



# TELEMEDICINE AT ERAMET

*INTERVIEW WITH  
DR. ALAIN ACKER*





## INTERVIEW



**Alain ACKER,**

Consulting Physician | ERAMET

**Why did you choose to deploy H4D's telemedicine service at Eramet's headquarters?**

**A.A.:** Our primary objective was to meet our employees' health needs, given the lack of access to healthcare and occupational health professionals. The second objective was to highlight the importance of occupational health at the workplace. Telemedicine can open new possibilities in this regard.

Finally, this innovative project made sense in the context of Eramet's transition to greener and more digital ways of working, launched two years ago by Ludovic Donati, Eramet's Head of Digital Transformation. Health was and is an integral part of this global transformation.

**What added value do you think H4D brings to occupational health?**

**A.A.:** H4D's technology is unique: a class IIa Medical Device that lets you consult remotely in the same conditions as a face-to-face doctor's appointment. With the connected telemedicine booth, generalists, specialists and occupational health doctors can carry out clinical exams with a dozen connected instruments and sensors.

The solution also optimises occupational health patient pathways for companies operating on multiple sites, connecting occupational health units to Eramet employees wherever they may work. Doctors can save time by consulting remotely from anywhere in France. Concurrently, H4D's nurse at the Eramet headquarters can use the telemedicine booth to create innovative new patient pathways for employees.

Thanks to H4D, holistic treatment is possible with complementary services in primary care and occupational health. Beyond the direct benefits of improved occupational health experience for employees, occupational health professionals are able to refer patients more effectively to generalists or specialists. By trusting H4D to manage these new patient pathways, Eramet is better able to focus on its core occupations.

**What are your thoughts on the solution since its launch in April?**

**A.A.:** If we look at its effect on absenteeism, presenteeism, and employees who would otherwise go without healthcare, the telemedicine booth has so far been an extremely positive experiment. We started with primary care and occupational medicine services, and quickly decided to add H4D's occupational nursing to the package for more comprehensive treatment options for our employees.

Eramet has mines and factories all over the world, in

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**ERAMET MAKES QUALITY OF WORKING LIFE AND ACCESS TO HEALTHCARE AN INTEGRAL PART OF ITS UNIQUE GLOBAL CORPORATE POLICY TO PROVIDE EMPLOYEES WITH QUALITY HEALTHCARE WHEREVER THEY MAY BE**

New Caledonia, Gabon, Senegal, Argentina, Norway and in the centre of France, and this makes telemedicine a particularly appropriate solution for us. Improving access to healthcare in sites operating under difficult conditions helps us reduce disparities in quality of care within the company. This is why we are expanding our partnership with H4D to other countries.

In Gabon, the government is aiming to bring more services to the country thanks to digital technologies; the Ministry for Communications and Digital Economy is thus favourable to this type of initiative. Our Gabonese subsidiary Comilog is a genuine pioneer when it comes to improving access to care, with the deployment of a first telemedicine booth at the Moanda hospital. Employees, their beneficiaries and the local population will have access to specialists in Libreville (in dermatology, ENT, cardiology, gastroenterology, neurology, speech therapy, pneumology and radiology).

**What makes this "group-wide" approach innovative?**

**A.A.:** Eramet makes quality of working life and access to healthcare an integral part of its unique global corporate policy to provide employees with quality healthcare wherever they may be. These telemedicine services place an emphasis on prevention by detecting and treating illness early on, by fighting self-medication, by facilitating referrals to specialists, and by optimising medical and paramedical resources.

I can imagine this will prompt similar global corporations to think more carefully about these problems and the solutions that exist to address them.

### — SNAPSHOT —

Occupational health, historically a strong point of the company, is going digital at Eramet with the installation of a telemedicine booth at its Paris headquarters. Launched on April 9th by Eramet CEO Christel Bories, this new digital tool aims to modernise health at the workplace. Servicing 12,700 employees, it is part of Eramet's drive to improve the quality and effectiveness of office healthcare.

Eramet has installed an H4D telemedicine booth to facilitate both occupational health consultations and primary care consultations for the 400 onsite employees.

Since August 2019, Eramet has decided to complement this service with an H4D nurse at its Paris HQ. It's also extended telemedicine to its sites abroad. The very first telemedicine booth in Gabon is currently being deployed at the Marcel Abéké hospital in Moanda, with the help of Comilog, Eramet's Gabonese subsidiary.

By March 2020, employees working at the Moanda site, 600 km away from the capital, will be able to consult a specialist without having to travel. This is a life-changing development for people in the region.

#### ERAMET HEADQUARTERS 15<sup>th</sup> arrondissement, Paris



#### HÔPITAL MARCEL ABÉKÉ IN MOANDA Gabon (Comilog, Eramet subsidiary)



#### Telemedicine services launched:

April 2019



March 2020

#### Uses of the telemedicine booth in teleconsultation and self-checkup:

- Primary care
- Occupational health
- Occupational nursing



- Tele-expertise (speciality medicine)
- Occupational health

#### Number of employees with access to the Consult Station®:

400 employees



2,000 employees and their families, and tele-expertise for the local population



## FACTS & FEEDBACK

**100%**

*Of employees are satisfied with teleconsultation*

**178**

*Sessions in the telemedicine booth (ERAMET headquarters, April-December 2019)*

**100%**

*Of employees are willing to use the teleconsultation service again*

**40%**

*Of employees would have gone without healthcare or would have self-medicated without the Consult Station®*

**90%**

*Of employees believe they had quicker access to a consultation*

*"Julie (the booth attendant) was very friendly and nice, she is trustworthy and makes me want to reuse the booth"*

*"Time savings, targeted and professional response"*

*"Checkup was quick and easy"*

## THE KEYS TO A SUCCESSFUL PROJECT

**1**

### DRIVING C-LEVEL EXECUTIVE ENGAGEMENT

*"With this type of project, securing the backing of senior management is key for success.*

*At Eramet, we have a longstanding "culture of health" that drives investment in our employees' health and wellbeing.*

*Christel Bories, our group CEO, has actively participated in the inauguration of H4D's service at Eramet headquarters, and Comilog CEO Léod-Paul Batolo will be present at the launch of the service in Moanda along with the Gabonese health minister Max Limoukou."*

**2**

### OBTAINING THE BACKING OF THE GROUP'S HEALTH UNITS

*"Getting our health units to endorse this new technology was a key element for this project.*

*Our objective was to get the group's health professionals to back the project and drive the deployment of the service.*

*With the Gabonese project, we had to conduct a targeted communication campaign and engage with all stakeholders to show them the added value the service could bring to their daily practice."*

**3**

### AN EASY-TO-USE DEVICE

*"H4D's connected telemedicine booth is a medical device that's easy to use for employees.*

*As well as facilitating same-day appointments with physicians, it creates a genuinely collaborative environment thanks to the booth's connected medical instruments, which are handled by patients with the doctor's guidance.*

*Patients become even more "agents of their own health."*