

Matrix's Role in the German Healthcare System

The TI-Messenger as a Communication Infrastructure for Healthcare

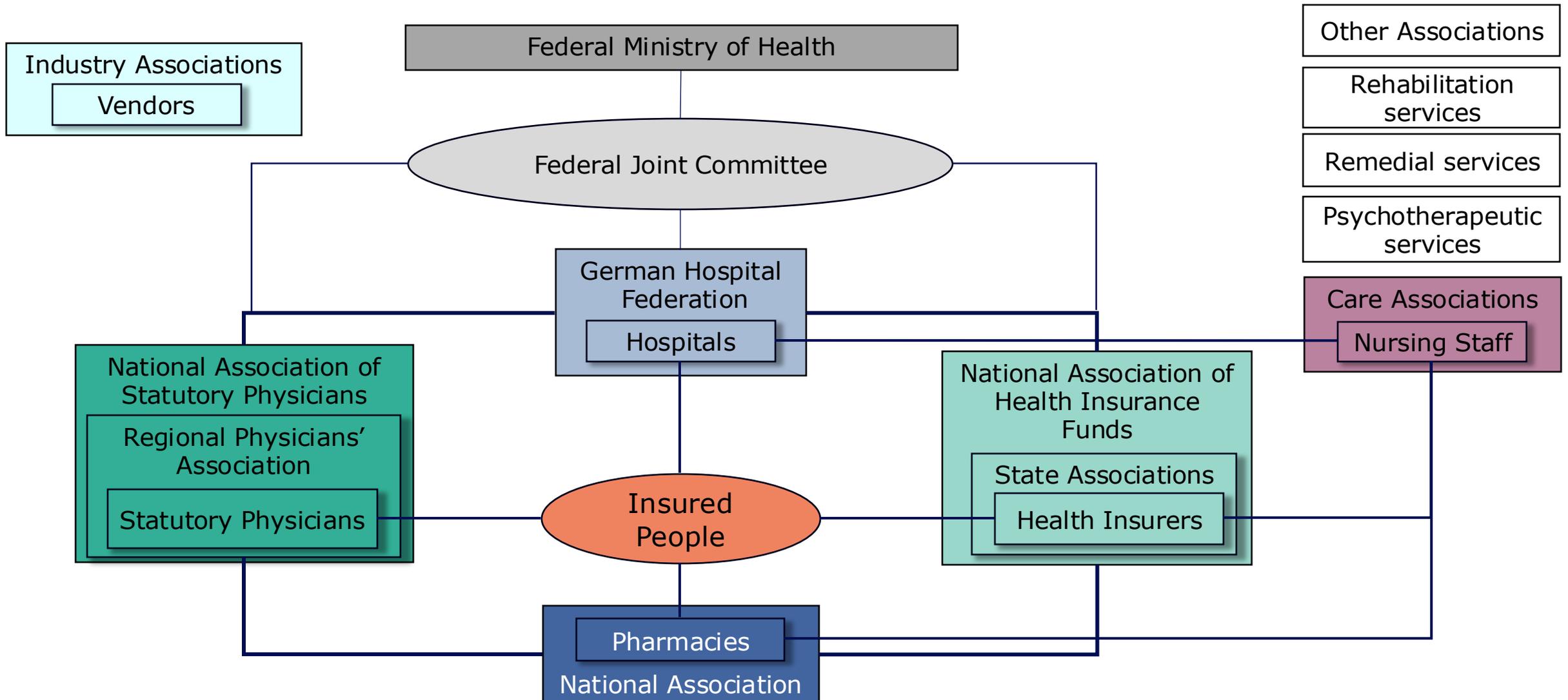
Marie Ruddeck
Productmanager



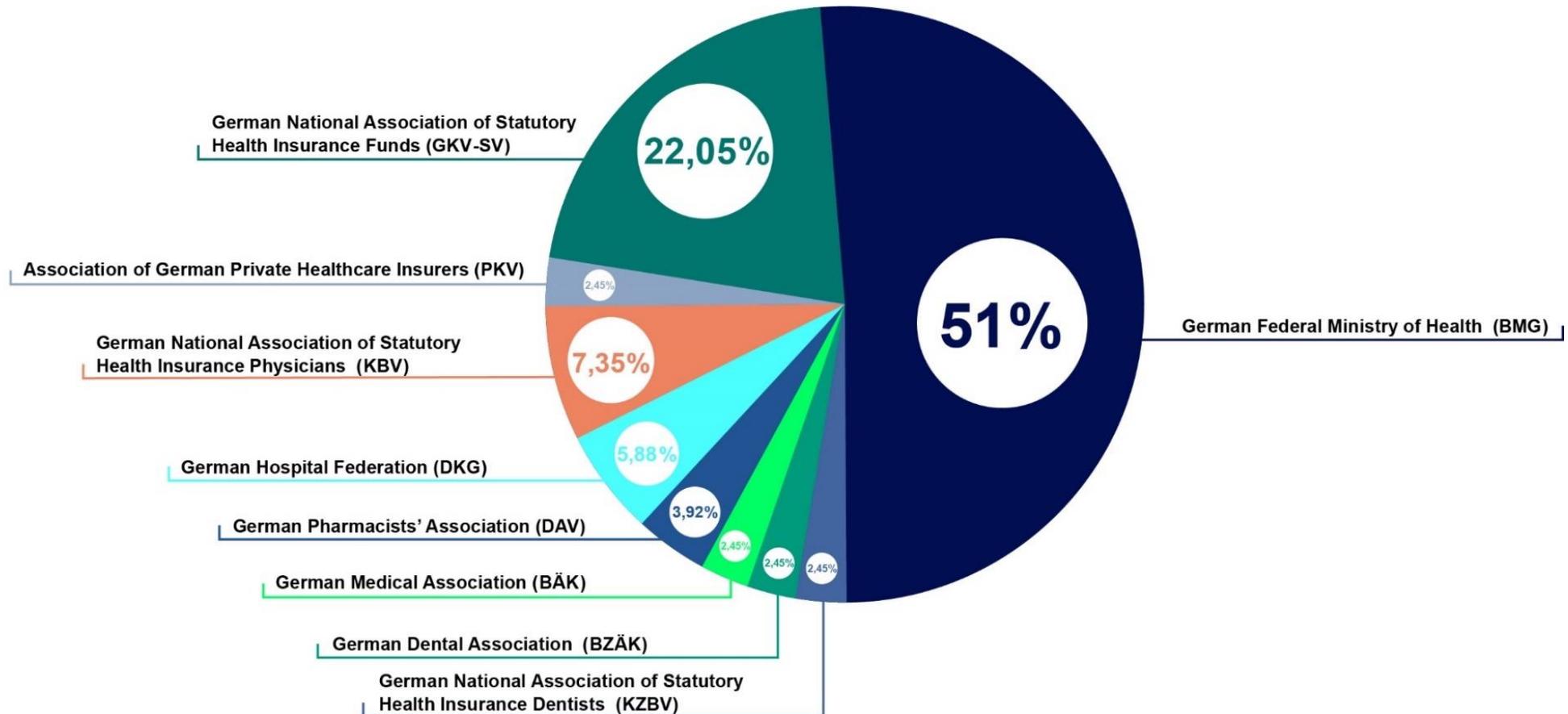
matrix + X = TI-M ?



Germany's healthcare system has many stakeholders, organized in federal and highly bureaucratic manners.



Gematik responsibilities include: Developing the technical specifications, testing and approval of services and components, operating parts of the TI.



*The division of the shares is regulated by law.

The German Federal Ministry of Health (BMG) holds 51%. The remaining shares are split between the organizations representing health insurers and the organizations representing healthcare providers.

Everyone has different needs, primary systems, and institutional structures - making alignment on a single messaging system extremely hard.



ca. 83 million citizens



ca. 1.900 hospitals



ca. 5.7 million
healthcare professionals



ca. 19.000 pharmacies



ca. 110.000 medical practices

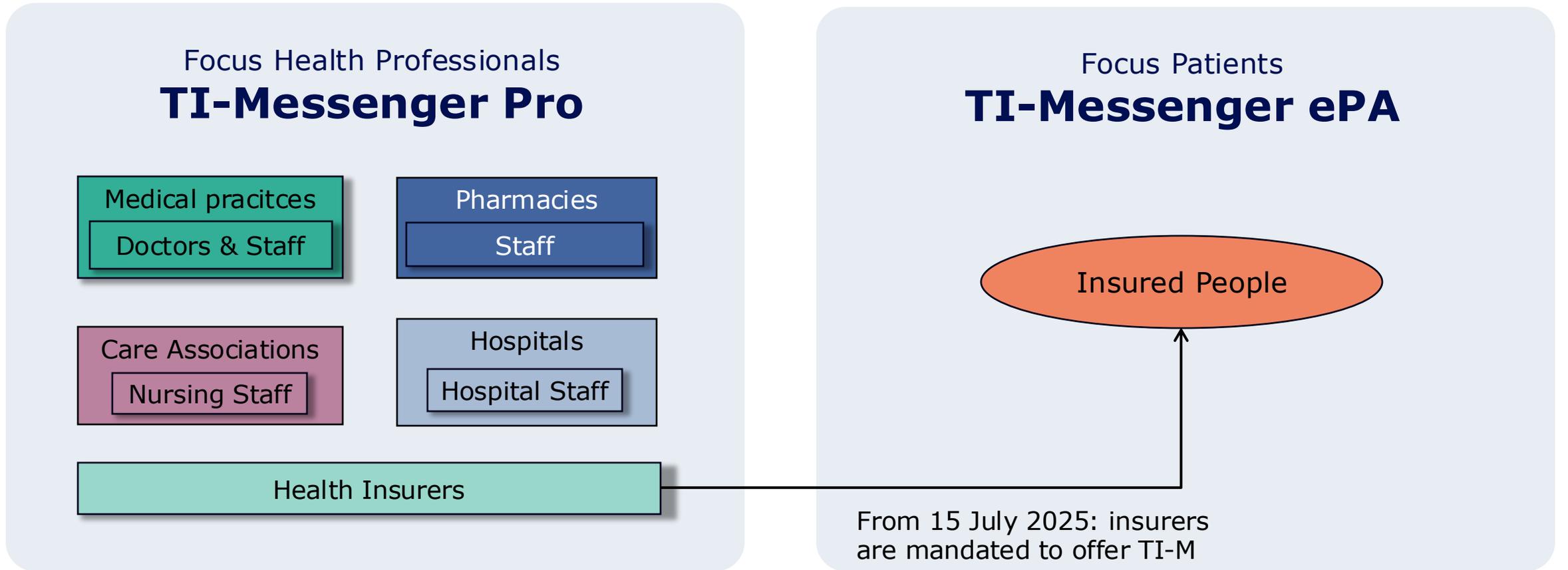


ca. 415.000 medical
practitioners



ca. 40.000 dental surgeries

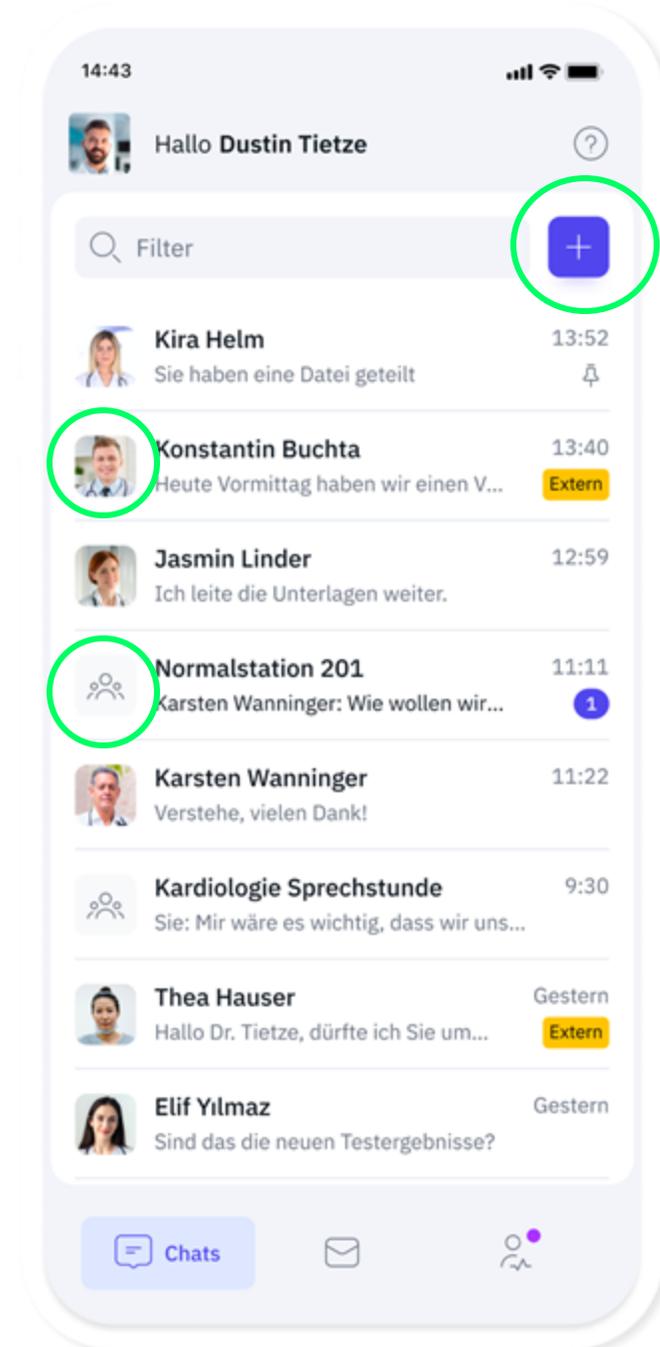
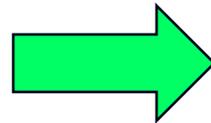
A decentralized, end-to-end encrypted foundation for secure messaging across the healthcare ecosystem.

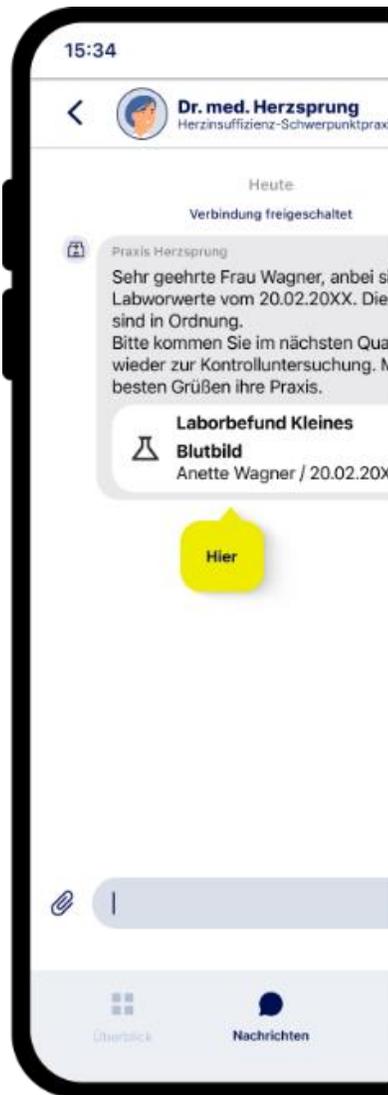


matrix

TI-M Pro: secure messaging built for healthcare professionals

- + direct messages + group chats
- + intersectoral
- + national directory
- + document exchange





TI-M ePA: secure messaging for patients in the insurer's ePA app.

Enabling information exchange with their health insurer and healthcare institutions

TI-M market moment: coverage first, adoption next, chats will follow.



TI-M Pro replaces phone calls with chat between doctors and pharmacies.



Pharmacy

„ I see a drug interaction with an existing medication in the new prescription. Please adjust the prescription.“



„ Could you please provide me with more information?“



Doctor

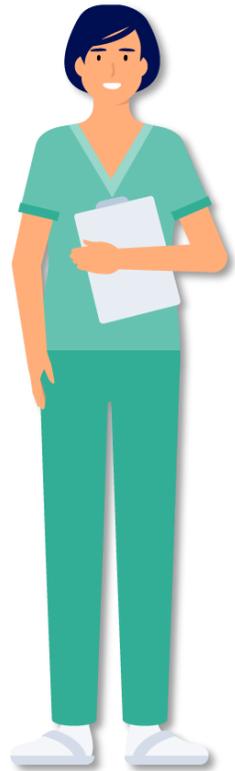
„ Out of 10 phone calls a day, I now make only one!“

„ When I try to reach a practice without a messenger, it takes me 30 minutes!“

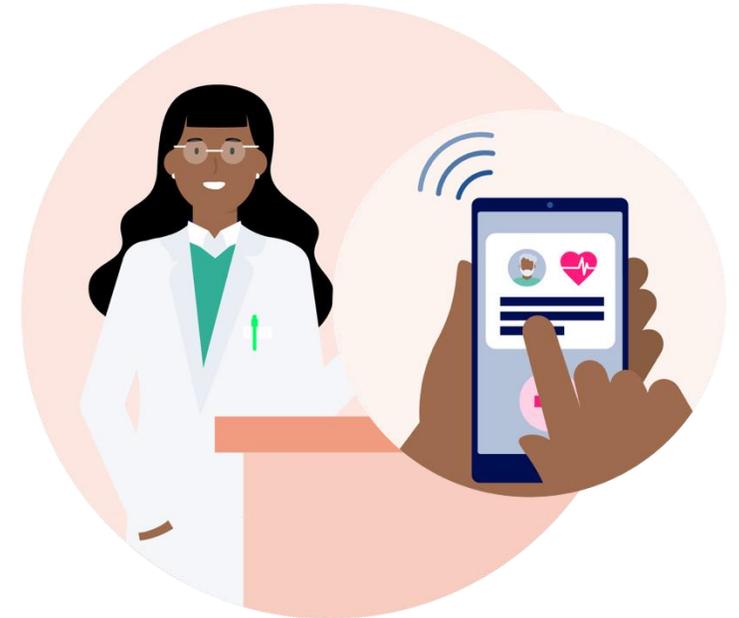
Sabine Haul Pharmacist & TI-Messenger User



TI-M Pro in outpatient care: care directly on site, record the wound, integrate expertise, enhance care.



During the home visit, the nursing professional detects wound deterioration

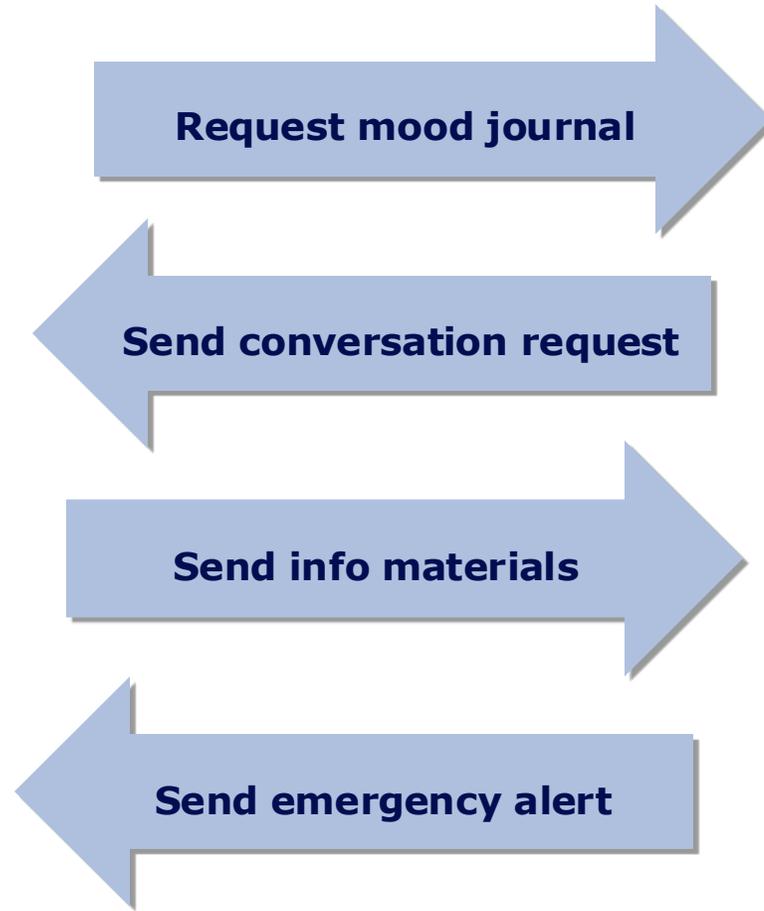


The wound expert responds within 30 minutes via TI-M

TI-Messenger for patients: secure, structured, and traceable communication in clinical settings



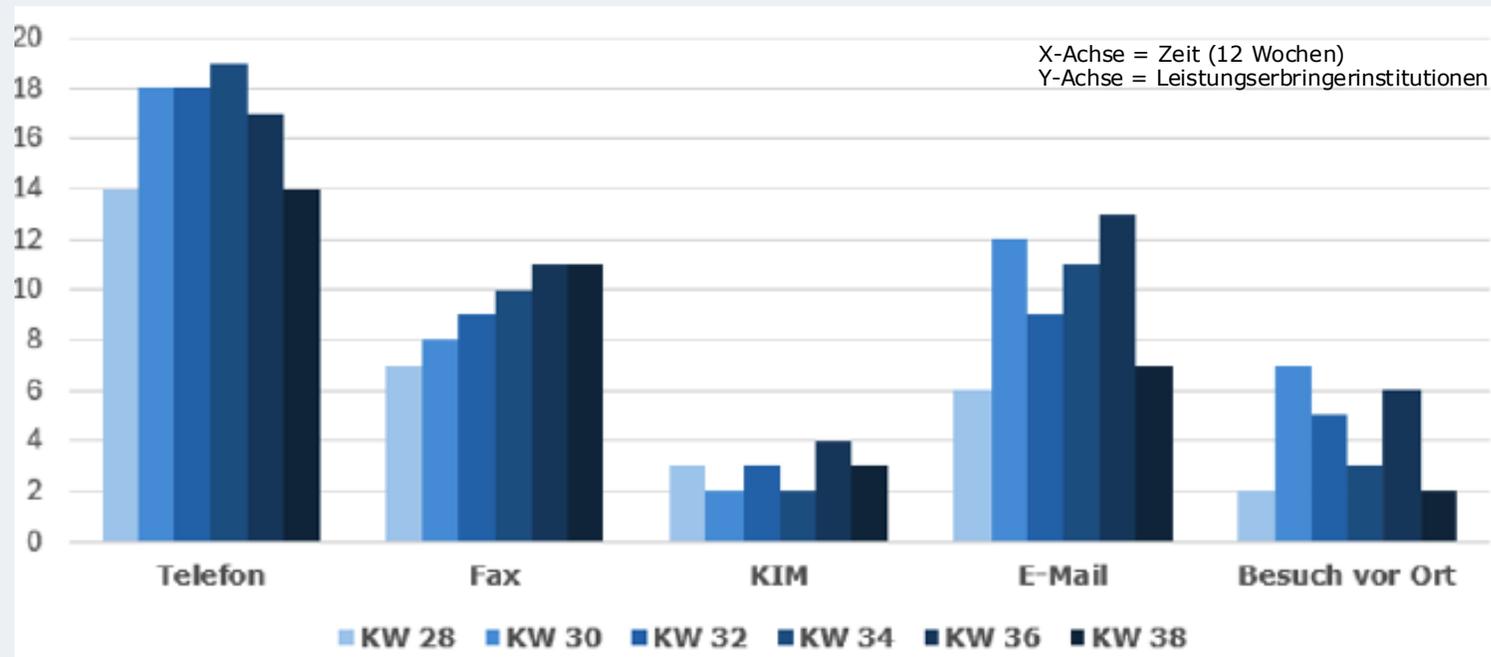
Therapist



Patient

TI-M Pro improves process times in care workflows by replacing phone queues and emails with TI-M.

Model region survey results: Which communication methods does TI-M replace for you?

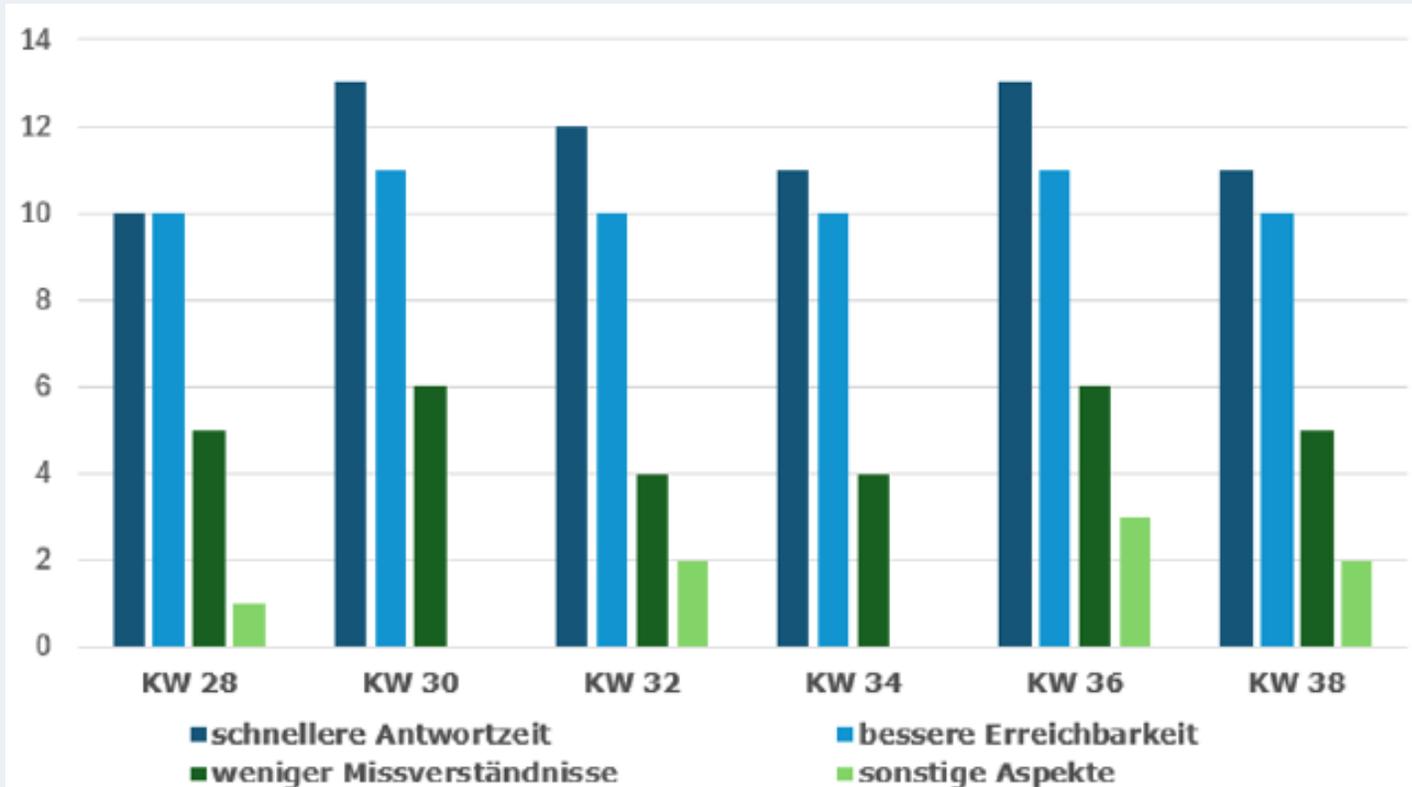


TI-M replaces traditional communication methods:

- questions about **medication plans** and deliveries
- **e-prescriptions**
- prescriptions and referrals
- improves **internal communication** for documentation and handovers.

Welche Kommunikationswege werden durch den TI-Messenger bei Ihnen ersetzt?		Telefon	Fax	KIM	E-Mail	Besuch vor Ort
KW 28	n=18	14	7	3	6	2
KW 30	n=20	18	8	2	12	7
KW 32	n=22	18	9	3	9	5
KW 34	n=22	19	10	2	11	3
KW 36	n=21	17	11	4	13	6
KW 38	n=18	14	11	3	7	2

TI-M Pro delivers faster response times, improves reachability, and prevents misunderstandings.



Survey results from the model region: Which aspect of communication improves?

TI-M delivers

- **faster** response times
- improves **reachability**
- **prevents misunderstandings**

(Mehrfachantworten möglich)

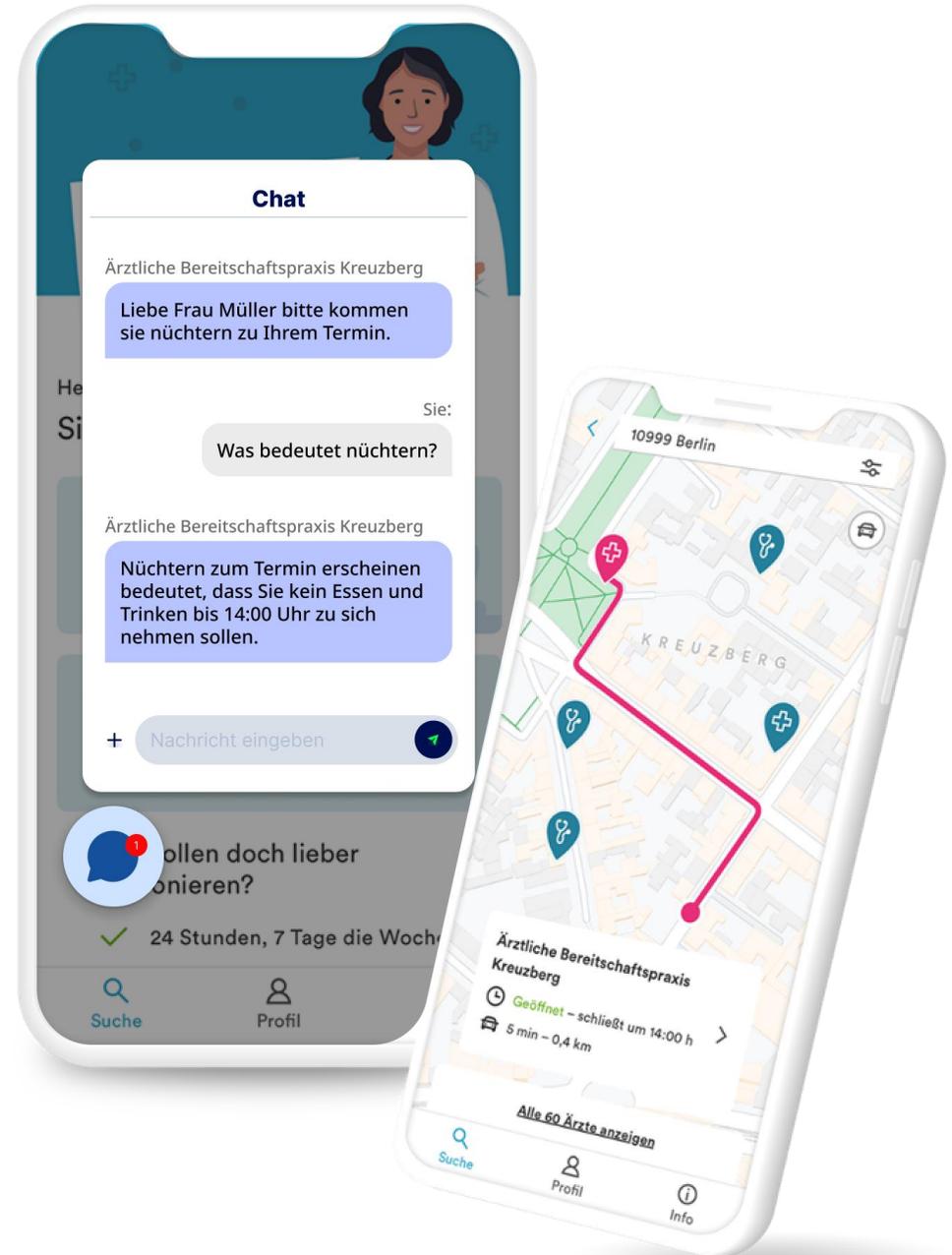
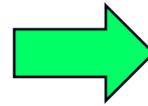
	n=18	n=20	n=22	n=22	n=21	n=18
Welcher Aspekt der Kommunikation verbessert sich?	KW 28	KW 30	KW 32	KW 34	KW 36	KW 38
schnellere Antwortzeit	10	13	12	11	13	11
bessere Erreichbarkeit	10	11	10	10	11	10
weniger Missverständnisse	5	6	4	4	6	5
sonstige Aspekte	1	0	2	0	3	2

X-Achse = Zeit (12 Wochen)
Y-Achse = Leistungserbringerinstitutionen

TI-Messenger Connect

Integration into patient portals & more

- + Appointment requests/reminders
- + Follow-up prescription requests
- + Medical history and consent forms
- + Medical inquiries
- + Video consultations





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