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[Customer story]

## Customer

# François Dunan Hospital Center

Saint Pierre and  
Miquelon Archipelago

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<b>Region</b>	Continental France and overseas territories
<b>Employees</b>	Approximately 15 hospital practitioners
<b>Vertical</b>	Healthcare



## Key benefits

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- An improvement in the delivery of healthcare for island populations
- Facilitation of access to medical and surgical specialists
- An optimization of the frequency and necessity of medical evacuations



## Arkadin collaboration solutions

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- Novasight - Video & Telecom services an Arkadin company

## Patient care delivered comfortably from across the Atlantic Ocean

### Overview and challenges

The only French territory in North America, the archipelago of Saint-Pierre and Miquelon is located 25 kilometers south of Newfoundland, Canada and is home to 6,500 inhabitants.

Given the extreme isolation of the environment, the François Dunan Hospital Center plays a crucial role in providing healthcare to residents. Ophthalmology, dentistry, Ear Nose & Throat, gastroenterological, and nephrology specialists from continental France travel in rotation to Saint-Pierre and Miquelon 60 days out of the year to provide consultations and medical interventions, "Repatriation to mainland France is not possible for medical emergencies. We must then rely on St. John's hospital of Canada, and in rare cases, those in Halifax or Montreal," said Martine Beguin, Director of the Pierre Dunan Hospital Center.

Given this context, a telemedicine decree created in 2010 has been welcomed by the hospital as an additional opportunity to fulfill its mission to provide public healthcare, while limiting medical evacuations to only extreme cases.

# François Dunan Hospital Center Saint Pierre and Miquelon Archipelago

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## An archipelago at the forefront of telemedicine

"Nephrologist and editor of a report on telemedicine for the Ministry of Health, Dr. Pierre Simon, president of National Association of Telemedicine, not only helped us to complete this project, but he also assisted in securing financing as well as medical and technical partners," Beguin explained.

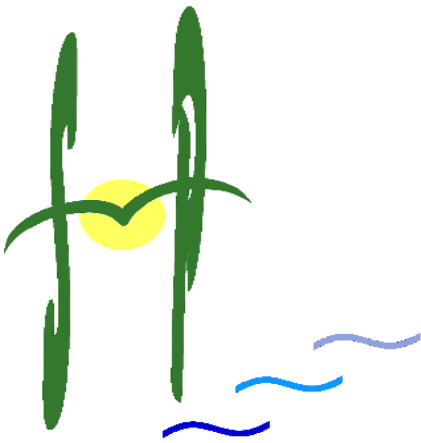
Medical partnerships were established with the University of Tours Hospital Center, the Montsouris Mutualist Institute and the Croix Saint-Simon Hospital in Paris for imagery and chemotherapy and urology tele-expertise. The University Hospital of Saint-Brieuc provides exchange on dialysis.

"Dr. Pierre Simon put us in contact first with this [medical] establishment and then with video conferencing specialist Novasight (an Arkadin Group company)," Beguin says.

As a result of this scientific and technological collaboration, two Saint-Pierre and Miquelon dialysis patients are now being monitored remotely by doctors located in Saint-Brieuc. As of April 2012, the two patients have been able to perform their necessary dialysis three times a week at the François Dunan Hospital Center, monitored virtually by specialists 5,000 kilometers away. During each three- to four-hour dialysis, patients, doctors and on-site medical staff are able to communicate at any time, receiving treatment data in real time.

"The remote dialysis, consultation and assistance are made possible by the video conferencing and data transmission services provided by Novasight. Geographic distances are no longer a barrier. We are, thus, able to ensure the highest quality of care for our patients, and follow medical and regulatory protocols," Beguin adds.

Telemedicine enables the dialysis patients to be treated while remaining within their family and social environments. The second stage of the Pierre Dunan Hospital Center telemedicine program added remote radiology services provided by the Saint-Anne Hospital Center as well as remote consultations with the Croix Saint-Simon Hospital Group, notably for oncology and chemotherapy monitoring. At the end of 2013, the third stage of the program allowed Miquelon and Langlade care teams to collaborate more regularly with teams at the François Dunan Center, putting them in direct contact with specialists in continental France, when necessary. As a result, the populations of Miquelon - approximately 700 inhabitants - and the seasonal inhabitants of Langlade will benefit tremendously from improved medical coverage.



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"Novasight's concierge services really go the extra mile in assuring operational delivery."

Martine Beguin,  
Director of the  
Pierre Dunan Hospital Center

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## About Novasight and Arkadin

An Arkadin Group company since 2012, the acquisition of Novasight represented a strategic advancement in the development of both organizations. The combination of Novasight's technical expertise and Arkadin's commercial savoir-faire and international presence uniquely positions the companies to collaborate and jointly expand.

Arkadin is one of the world's largest and fastest growing Collaboration Service Providers in the world. With a vision rooted in the belief that progress emerges from people's desire to share, Arkadin offers a complete range of integrated audio, web, video and Unified Communications solutions. These services are delivered in the Cloud for fast, scalable deployment and a high ROI. The company's global network of 53 operating centers in 32 countries has dedicated local support teams to service its 37,000 customers. As an NTT Communications Group company, Arkadin offers the most comprehensive collaboration and Unified Communications services for meeting customer needs around the world.

To find out more about Arkadin please visit [www.arkadin.com](http://www.arkadin.com)

## The Novasight solution

Novasight has assisted the François Dunan Hospital Center in fulfilling several essential missions, first participating in the initial development and monitoring of this telehealth program, linking the hospital directors, Dr. Pierre Simon and the Hospital Center of Saint-Brieuc. Novasight then provided assistance with user technology training and system configuration. Additionally, Novasight handled accords with telecommunications operators to form a service ridge that passes through Halifax, London, Paris and Quimper, as well as the installation of video conferencing consoles and teleconferencing screens in the hospital's dialysis room.

"In the case of failure or malfunction of the transatlantic link, dialysis is performed in degraded mode, Beguin explains. Several times a week, Novasight examines connections with the Hospital Center of Saint-Brieuc. The company also oversees video conferencing and the transmission of data from the hospital's dialysis generator, freeing nurses to concentrate solely on their medical work. If needed, nurses can contact Novasight technical assistance at any time."

Acting as a partner, Novasight organizes regular video conferences not only between Saint-Pierre and Miquelon hospitals, but also with a project manager from HEC Montreal who is working on economic models surrounding telemedicine. Other areas of intervention include nurse and physician training, the production of technical video conferencing reports, and the development of telemedicine between the archipelago's three islands, all via local concierge assistance.

## Video conferencing concierge service

The Novasight Concierge Service is an essential component in the success of the Pierre Dunan Hospital Center telemedicine project. Comprising several elements, the concierge service includes connection assurance, downtime risk reduction, and the prevention of connectivity failure that could result in potential danger for patients.

"Novasight's concierge services really go the extra mile in assuring operational delivery, especially for small institutions like ours that do not have internal resources," says Beguin. "It is essential that video conferencing works perfectly in order for nurses and doctors to concentrate on their missions. The positive benefits of an outsourced service like the one provided by Novasight far outweigh the cost."

Following the success of the first collaboration, the François Dunan Hospital Center will broaden its telemedicine offering to include the analysis of radiology and mammogram scans and images. "Exchange with other physicians reinforces the quality of diagnosis and breaks down the isolation we experience on the island," Beguin concluded.