

PRESS RELEASE

Alkmaar and Den Dolder, the Netherlands, 14th of January 2016: Altrecht, a mental healthcare institution, is offering an innovative communication solution for all its team members: the Alterdesk healthcare messenger.

Altrecht Innovates by Introducing a Secure Messenger

In mental healthcare, being able to communicate swiftly and effectively is an absolute must. The IT team of mental healthcare institution Altrecht was looking for a secure alternative to WhatsApp and found this in the Alterdesk healthcare messenger. Alterdesk enables users to exchange messages and files with ease, in a secure environment.

In the course of last year, the Altrecht team discovered Alterdesk and decided to run a pilot to see how this messenger would work in practice. After a period of elaborate testing, Altrecht has now come a decision: the Alterdesk healthcare messenger will be the alternative to WhatsApp within the organization. At this moment Altrecht counts about 2900 employees, who can now all start using the messenger.

Dieter van Grinsven, IT team manager at Altrecht, is highly enthusiastic about the possibilities the integration of the messenger has to offer: "Having a secure alternative to the popular WhatsApp, without any of the disadvantages regarding information security, is very important for Altrecht."

Panic buttons for mental healthcare

Altrecht and Alterdesk have similar perspectives on healthcare communications: the busy healthcare professional has to be spared unnecessary trouble and be properly supported by available technology like the healthcare messenger, which ideally leads to an improvement of both the internal workflow and the quality of the care provided.

This is one of the reasons why the Alterdesk team has also developed a so-called panic button for its Android app. "I was shocked to hear that the safety of employees is such a big issue in the mental healthcare sector", says Alterdesk CEO Niels Greidanus. "A panic button, linked to our messenger, can be of help here. An employee who finds him- or herself in an unsafe situation can transmit an alarm signal via Alterdesk by pressing a button plugged into his or her Android smartphone. This alarm signal can then be forwarded automatically to an existing alarm system, such as Ascom."

The Altrecht team was immediately enthusiastic about this addition to Alterdesk's primary functionalities. As Van Grinsven says: "The ambulatorization of the healthcare industry requires different ways to communicate, especially when incidents or escalations occur. Employing Alterdesk's panic functionality enables my colleagues to take note of a panic situation with ease."

The future

Besides making communication processes more smoothly, the efficient documentation of patient records is also an important issue for the mental healthcare sector. To this end, Altrecht will also look into integrations between their medical databases and the messenger. Alterdesk already has an integration with the medical database developed by Code24, so there are definitely possibilities here.

End of press release

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