

Case Study

Hospital at Home AG, Zurich

Hospital at Home AG is a private provider of hospital-level care in the home in the Zurich region. The company works with several hospitals who refer patients that can safely receive acute care in their own homes instead of staying in a physical ward.

The program launched in 2023 and Hospital at Home AG has since treated over 300 patients, proving the significant benefits Hospital at Home care means for patients and caregivers.

Snapshot of operations

368

Patients Treated

Total patients cared for through the first two years of the program

6-10

Parallel Patients

Number of patients receiving concurrent care in their homes

4.8

Average Stay

Mean # days of stay
Hospital at Home

4.9

Patient Rating

Patient satisfaction score out of 5 stars

Hospital at Home AG already had an appreciated Hospital at Home program, proving the viability of this model of care, **but faced challenges to scale further**

Medoma Implementation process

Overview of how Hospital at Home AG implemented Medoma's platform.

Discovery and Configuration

Initial site visit to understand workflows, clinical processes, and operational requirements specific to Hospital at Home AG

1

Follow-Up and Stabilisation

Weekly meetings during the first weeks, reducing frequency as the team quickly gained confidence in the new system

3

Training and Go-Live

Two and a half day on-site visit covering team training, data migration, and hands-on support during the transition

2

The Challenge

Hospital at Home AG started out with simple and **fragmented tools for planning, such as excel sheets and calendar next to the EMR system.**

This approach worked in the early phase, but as the operations gained momentum the team realized they needed **a specific system dedicated to the full operational flow of Hospital at Home care to scale further.**

Fragmented systems

Hospital at Home AG used its electronic health record together with calendar tools and Excel sheets for planning and follow-up. Planning and logistics were split across several systems.

Limited visibility

The coordinator lacked a real-time overview of all visits and tasks. Tracking care team locations and patient status required manual effort or was simply not possible.

Legacy communication

Communication with staff and patients was done with a mix of systems (phone, SMS, MS Teams), with limited involvement or efficient communication with the patients and field team

Entering Medoma

Clinical and operational leaders at Hospital at Home AG recognised that sustainable growth required **a purpose-built solution designed for decentralised acute care.**

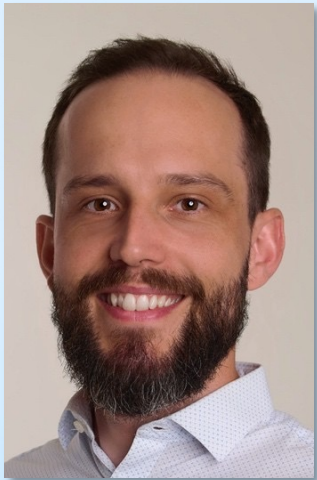
Engaging with Medoma the team realized that Medoma's care orchestration platform – covering all aspects from **planning & coordination, communication and monitoring** – would enable them to:

- 1) **Serve the current patient volumes more efficiently and professionally**
- 2) **Scale up operations significantly above current levels in a sustainable manner**

After a smooth implementation in October 2025 Hospital at Home AG is now fully live with Medoma. In the first month, **30+ patients received care through the platform**, who now can see their daily schedule, chat with the care team, submit vital parameters etc.

Initial results

Interview with **Kilian Brändle**, Medical Director, Hospital at Home AG



Initial reflections

What are your reflections after the first weeks of using the Medoma platform?

“Integrating a new software platform is a major challenge, especially regarding staff training and adapting the platform to your needs. At the same time, it is exciting to see new technologies being integrated in your existing system. We already see advantages in efficiency, flexibility and communication in our daily work.”

Training and onboarding

How did you experience the training and onboarding process?

“The team of Medoma was on site to guide and help us integrate the new system and go live with it. This was a huge support since we could ask questions and make suggestions that were directly integrated into the software. From simulation to real patients being planned in the App, everything was adapted to our needs. As always, it was a pleasure to work with Medoma.”

Initial results

Interview with **Kilian Brändle**, Medical Director, Hospital at Home AG



Impact on operations

How do you think the Medoma platform will impact operations?

“It will affect everyone’s role, especially our coordinator’s, since she will plan the tasks and visits for our hospital at home professionals. The software will make our planning and logistics more efficient. On top, the communication between employees and between our centre and the patients will become much easier with the chat function.”

Patient experience

Do you have any specific patient or staff experiences you want to share?

“New technologies are always been looked at suspiciously at first. But already our first patients who worked with the Medoma Care app, saw how easy it is to use, how they can see their daily schedule and who is going to visit them (with photo!) and how comfortably they can chat with us. They are getting quickly confident using it and feel safe having more autonomy in their treatment. We’re exciting to let our patients use the advantage with Medoma!”