

# Privacy-compliant WhatsApp alternative without a compromise

adviCura nursing service optimizes mobile  
communication with Teamwire

VERSION 1.0





Whether outpatient or part inpatient-care services are on the move around the clock. In order to provide patients with the best possible care, the exchange of information between nursing staff must be quick and reliable. A professional messaging app like Teamwire, which is adapted to the requirements of the healthcare system, offers effective support for mobile internal communication. When adviCura switched from WhatsApp to Teamwire, the company achieved a lot of improvements while complying with strict data protection regulations.

**A**idviCura GmbH is an outpatient care service in Schöneiche near Berlin. In addition to semi-stationary day care, including pick-up and delivery services, the services also include home nursing. More than 30 employees work with heart and soul for the patients. It is therefore particularly important to the company to put people first and create the best possible conditions. This applies to the employees as well as to the patients. As a result, not

only tablets and smartphones are part of the basic equipment for nursing staff, but also corresponding software tools that make their work easier. These include programs for maintaining medical records and scheduling. Mobile internal communication is represented by a messenger that enables text, image, video and voice messages to be exchanged quickly.

## **Communicate in compliance with data protection regulations – but not with WhatsApp**

The fact is: In the mobile and semi-stationary nursing service, the nursing staff have to exchange a large amount of data every day. This includes, above all, patient data and medical information, which, from a data protection perspective, must be specially protected as so-called “personal data”. According to the EU General Data Protection Regulation (GDPR) and national laws like the Federal Data Protection Act (BDSG), certain requirements must be met for the collection, storage and transmission of such data. Examples are no data transfer to the USA (as with WhatsApp or other private instant messaging apps), the need for secure hosting, audit-proof archiving and specific measures that ensure the protection of personal data. For adviCura it was clear that they could no longer use a messenger like WhatsApp for internal communication, but needed a GDPR-compliant alternative. <sup>1</sup>

### **Reading tip <sup>1</sup>**



Why finding a WhatsApp alternative makes sense? Find out here!

 **OPEN LINK**

## Privacy-compliant WhatsApp alternative without a compromise

TEAMWIRE - ADVICURA NURSING SERVICE OPTIMIZES MOBILE COMMUNICATION WITH TEAMWIRE

### Looking for suitable alternatives

The data protection aspect was a key requirement of adviCura when looking for a new messenger. At the same time, the care company did not want to have to make any compromises in terms of user-friendliness and handling. The search for an alternative took several months and included many test phases of different tools. Ultimately, the decision was made to use Teamwire 's secure business messenger, which is not only GDPR-compliant,

*“The tool meets all important GDPR requirements, is easy to use, convenient to administer and is in no way inferior to WhatsApp when it comes to ad hoc communication, whether broadcasting or quick exchange in group chats - even in emergency situations.”*

— **Daniel Mirke**

care expert (TÜV) and responsible for quality management at adviCura



but also offers popular functions such as group chats and broadcasting. Broadcasting is a type of group chat in which only selected users are allowed to send messages and content, while all other members have read-only rights. This allows information to be quickly disseminated to many team members. <sup>(2)</sup>

#### Reading tip <sup>(2)</sup>



What is important in emergency communication? Here are the most relevant answers!

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## Alerting features: When every second counts

Teamwire plays out its advantages in a targeted manner, especially in emergency situations: Nursing staff, who are usually always alone in home care, can send an emergency alarm and request support at any time. This may be necessary, for example, if a patient has fallen and the nurse cannot get him up without help. Or if the caregiver is injured themselves. The emergency alarm then comes to all nursing staff with a special ringtone and is highlighted in the messenger. The location of the person seeking help can also be communicated directly. Colleagues who are nearby can directly estimate, how quickly they can get to the scene and coordinate support directly in the messenger. The alerting function offers faster problem solving in emergency situations than calling all team members, and if calls are needed, live video conferences in Teamwire can help to assess a situation. Another advantage is that the management and assistants are also informed about the emergency calls. Because at adviCura, Teamwire is also installed in the offices as a desktop version, so that the head office is able to take appropriate measures or support the search for solutions in an emergency situation. <sup>(3)</sup>



### Reading tip <sup>(3)</sup>



This article shows that a messenger  
can even help to save lives!



## Effective exchange within the team

Even beyond emergency communication, a quick exchange of information for nurses and patients is always an advantage. For example, when it comes to wound care, a second opinion can be obtained quickly, whether from a team or from a

specialist. adviCura has a special chat group for this. Separate thematic groups for employees in day care or home nursing also ensure effective and efficient communication, because each nurse only receives the information they need. In Teamwire, chat messages can be prioritized according to their importance in order to make it easier for adviCura employees to handle information.

## Updates and knowledge transfer are quick and easy

Daniel Mirke from Quality Management, for example, also uses Teamwire to make it easier to transfer knowledge within the team: Using the broadcasting function, he sends all team members short video instructions on new infusion systems. The recipients could then look at them when they had the time and tranquility to do so, and adviCura saved everyone the effort of a large on-site training session. Passwords for servers and

*“Teamwire fulfills all of our nursing staff’s wishes and needs for a reliable messenger and modern team communication. We can really recommend the messenger for nursing services.”*

**Daniel Mirke**

Care expert (TÜV) and responsible for quality management at adviCura

systems or service instructions can also be easily transmitted to all employees or the members of a specific group via broadcast. The messenger is particularly advantageous on weekends and public holidays, when usually only the mobile nursing staff are on the move and nobody is sitting in the office at the central system: For example, if a patient cancels his outpatient care appointment, this information can be forwarded to the assigned nursing staff instantly.

## Central user management with a clear dashboard

Mirke is responsible for the central control of Teamwire and user management. Thanks to the nicely structured administration portal, the nursing expert can easily create access for new team members at adviCura. For this he only needs the e-mail address. With this and a password, the person concerned can log in to Messenger after they have conveniently downloaded the app from the Play or App Store. Thanks to the dashboard, the administrator always has an overview of all users of the messaging app, even if they do not use a company cell phone but their private smartphone. In bring-your-own-device (BOYD) environments Teamwire runs through an encrypted app container fully controlled but completely separated from the private data of the user. Teamwire runs on up to three end devices and you can switch between them at any time. Chat histories and data are retained. <sup>(4)</sup>

### Reading tip <sup>(4)</sup>



Professional administration is the foundation for secure and reliable information. Find out more here!

## Conclusion

**T**eamwire has now been in use at adviCura for a year and a half. The employees could certainly understand that a new communication solution had to be found to replace WhatsApp for data protection reasons. Thanks to the intuitive and familiar usability, they quickly accepted Teamwire as the new messenger. The users sum up positively that the solution always runs stably and covers all their use cases.



*"In any software application, there is a limit at some point in the depth of application. Because, of course, software cannot optimally solve every little case in multi-professional use. Here it is important to us at adviCura that the contact to the support takes place in a fast and goal-oriented manner. Optimization suggestions for better use should be taken into consideration and implemented if they make sense. The use in the care industry is certainly a challenge for a software company. However, in order to achieve the necessary high level of functionality, Teamwire is a competent partner who accepts and questions suggestions for improvement from users. A high level of mutual understanding and support is very important. That is something that you can find at Teamwire."*

— **Daniel Mirke**

Care expert (TÜV) and responsible for quality management at adviCura





# Checklist: What care services and organizations in the healthcare sector should look out for when choosing a professional and secure messenger

## ✓ Data sovereignty and data security

It is a messaging app provider with the EU that hosts and fully encrypts the data on a fail-safe server infrastructure in an ISO 9001 or ISO 27001 certified data center. In addition, the requirements of the GDPR and the BDSG as well as the requirements of IT basic protection should be met.

## ✓ Industry-specific functionalities

The functions provided cover all typical use cases, like a case-specific exchange, the creation of distribution lists, the digital exchange of shift schedules, the sharing of live locations and the sending of alarms.

## ✓ High user-friendliness and intuitive apps

The apps should be easy and intuitive to use and, especially on mobile devices, should enable caregivers to work together quickly and effortlessly.

## ✓ Secure and GDPR-compliant information exchange

The secure exchange of photos, videos, documents as well as voice and video calls support ad-hoc communication, and an integrated image processing function, such as the blur tool, ensures the anonymity of patient data.


## ✓ Convenient user administration and central archiving

A transparent administrator portal centralizes and simplifies user administration and distribution of rights. If necessary, the exchanged messages should be archived in an audit-proof manner.

## ✓ Third-party system connection

With an open programming interface (API), third-party systems such as an electronic patient file or record (EHR) can be connected directly in order to make work processes even easier and to ensure a seamless flow of information.

Learn more about the Teamwire messenger for nursing services and healthcare organizations now!

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# Company profile

## Contact us!

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Teamwire GmbH has specialized in secure, simple and fast communication via text and voice messages as well as video conferences. The German company, headquartered in Munich, helps companies, public authorities, blue light organizations and the healthcare sector to improve the productivity and results of mobile collaboration. The secure business messenger offers innovative features and high usability tailored to the use cases of companies with a mobile workforce. The product guarantees professional administration as well as the highest security and data protection requirements. Leading companies rely on Teamwire, including the police, the Federal Ministry of Labor and Social Affairs, Chemnitz Clinic, Dataport and Vodafone.