

med.archiv – Digital patient records

Digital patient records for a modern healthcare system in Vienna

In an increasingly digital world, efficient, secure, and rapid access to medical data is becoming ever more critical. The City of Vienna established med.archiv as a central digital patient record system as early as the year 2000. Today, it connects all hospitals and care facilities within the Vienna Health Association. Developed and operated by Wien Digital, the system enables approximately 85,000 secure accesses each day by more than 18,000 medical professionals. Over 436 million documents have already been archived – clear evidence of the central role that med.archiv plays in Vienna's healthcare infrastructure. The system is currently undergoing a comprehensive modernization to renew its technological foundation and prepare it for future demands.

How it works

med.archiv consists of three core components that ensure a seamless digital flow of data. The report browser serves as the central frontend for doctors and nursing staff, providing fast access to all internally generated or scanned medical documents, including images and reports. The underlying server and database systems ensure the stable storage of structured patient data. They form the backbone of the system, guaranteeing high availability and robust data protection. A third component comprises the import workstations, where external medical documents – such as physician reports brought in by patients – are digitized and assigned to the appropriate patient profile. The ongoing modernization process includes all three system components and is being implemented step by step to ensure uninterrupted operation. The rollout of the new report browser is scheduled for completion by June 2024, while the migration of the server and database infrastructure is planned for the first quarter of 2025. The renewal of the import workstations will follow by the end of 2025. This technological upgrade will not only improve system performance but also enhance long-term scalability and security. At the same time, access to medical data will remain strictly limited to authorized healthcare professionals, ensuring the highest standards of data protection and patient safety.

The Big Picture

With med.archiv, the City of Vienna demonstrates how modern technologies can significantly enhance efficiency and quality in public healthcare services. The solution allows for much faster access to medical information and significantly reduces the administrative workload for healthcare personnel. This accelerates workflows within institutions and directly benefits patients. Another key aspect is digital sovereignty: med.archiv was developed and is operated entirely in-house – clear proof of the long-term strategic capabilities of public institutions in managing critical digital infrastructure. By applying the latest security standards and scalable IT architectures, the system is well prepared to meet future challenges. As such, med.archiv is not only a powerful tool for today's needs, but also a future-proof building block of Austria's digital healthcare system.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Technological innovation**
- Administrative level: **Municipality, District, State, Federation**
- Solution process: **Digitization and technology, Health and care, Public service, Smart City**
- Technology: **Artificial Intelligence, Information technology, Networks, Platform technology**