



# CardioOnLineEurope

Specialisti in telemedicina

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TECHNOLOGIES POWERED BY

**CARDIOLINE**

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Cardio On Line Europe was born in 1996 from an entrepreneurial idea of a manager and a physician. Since then, it has been at the top of national multiutilities with a prominent positioning in the different business areas, a balanced mix between reporting activities and services offered. Thanks to its productive assets, the investments made and in progress and its territorial roots, Cardio On Line Europe is today one of the main leaders in the telemedicine sector on the Italian scene. Experience, original ideas and solutions, expertise and flexibility to respond to the different needs that the market requires, become the ethical values of a brand that is the basis of Cardio On Line Europe's national and international success.

Cardio On Line Europe's mission is the development of telemedicine in the cardiovascular field; in 2004 it activated an Operative Center, physically manned 24 hours a day for 365 days a year by Specialized Operators and Cardiologists who in real time report the examinations received and offer their specialized advice online. In the same year, it launched Italy's most advanced Telecardiology Project in emergency that connected a network of 311 118's service stations located within the entire territory of the Apulia Region. The Telecardiology system is reliable and easy to use, and allows any user equipped with a portable digital electrocardiograph to record a standard 12-lead electrocardiogram in a few seconds and, most importantly, wherever he or she may be, transmit it to the Operative Center and obtain a teleconsultation.

Cardio On Line Europe develops business strategies oriented to a value system aimed at achieving a business model capable of satisfying, in a balanced way, the legitimate expectations of the different stakeholders in full observance of the environments and customers with whom it operates. Know-how and background acquired **over 26 years of continuous activity** and the excellence of the service provided in more than **2,500,000 interventions**, all managed in real time and with immediate specialist opinion, have enabled the framing and resolution of multiple scenarios in which the use of telecardiology has resulted in ideal, sometimes **life-saving**, outcomes. This is documented by the ECGs performed by private and public clients, including the Italian Navy, the Italian Air Force and some Penitentiary Institutions, which are in addition to the **859,245** electrocardiograms performed in emergency-urgency which, alone, have contributed to a 50 percent reduction in mortality from heart attacks in the Puglia Region (source: Regional Epidemiological Observatory).

The Operative Center located in Bari, Apulia, has information technology, hardware infrastructure, redundant telephone, electrical and electronic systems, certified and constantly upgraded software, technical staff and cardiologists continuously engaged in training and updates, operational protocols designed according to the needs of each client, customer satisfaction and many other uniquenesses, which make it a benchmark in the Italian field and beyond. The ability to innovate and the cutting-edge technological solutions that distinguish the services of Cardio On Line Europe, come from the continuous commitment to research, taking advantage also of the collaboration of prestigious university professors who are experts in issues related to Telemedicine. In fact, there are numerous scientific works and publications in the most prestigious Journals in the field, as well as participation in world's most important congresses on telemedicine as guest speakers that have literally "launched" the company in the international arena, whose structure has now become a destination for Delegations from all over the world.





In full compliance with New European Regulation 679/2016 (GDPR) and taking into account the relevance of the service provided that involves processing of sensitive data stored in Cardio On Line Europe's databases, the company has acquired since 2008 an Integrated Certification, national and international applicable for an Integrated Management System in the field of Telecardiology according to UNI CEI EN ISO/IEC27001:2017 for R. I.D. (Confidentiality, Integrity and Availability) of sensitive data and UNI EN ISO 9001:2015 for quality of processes supplied in the specific field of application "Planning and provision of telemedicine services in the field of cardiology: electrocardiographic reporting, cardiology consultation, interpretation and analysis of cardiologist-reported cardiac holter/ABPM. Provision of educational training in Italian and English languages for the application of methodologies and reporting services." Cardio On Line Europe has also achieved an ISO9001 for the Customer Qualification Service: a quality checkmark, a result of the control of compliance of the activities conducted in regard to the conformity with the Regulations and Norms in use, attributed to those who strictly follow the Procedural steps. An additional security for the final Customer who benefits from the Telemedicine services provided by Cardio On Line Europe through its Users.

Link <https://www.cardioonlineeurope.com/news/Certifications.pdf>

In 2010, Cardio On Line Europe expanded its organizational structure with the implementation of a Central Unit dedicated exclusively to cardiac and blood pressure monitoring in telemedicine; with more than **200,000** reports made in a very short time from the disassembly of the device, the Holter Division, which has become a market leader and a strategic unit for the Company, provides Holter reporting software, equipment and services in pharmacies, General Practitioners' offices, diagnostic and home care centers, polyclinics, hospitals, nursing homes, RSAs and others. The results achieved, in terms of positive feedback from clients and patients, stem from the high quality standard imposed by the protocols observed in the Holter Division. As a matter of fact, **each exam is analyzed, interpreted and reported exclusively by a cardiologist**. Dedication to the software used, workstation modularity, reporting times, alert service for each pathological result, observation of the Regulations in use and the expertise of the staff employed, make the Holter Division one of the most important Business Units of Cardio On Line Europe.

In 2016, Cardio On Line Europe activated **CardioService**, a service born from the requests of some market-leading companies in the electrocardiographs and Holter recorders' field, to be able to offer their customers examination reporting services, recorded and transmitted through the devices and software marketed by them. The background and know-how over time developed with the reporting activities through **CardioService**, have allowed Cardio On Line Europe to be able to extend the activity of analysis and consulting - with the same characteristics in terms of time and consistency of the reports - also to all those potential customers who, on the other hand, although having a device capable of recording and transmitting an ECG or a Holter, lack the necessary skills related to the management of an autonomous and self-dedicated Telemedicine service.

The well-established experience in the specific field and the guarantee of delivering 24/7 reporting services makes clear the opportunity to be able to offer the same performance to every Client interested in the service. In the Italian and international Telemedicine landscape, there are now many platforms and a variety of providers that rely on web-based solutions or smart applications connected to the Internet and linked to networks of available specialists to deliver Telemedicine services, solutions that, however, do not allow real-time referrals with "online" cardiological consultation.



**CardioService** membership provides the opportunity for these companies to deliver cardiac Holter and ABPM, electrocardiogram reporting services to their Customers, H24, 365 days a year, while maintaining their own settings, formats, templates and, most importantly, their own brand. Cardio On Line Europe, thanks to its Operative Center physically manned H24 by technicians and cardiologists, is available to engineer flow-charts exclusively dedicated to any company providing Telemedicine services, allowing them to deliver ECG reporting **in real time and with cardiological consultation "on line"**, an indispensable peculiarity if one thinks of the usefulness of diagnosing a serious pathology in a prompt way by enabling intervention in time useful to safeguard the health of the individual. All reporting services (electrocardiogram, cardiac Holter, and ABPM) can also be provided in English upon request.

Established as a Company aimed at the national and European market, Cardio On Line Europe over the years has established its services internationally. In June 2016, following requests from users living abroad to be able to use telecardiology and Holter services in telemedicine, the **"Foreign Division"** was born: a staff composed of technicians who receive the examinations and cardiologists who analyze them and in real time report them, offering their cardiology consultation online, **exclusively in English**. Although parallel and quite distinct, the ECG and Holter reporting services flow into the daily routine of Cardio On Line Europe's activities. Immediate results, indeed, based on specific requirements.

The values on which Cardio On Line Europe bases its strategy are Customer satisfaction, health and safety, emphasis on privacy, continuous improvement, respect and enhancement of the Customer, efficiency of services and quality of supplies. In addition, activities focus not only on technological innovation but also, and especially, on the development of Telemedicine and Home Care services with high specialized medical content, making them accessible and easily usable directly by citizens. The commitment is especially directed at Telecardiology in the analysis of electrocardiograms and Holter, taking into account that cardiovascular disease is the leading cause of death in the population as a whole and in the elderly.

Precisely for this reason and to respond to the continuous requests coming from the territory, Cardio On Line Europe proposes the **TDS**, an acronym for **Telemedicine Digital Station**, a service dedicated to all health professionals. The goal is to improve the delivery of first-line services with the help of telemedicine, which allows to perform diagnostic checks and offer specialized consultations at low cost and in a very short time. In fact, with the **TDS**, an exclusively digital multidisciplinary workstation that employs top-of-the-line **CARDIOLINE** equipment for the advanced and high-performance management of telemedicine services, it is possible to deliver high value-added services such as electrocardiograms, cardiac Holter and ABPM in complete autonomy. ECGs are reported in real time with online cardiology consultation 24 hours a day every day of the year, and the proposed device is also certified for self-diagnostic and pediatric use. Cardiac Holters, whose offered technologies allow the acquisition of 3 and 12-lead tracings from 24 hours to 7 days, are reported within 48 hours of receipt in the platform, while ABPMs, whose service is operational 7 days a week from 8 a.m. to 8 p.m., within 45 minutes.

The results are then shared with Operators through the **CARDIOLINE** WebApp, a web-based digital platform certified by the Ministry of Health Medical Device Class IIa (Regulation 10 of Annex IX of Directive 93/42/EEC and its amendments, through the TUV Notified Body, registration identifier BD/RDM No. 1353629, source: [www.salute.gov.it](http://www.salute.gov.it)).



Along with the aforementioned features and for further customer protection, an additional guarantee of reliability at the medical-legal level is ensured thanks to the application of the **"digital signature"** on the reports, in full compliance with the European Regulation 910/2014 (eIDAS) on digital identity in the field of qualified electronic signature. The certifying provider is Namirial SpA and the origin of trustworthiness is guaranteed by Adobe Approved Trust List (AATL) and European Trusted List (EUTL).

Link <https://www.cardioonlineeurope.com/servizio/telemedicina-digital-station/?lang=en>

For quite a while now the company has been ready and structured to effectively and efficiently manage the intense work activities that are sure result from the use of telemedicine, both by General Practitioners engaged in taking care of chronic patients, and by the "Service Pharmacy" called upon to provide, given its capillarity throughout the territory, diagnostic tools (ECGs, cardiac Holters, ABPM) suitable for the prevention and monitoring of cardiovascular disease. All the services provided by Cardio On Line Europe are a result of new trends in health care systems that have to cope with the constant aging of the population, improved lifestyles, and greater awareness and information by citizens, leading towards more active participation in choices related to their own health, safety, and wellness.

**COVID-19:** We have faced and are living with a sense of great responsibility the serious international emergency that, together with the social, cultural and economic infrastructure of an entire System, has affected not only Italian Enterprises, but the entire direct and indirect supply chain. It is certain that the way of living the daily routine has changed, and it is certain that it will still change over time. That being said, given the current period of emergency and the imperative measures prescribed for its containment and management, there is a need for intervention in the territory that tends to mitigate the difficulties of the Health Service in being able to manage the huge number of requests coming from the population. However, the same one who, nevertheless, due to difficulties of travel, fear of contagion, very long waiting lists and prevalence by hospitals (now overcrowded) in the treatment of emergencies, has objective difficulties in relying on the Public service. COVID-19 then, is that virus that, spread all over the world, is putting a strain on even the most efficient health care systems. And here home care, plays a strategically important role today. It therefore becomes necessary to have a shared operating protocol that meets not only the needs of the patient but also those of his or her entire family. In this new phase of the pandemic, Cardio On Line Europe has activated a remote monitoring service for both COVID and homecare patients following hospitalization or post hospitalization.

The purpose is clear: *avoid overloading of hospital facilities by keeping paucisymptomatic or asymptomatic patients at home, who nevertheless need constant and careful medical observation, as the risk of unexpected and rapid worsening is always high.* Technology, timing of service delivery, online cardiology consultations, services operating 24 hours a day, 365 days a year, results on demand even in English, and direct technical and operational referrals are just some of the peculiarities that characterize the service offered.



## **Why choose Cardio On Line Europe.**

In order to deliver Telemedicine services, in compliance with all current Regulations, with EU policies in relation to Privacy and with the high added value of "on line" specialist advice for each report produced there are technological, infrastructural and organizational features necessary to guarantee, to the End Customer, reliability, safety and diagnostic accuracy.

Cardio On Line Europe provides its Users and their Clients:

- ✓ Experience gained from 25 years of uninterrupted H24 activity in cardiology telemedicine;
- ✓ Specialized background and know-how coming from the reporting of more than 2,300,000 ECGs in real time with online cardiological consultation and more than 155,000 Holters including cardiac and ABPM;
- ✓ Operative Center physically manned by Technicians and Cardiologists, 24 hours a day, 365 days a year;
- ✓ Specialized team dedicated to receiving, analyzing and reporting the examinations received;
- ✓ 30 reporting stations for simple and complex, proprietary and third-party digital systems;
- ✓ Technology architecture (IT, electrical and telephone) redundant on 3 security levels;
- ✓ Transition4.0 configuration and utilization of digital interconnection systems between proposed technologies with related tax benefits;
- ✓ ISO9001:2015 Certification (CSQA Certificate No. 40635) for the quality of processes provided, in the specific fields of application (ECG reporting, cardiac holters and ABPM, FAD);
- ✓ ISO/IEC27001:2017 Certification (CSQA Certificate No. 40636) for Information Security, in compliance with Regulation (EU) 2016/679 (GDPR);
- ✓ ISO9001:2015 Certification (CSQA Certificate No. 68804) related to the Customer Qualification Service (SQC) for identifying proper conformity to current regulations;
- ✓ WebApp platform certified by the Ministry of Health Class IIa Medical Device;
- ✓ Strong signature (by affixing OTP) on the reports produced, in accordance with Regulation (EU) 2014/910 (eIDAS) on qualified electronic signature;
- ✓ Substitute storage (in house) of examinations in RAW format as required by current Standards;
- ✓ Equipment certified for pediatric and self-diagnostic use, in accordance with what is stated in the technical booklet;
- ✓ Full-Risk Warranty on technologies with replacement of the failed equipment within 48 hours;
- ✓ Deresponsibility of the Customer in relation to R.I.D. (Confidentiality, Integrity and Availability) of sensitive data, through DTA agreement;
- ✓ Technical Help Desk Level I, available 24 hours a day every day of the year;
- ✓ Direct Customer Training, at Cardio On Line Europe headquarters or in FAD (Distance Learning), ISO9001:2015 certified mode;
- ✓ Real-time ECG reporting with online cardiology consultation, 24/7;
- ✓ Cardiac Holter Referral within 48 hours of uploading the exam to the platform;
- ✓ ABPM referral within 45 minutes of receipt, 8 a.m. to 8 p.m., 7 days a week;
- ✓ "Alert" service for any report found to be pathological or tending to be pathological, with direct recall to the patient.

**Cardio On Line Europe, because difference is in the details.**



# CARDIO ON LINE EUROPE | REFERENCES





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