

# Can we have a face-to-facetalk™?

## Introduction

You are invited to travel with us towards a realtime communication World, in which patients and health care will use “commodity” solutions in an innovative way. Therefore, we bring in FaceTalk™, experience and a health care network, what do you have to offer?

## Why do we ask you to respond

Face Talk is (inter)nationally known as a professional platform for video conferencing in healthcare. The current engine of Facetalk™ has reached her mileage and needs replacement. Radboud REshape & Innovation Center has planned to decide which partner is going to deliver the new engine by the end of this year. It will not be just a delivery of a standard of the shelf engine, but as partners we constantly will work on this tuning and challenge each other how to make FaceTalk™ THE solution in the health care and will have an outstanding fit-for-purpose.

## Partnershipmodel

In a good partnership, both parties will have benefits. In our journey we should figure out which model could be the best basis for our success. Like Facetalk™ this should be a very simple model, easy to use and easy to adapt.

## What do we offer

- The trademark and “logo” FaceTalk™.
- Our extensive knowledge about implementing the solution into health care (already deployed with ~100 internal and ~150 external customers).
- The opportunity to reach out to the health sector, if you are not present yet (with this solution).
- Our worldwide spread well known name (Radboudumc and REshape) within healthcare network.
- Our good relation with other (international) Academic, General or Specialist Hospitals, GP/ family doctor, or home care organizations.

## What do we ask of you as partner:

- Co-create a new platform for FaceTalk™ which adheres to (inter)national health standards but also requirements build based on experience of Radboud usage. Manage and support FaceTalk™ in all aspects.
- Deliver FaceTalk as a free of charge solution towards Radboudumc.
- Create and share a profit by selling FaceTalk™ from her own portfolio.

*‘In a partnership with REshape, we challenge you to cocreate the best ever virtual consult application for patients and health care professionals.’*

## Attachments

These attachments contain further information on the Radboudumc REshape & Innovation Center, FaceTalk and the procedure for the FaceTalk partnership tender registration.

## Attachment 1 Background

### 1.1 Organisation

#### Radboudumc

Radboud university medical center is a leading academic center for patient care, education and research, with the mission 'to have a significant impact on healthcare'. Our activities help to improve healthcare and consequently the health of individuals and of society. We believe we can achieve that by providing excellent quality, participatory and personalized healthcare, operational excellence and by working together in sustainable networks.

#### Characteristics 2013

Employees	9.931
Medical specialists	587
Students	3.229
Professors	147
Scientific publications	3.396
Doctoral theses	186
Revenue (*€ million)	958

[www.radboudumc.nl](http://www.radboudumc.nl)

#### REshape & Innovation Center

While health care traditionally is organized around professionals and institutions, Radboudumc RE- shape & Innovation Center is innovating health care around patients. We use service design principles and different (e-health) technologies in order to move from institution driven, towards personalized health care. Together with our partners (patients, health care professionals, schools, industry, family carers) we don't just predict the future of health care, we (co)create it. With just one purpose in mind: to empower patients to live their life, the way they want to.

<http://radboudreshapecenter.com/>

### 1.2 FaceTalk

FaceTalk is the current solution that Radboudumc uses for video conferencing.

FaceTalk is a software solution that from mid-2011 is designed to facilitate remote medical consultations. When physical examination is not required, and the caregiver and the patient have an existing treatment relationship, FaceTalk can be used. The benefit for the patient is that there is no waiting time, travel time and costs involved with a medical consultation. The benefit for a caregiver is that FaceTalk consultations are reimbursed as regular consultations and they don't last longer than a normal consultation (rather they take less time, because both patient and caregiver are likely to be more to the point).

<http://www.facetalk.nl>

### **1.3 Potential in Dutch health care**

In July 2014, The Dutch Minister of Health wrote a letter to the Parliament with innovation directions for all Dutch health care institutes. One of the missions that were stated was the next one:

“Within five years from now, everyone who receives health care and/or home care has the opportunity to communicate via a screen-to-screen solution with a health carer, for 24 hours a day. Next to screen-to-screen care, domotica is needs to be applied more intensively as well. This will contribute in helping people to live longer (in safety) at home. ”

<http://www.rijksoverheid.nl/documenten-en-publicaties/kamerstukken/2014/07/02/kamerbrief-over-e-health-en-zorgverbetering.html>

## Attachment 2 Procedure

### 2.1 Planning

The proposed timeline is as follows:

Activity	Date
Publication of market consultation	31-10-2014
Registration by interested potential partners for a conference call in order to ask and answer questions	Submit before 10-11-2014 12.00 pm
Purchasing department of Radboudumc invites partners for conference call	11-11-2014
Conference call	12-11-2014
Registration for presentation	Submit before 15-11-2014 12.00 pm
Purchasing department of Radboudumc sends NDA to potential partners.	
Partners submit presentation and signed NDA	Submit before 24-11-2014 12.0 pm
Presentations	26-11-2014
Decision making process	28-11-2014
Elaboration on partnership	December 2014
Intention agreement for partnership model	December 2014
Implementation	Q1-2015

Radboudumc is one-sided authorized to adjust this planning

### 2.2 How to register

- The application for the conference call needs to be send by email.
- The application for the presentation (together with the NDA) needs to be send by email.
- The presentation needs to be submitted by email as well.

Email address: [mark.roelofsma@radboudumc.nl](mailto:mark.roelofsma@radboudumc.nl).

### 2.3 Conditions for registration

The potential partner needs to submit the signed NDA per email, conform the abovementioned planning.