions, pinned messages, read receipts and polls,** to make priorities immediately clear and ensure no information is missed.
- **Apple CarPlay:** Secure, compliant communication even whilst driving. Ideal for transport and on-call services.
- **Centralised administration via an admin dashboard** with a roles and permissions framework, LDAP/Active Directory connectivity and MDM/EMM/UEM integration (including for BYOD).
- **Complete encryption,** including metadata, 100% data sovereignty and 100% GDPR compliance.

Teamwire is more than just a secure messaging service. It is a strategic communication platform for hospitals, care services, health centres and care homes that prioritise data protection, cyber resilience, NIS 2 compliance and improved care. One app. Simple. Secure. Powerful.

→ Find out more on our pages dedicated to [healthcare](#)

→ Read the [success stories](#) and get to know our clients in the healthcare sector



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