

Cuore – the Swiss health platform

For better coordination of care

The healthcare system of the future is patient-focused, digital and networked. “Cuore – the Swiss health platform” is a secure, neutral health platform developed by Swiss Post. It is available to both service providers (e.g. medical practices, hospitals, rehab centers) and patients.

Cuore comprises various services for managing and exchanging patient and health data. This allows service providers to network with ease and to exchange treatment-relevant data securely and consistently with each other and their patients as well. The quality of care and provision is being improved, and there is scope for creating added value.

Swiss Post’s solution to provide advanced healthcare

Cuore is at the heart of digital networking in healthcare. Swiss Post provides a health platform that creates added value for the service providers and their network in healthcare, and for patients too. This neutral platform provides a reliable, secure solution for integrated healthcare that allows stakeholders in the healthcare sector to draw on services according to their needs, to network easily and to transfer data securely. The platform mainly focuses on services that make day-to-day work and collaboration with service providers easier. The range of services offered by the platform is completed by patient services enabling secure interactions between health specialists and their patients. Thanks to the integration of services from other solution providers, service providers benefit from an ever-growing range of digital services.

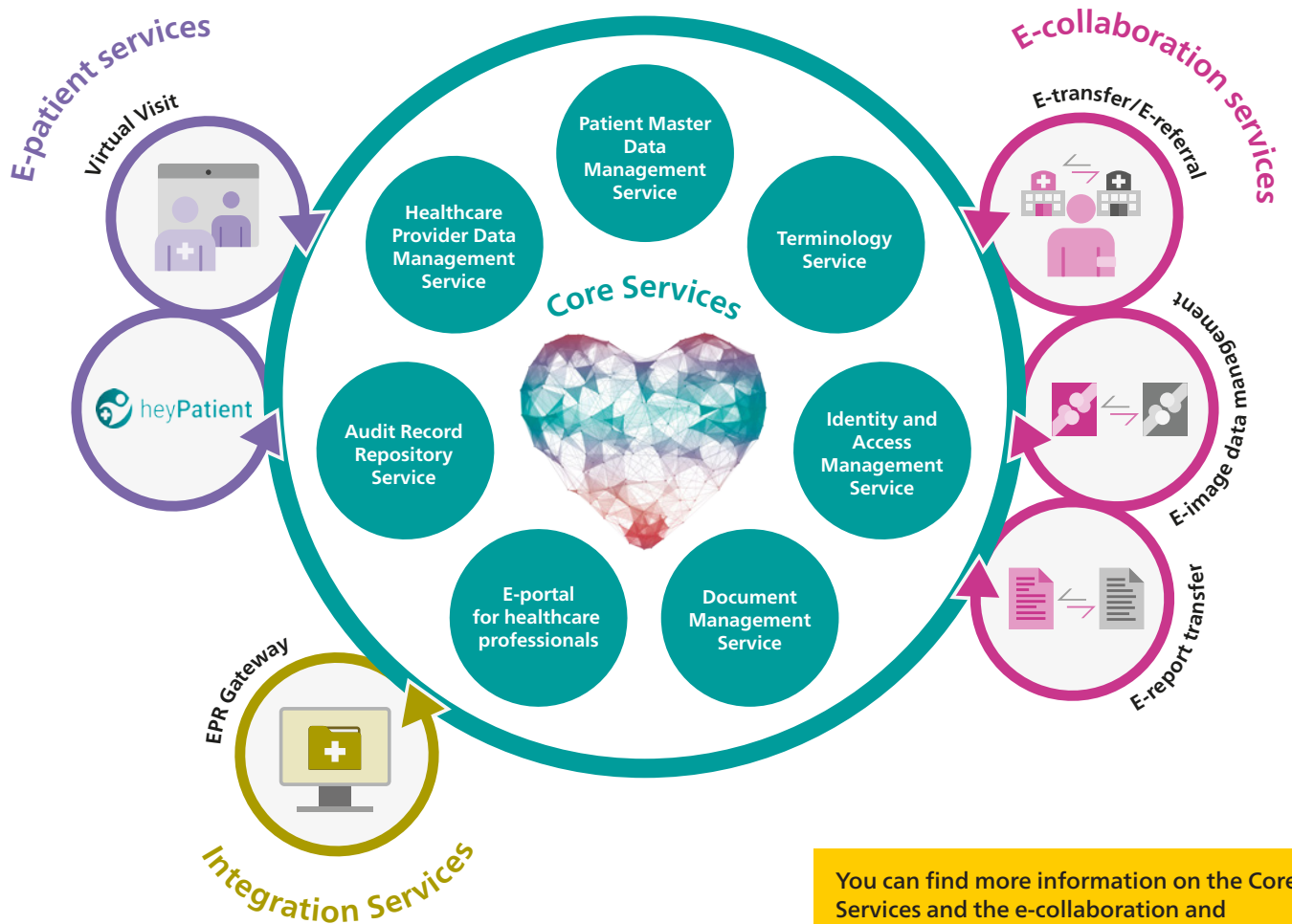
Even work to do with the electronic patient record (EPR) is being simplified with Cuore: when service providers send treatment-relevant documents to health professionals via Cuore, the “EPR gateway” can validate these several times and save them automatically in the patient’s EPR, and in turn make them easily available to the patient.

With Cuore, service providers save on resources, and can therefore focus on their medical competencies and on patient care.

The advantages for you

- Users can obtain the services that suit them via Cuore – and other providers can make their services available on the platform. The service will gradually be expanded.
- Focus on networking: our neutral health platform enables you to work with other service providers with ease thanks to the secure exchange of information and cross-institution workflows it allows.
- Use of central directory, authorization and standardized terminology services
- The platform will seamlessly map the end-to-end processes of those involved in future, such as the entire patient journey from the first doctor’s consultation via telemedicine to continuous observation of the patient via sensors, to traceable medication at the pharmacy.
- Cuore relies on interoperability – in other words, the ability for different systems to collaborate seamlessly.
- Increased efficiency: automation eliminates the need for manual operations and admin work.





You can find more information on the Core Services and the e-collaboration and e-patient services available today at www.swisspost.ch/cuore.

Here are the services behind Cuore

With Cuore, Swiss Post is providing the healthcare sector with a platform that brings service providers and patients together. Using a range of modular services, stakeholders can, depending on their needs, exchange treatment-relevant data securely, consistently and easily with their patients.

Core Services – the technical basis

One Core Service is the Patient Master Management Service, where patient data from the various connected facilities on the platform is collated in a single file (the patient master).

Another example is the Identity and Access Management Service, where users are identified in a secure manner and then only have access to data for which they have access rights.

We can also mention the Healthcare Provider Data Management Service, where all healthcare service providers are recorded in a central directory that contains all the relevant information on the serviceproviders.

E-patient services – for the good of the patients

E-patient services put the patients in the center and enable the direct exchange of information between them and health professionals. Active participation from the patients is a prerequisite.

An example of such a service is Virtual Visit, a telemedicine service. To save travel time and to carry out a triage, the consultation can also be conducted virtually on a tablet, smartphone or computer. The patient is received in a virtual waiting room, and is able to get the consultation notes straight afterwards in encrypted form.

E-collaboration services – collaboration made easy

The E-collaboration services support health professionals along the treatment path, ease the workload in administrative processes, and simplify the exchanging of technical information.

An example here is E-report transfer. Connected stakeholders can exchange treatment data with each other in a secure, system-compatible way. A copy can be sent to the patient via the official electronic patient record (EPR).

Integration services – closer to the health ecosystem

Integration services form the interface for systems and services with Cuore. They ensure that Cuore can interact and work together efficiently with all health ecosystem stakeholders.

An example here is the EPR gateway. Documents that are exchanged between health professionals can automatically be made available in the patient's EPR. The gateway validates the documents and makes sure they are EPR-compatible.

Strategic partnership with Siemens Healthineers

When it comes to the Cuore platform, Swiss Post works closely with the company Siemens Healthineers, and has already launched the platform for the electronic patient record (EPR) with them.

The Digital Health Services from Siemens Healthineers are market-proven, for example in Austria, Germany and other countries. The implementation for customers, the operations, managing customer relationships as well as delivering customer support are Swiss Post's responsibility.

**Persuaded?
Then get in touch
with us.**
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