



Connecting Specialists With On-site Doctors to Combat Violence Against Children

Introduction

Cultivating the ways that extended reality (XR) is changing the world for the better is a primary driver for the Sphere team. The same applies to Dr. Dorothea Kaufmann from The Heidelberg University Hospital. Following an introduction from our partners, HCV Data Management GmbH, Sphere entered an agreement with the Hospital to connect on-site doctors with remote specialists in an effort to better diagnose victims of violence against children. We sat down with Dr. Kaufmann, lead on this project, to learn more about the Hospital's experience with Sphere, and XR goals for the future.

"People tell me, 'Wow, you're embarking on something completely new!' but for me, it doesn't feel that way anymore. It's exciting, yes. However, using technology in this way seems natural. It's logical, and Sphere is so easy to use it feels like the only way to do it."

Dr. rer. nat. Dorothea Kaufmann

The Heidelberg University Hospital

Heidelberg University Hospital offers inpatients and outpatients innovative and effective diagnosis and therapy for all complex diseases. It is one of the largest medical centers in Germany and is closely linked to the Heidelberg University Medical School, which was founded in 1388.

Heidelberg University Hospital

www.heidelberg-university-hospital.com/

Project ARMED

www.klinikum.uni-heidelberg.de/rechts-und-verkehrsmedizin/armed

Interviewee



Dr. rer. nat. Dorothea Kaufmann
Team Leader
Telemedicine ARMED



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Sphere x The Heidelberg University Hospital

What situation was The Hospital looking to tackle with XR?

"The initial idea was to help victims of violence even in places without access to forensic medical doctors. Right now, we're using the technology as a way to equip doctors with knowledge from highly trained specialists who are not physically present in their location."

What was the primary obstacle in seeking a new solution?

"The biggest problem we faced was German data protection laws, which are known to be the toughest in the world. As the hospital is dealing with not only personal data, but medical data of children suffering from violence, we had to establish an extremely secure way to exchange information between Heidelberg Hospital and the hospitals that we are teaming up with. We are dealing with the most highly protected data on the entire planet."

What led to the selection of Sphere?

"I onboarded to the project after a contract had already been signed with Sphere. However, I was extremely happy to learn about the agreement. Beyond addressing data protection laws, the Sphere team is super friendly and tailors the solution to solve our unique struggles in what feels like the blink of an eye. The platform is easy to use, and most importantly it is extremely stable. It has run successfully on every system we have tested so far."

"Honestly, I'm not sweet talking when I say that if everybody worked with us in the way Sphere does, my life would be much easier."

Which headset is your team using for this project?

"We are using the RealWear Navigator 500, which works well for us because it allows doctors to maintain eye contact with patients and does not scare the children. It is easy to use, and durable. A couple of times, I voluntarily dropped it on the floor to find out if it is as unbreakable as RealWear tells us, and it is. This is important because children in distress may try throw the headset from the doctor's head. It also has a good battery life, so it does not need to be charged between examinations."

What is most important to you regarding the platform?

"For me, the most important part of Sphere is that it is easy to use. Any untrained individual can simply turn it on, connect to a specialist and it works very smoothly. When you are under stress in a hospital setting, the one thing you don't need is complicated IT!"

"Sphere is the most valuable partner in the development of our telemedicine system."

Which Sphere functionality excites you the most?

"There is one thing that is very exciting for me, and that is how many possibilities there are to adapt the software to our needs! Whenever I contact Sphere with an idea or request, everything gets addressed quickly. I have worked with many external teams during my 3rd party funded projects, and this by far the best collaboration yet. Sometimes I think, 'ok, there is no way they will have a solution for this question,' but...then you do!"

What do you foresee the use of Sphere looking like for your organization in 1 year and in 3 years from now?

"At this point in time, we have teamed up with 3 hospitals. However, we are working to scale up the whole operation and add additional hospital partners for our medical examination process. This means we will be onboarding many more users to Sphere, including medical centers outside of Heidelberg. Beyond treating victims of violence, the system can be used for any kind of examination. Yesterday, I spoke with a variety of my colleagues about this, many of whom are interested. The system is so simple to use and adapt, that I think there is a huge market for it not only in Germany but also in the worldwide healthcare sector."

What about this project makes you most hopeful for the future of medicine?

"My biggest hope is that one day, any doctor, anywhere, will have the possibility to team up with experts in other fields to establish an examination procedure for any case, and any person, at any time. This sounds like a big dream, but it's achievable. It is exciting for me to be at the forefront of such a major shift in the way that people are collaborating with technology!"

About Sphere

Sphere empowers forward-looking organizations to thrive in the new work paradigm by unleashing the potential of immersive collaboration. It's revolutionizing productivity as a turnkey solution seamlessly integrating extended reality (XR) into enterprise business processes. By supercharging operations using XR, the platform improves employee connections, increases training effectiveness, reduces service resolution times and more, thus driving tangible ROI for its customers. As such, Sphere has become widely recognized as the enterprise standard for XR software.

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