



TANDBERG CUSTOMER PROFILE

Sunnaas Hospital TRS Resource Center



TANDBERG Director MXP

- **CLIENT:** A major Norwegian resource center for diagnosis and counseling in connection with rare diseases and medical conditions
- **ACTION:** Installed a TANDBERG Director video communication and presentation system for training and consultation
- **RESULT:** Far-flung health-care workers and patients get more help diagnosing rare medical conditions and pursuing appropriate treatment and social service programs

“ Being easy to contact and easy to see over video makes for better diagnoses and more productive counseling. ”

PER A. FRYDENBORG
SUNNAAS HOSPITAL
TRS CENTER

VIDEO COMMUNICATION SHEDS LIGHT ON RARE DISEASES

Certain diseases and conditions are so rare that a doctor may never encounter them in a long career. When one does appear, doctor and patient both must learn a great deal, all at once. That is when they call the TRS Center at Sunnaas Hospital in Nesodden, Norway.

TRS is a resource center that helps in the diagnosis and treatment of seven specific medical rarities, such as brittle bone disorder and spina bifida. The center's 36 physicians, therapists, psychologists and other employees are primarily communicators. They offer courses and individual consultations to patients and they sometimes offer courses to medical professionals as well. During childbirth, they may participate directly with advice and guidance. The center fields more than 2,000 telephone inquiries per year. To meet the demand for information, it employs a wide variety of media, from snail mail to the Internet and -- increasingly -- video communication.

"We are all about transferring knowledge," says TRS Director Per A. Frydenborg. "We have found that paper is not the ideal medium, and that the telephone is even worse. With video communication, we can see and point, show and explain. We use it in training and are going to do so in medical consultations, too."

CLEAR IMAGES

With so much at stake, TRS (which stands for "Training and Counseling Center" in Norwegian) employs a powerful TANDBERG Director video communication system. This stand-alone unit serves as a rich presentation tool for groups that gather in person at TRS for training and discussion. But the TANDBERG Director's main job is to link the center -- which is located just outside the Norwegian capital of Oslo -- with other sites in a seamless convergence of people and peripheral devices such as laptop computers, DVD players and medical imaging equipment.

Frequently, the participants hold eye contact on supplementary screens or projectors while the TANDBERG Director's own 62-inch display carries detailed documents or images at maximum size or on a split screen. The system can run at transmission speeds of up to 2 Mbps over ISDN and up to 4 Mbps over Norway's fledgling IP network for health and social services, called Helsennett.

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ON-SCREEN CONSULTATION

The "users" of TRS are health professionals and patients struggling with diseases and conditions shared by no more than about 300 people in Norway -- a country that stretches 1,800 km from north to south. Dealing with dysmeli (limb deficiency) or dwarfism can be a lonely experience.



Sunnaas Hospital, from the air over Nesodden, Norway

Often, patients and their families travel to Nesodden and stay for a period at TRS, but their primary caregivers are seldom able to do the same. What the caregivers can do is find a video communication terminal in their own area and take part in the patient's training program at TRS through the TANDBERG Director.

"We will make it possible for doctors, nurses and all kinds of practitioners to be present by video during our consultations with the patient here at Nesodden," says Mr. Frydenborg. "We also want to do the opposite -- meet with patients when they are home, surrounded by the professionals responsible for their care. Video communication helps us make our expertise more broadly available."

"RIGHT AWAY WE CAN DECIDE"

If an infant is born with arthrogryposis multiplex congenita (AMC), the obstetrician may call TRS from the delivery room. A video link can help the experts assess matters from there. "Right away we can decide whether to give immediate advice about how to care for the child or to wait a few weeks or months until the family comes here," says Mr. Frydenborg.

The resource center is associated with Sunnaas Hospital, Norway's leading rehabilitative medical center. It employs 700 people at its Nesodden facility and satellite facilities in Askim and Drøbak. Including TRS's TANDBERG Director, there are seven TANDBERG video communication systems available to administrators and health personnel across the Sunnaas organization.

EMPOWERMENT

"The knowledge that has been developed at Sunnaas over the years is formidable," says Mr. Frydenborg, "but communicating it is almost as important as building it up."

Helping people cope with rare diseases, he says, is as much a communication challenge as a medical one: "Being easy to contact and easy to see over video makes for better diagnoses and more productive counseling. It helps us empower patients and transfer professional skills."

ABOUT TANDBERG

TANDBERG is a leading global provider of visual communication products and services. The Company has dual headquarters in New York and Norway. TANDBERG designs, develops and markets systems and software for video, voice and data. The Company provides sales, support and value-added services in more than 90 countries worldwide. TANDBERG trades publicly on the Oslo Stock Exchange under the ticker TAA.OL. Please visit www.tandberg.net for more information.

TANDBERG WORLD HEADQUARTERS
Philip Pedersens vei 22
1366 Lysaker, Norway
Tel: +47 67 125 125
Fax: +47 67 125 234
Video: +47 67 117 777
E-mail: tandberg@tandberg.net

200 Park Avenue, Suite 2005
New York, NY U.S.A. 10166
Tel: +1 212 692 6500
Tel: +1 800 538 2884 (toll free in the U.S.)
Fax: +1 212 692 6501
Video: +1 212 692 6535
E-mail: tandberg@tandbergusa.com

www.tandberg.net