

WALTER TURNS A CONSTRAINT INTO AN OPPORTUNITY

Swiss hospital leaders are facing a significant challenge: managing institutions in an increasingly complex environment marked by financial pressure, growing regulatory demands, workforce shortages and information systems that often hinder, rather than facilitate, the flow of data and clinical documentation. Administrative requirements continue to expand, absorbing time and budgets, with physicians spending an excessive share of their working hours on non-clinical tasks.

For years, Switzerland has sought to reduce this complexity, yet simultaneously increased it by adding new reimbursement criteria for healthcare services. Processes are repeatedly revised, and oversight requirements continue to increase. Hospitals are required to document more in order to secure appropriate reimbursement, without this additional administrative effort slowing cost growth or materially improving quality of care.

Medical Coding, a Constraint That Reveals Everything

An opportunity is now emerging in an unexpected segment of the value chain: medical coding. This highly technical discipline, which translates every diagnosis and procedure into standardised classifications, directly determines hospital revenue. Without coding, there is no reimbursement. Without accurate and complete coding, there is no appropriate compensation for the care delivered. Yet this strategic function requires increasingly significant resources: experienced professionals, growing case volumes and regulatory frameworks that become more complex each year.

Swisscoding partners with hospitals across this spectrum, assuming all or part of their coding activities, supporting in-house coding teams, ensuring that clinical activity is accurately and fully reflected in the data, and assisting leadership at every level in medico-financial oversight. Through this operational exposure, the founders of Swisscoding have gained a privileged perspective on how hospitals truly function. Medical coding offers a uniquely transparent view of institutional strengths and weaknesses, both in day-to-day operations and in annual performance. It has proven to be a powerful lever for identifying and activating optimisation potential within hospitals.

By operating the largest medical coding team in Switzerland, Swisscoding has developed a tool grounded in daily operational practice and designed to address the concrete challenges faced by hospitals: continuous medical coding, consolidation of clinical and administrative data, streamlined workflows and proactive management of patient stays. The platform, named Walter, goes far beyond basic coding functions. It provides a unified environment that supports operational and medico-financial management, reduces the administrative burden on clinical teams, helps shorten length of stay and strengthens both institutional performance and the overall care pathway.

Because it is directly dependent on the quality of clinical documentation, the fluidity of communication across departments and the robustness of care processes, medical coding outcomes, when combined with operational data, bring to light critical elements that often remain invisible:

- Organisational inefficiencies
- Avoidable hospital days
- Documentation inconsistencies
- Administrative process delays
- Hidden revenue leakage
- And, above all, concrete levers to enhance operational performance

Walter, designed from the Inside Out

Walter is a web-based platform developed over the past 14 years by the founders of Swisscoding. It was not conceived as a commercial product, but as the internal system required to operate the largest coding team in the country across a broad range of hospitals and information systems. From the outset, it was built to unify every dimension of the coding function within a single, coherent environment.

In practice, Walter orchestrates the entire workflow: tracking every step of the administrative cycle for each admission, allocating cases across coding professionals, integrating clinical documentation, structuring communication with hospitals, managing quality control, handling historical revisions and supporting coding decisions. Over time, the platform has evolved in response to operational needs, progressively incorporating process automation and, more recently, artificial intelligence through Cody. AI now supports background automation of coding, both for final billing validation and for real-time coding throughout the patient stay.

Today, Walter has evolved into a fully mature operational environment, deployed across hundreds of thousands of cases and active in more than 50 hospitals.

It is a single, integrated platform already live in production, fully secured and natively interfaced with core hospital information systems. It is not only ready to replace an existing coding solution, but positioned to deliver far broader value.

An Immediate and Sustainable Solution

With Solventum's withdrawal from the Swiss market at the end of 2026, hospitals face a critical question: how to replace Kodip without launching a multi-month IT programme? In most cases, changing a coding solution involves server deployment, extensive interface testing and comprehensive staff training. It is typically a lengthy and resource-intensive undertaking, drawing heavily on already constrained IT and operational teams.

Walter takes a fundamentally different approach. The platform is not a system that needs to be rolled out, it has been fully operational for years. It is secure, field-tested and can be interfaced with Opale within days rather than months. There are no servers to procure, no local infrastructure to maintain and no software versions to manage. For existing Swisscoding clients, access is immediate, with additional user accounts activated as required. For hospitals using the full-service model, the transition is seamless. Swisscoding's coding teams continue their activity within Walter without operational disruption or loss of continuity.

Visibility and Pricing Stability

The financial dimension is equally critical. At a time when every investment decision is carefully examined, Swisscoding has adopted a transparent positioning, aligning its pricing with that of the previous solution for new clients. Hospitals opting for the full-service model benefit from preferential conditions. This predictability provides budgetary stability and enables confident medium-term planning without unexpected cost escalation.

The outcome is straightforward: no major IT programme, no operational disruption, no additional strain on internal teams. Instead, hospitals gain immediate continuity and a controlled transition that allows leadership to remain focused on clinical and strategic priorities

Flow Coordination, a New Lever for Efficiency

Walter consolidates and makes visible every activity that impacts coding and, consequently, billing. Connected to core hospital information systems, including Opale and soon Epic, it centralises all data and tools related to the coding cycle within a single environment: clinical documentation management, real-time coding through Cody, patient flow monitoring and billing data.

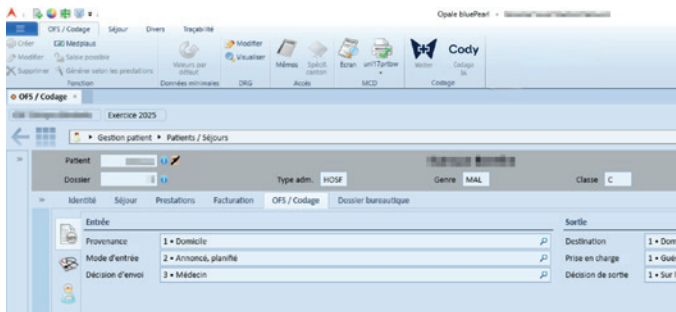
This end-to-end continuity reduces organisational friction and ensures that the right information is available to the right stakeholders at the right time. Data is processed continuously and fed back to care and administrative teams throughout the patient pathway. With AI embedded in the workflow, coding updates dynamically whenever the clinical record evolves. Hospitals gain immediate visibility on case classification, applicable tariff rules and projected length of stay.

Walter can interface with existing management dashboards or function as an operational command centre, bringing together clinical, administrative and operational data in one place. It shifts the perspective from retrospective billing analysis to prospective management of each admission.

For IP management teams responsible for overseeing patient pathways, this level of transparency is transformative. They benefit from a real-time, institution-wide overview of all admitted patients, enabling early discharge planning, structured coordination of stakeholders and timely scheduling of diagnostics and procedures. The integrated Case Management Tool allows them to track medico-administrative processes end to end, without having to reconstruct the patient's trajectory from fragmented systems.

CLIENT	CAT./DÉP	PID-FID	#DOSSIER	ENTRÉE	SORTIE	DDS	DRG	CW	REMARQUES	STATUTS	
000	A	VERMOREL, JEAN...	000000000	03.10.2022	05.10.2022	2	1	0	0	I18C 0.954	0 0 0 2 00:37
000	A	VERMOREL, JEAN...	000000000	21.05.2024	23.05.2024	2	1	1	0	J11B 0.748	0 1 1 00:28
000	A	VERMOREL, JEAN...	000000000	15.08.2024	17.08.2024	2	1	0	0	I32C 0.834	1 2 1 01:30
000	A	VERMOREL, JEAN...	000000000	22.08.2024	27.08.2024	5	1	1	0	I46C 1.455	0 3 0 00:19
000	A	VERMOREL, JEAN...	000000000	30.08.2024	04.09.2024	5	1	2	0	I04C 2.545	0 4 0 01:33
000	A	VERMOREL, JEAN...	000000000	09.09.2024	12.09.2024	3	1	0	0	I18C 0.913	1 1 7 02:48
000	A	VERMOREL, JEAN...	000000000	10.09.2024	12.09.2024	2	1	4	0	I29C 0.807	0 12 0 01:30
000	A	VERMOREL, JEAN...	000000000	11.09.2024	14.09.2024	3	1	0	0	I27C 0.838	1 1 0 00:54

Walter is a unified platform that consolidates all information related to the coding process, from clinical documentation drafting through to final coding review.



Service access directly from Opale: Walter is a web-based platform already interfaced with the core components of hospital information systems.

Direct Financial Impact

Avoidable extensions of stay, such as an examination not scheduled before the weekend, missing documentation or poorly coordinated transfers, are not linked to clinical quality but to organisational frictions.

A few avoided days here and there, with each hospital night costing between CHF 800 and CHF 1,200, quickly translate into millions in savings at institutional level. In French-speaking Switzerland, where lengths of stay are often longer, the potential is considerable. Coordination projects supported by such tools have shown returns on investment ranging from five to twenty times their cost.

A Model for the Future

This new way of working addresses the priorities of hospital leadership: reducing hidden inefficiencies, stabilising costs and improving care, without major investments or restructuring, and without compromising quality of care. By automating low value-added administrative tasks and streamlining workflows across wards, institutions regain strategic capacity while clinicians recover valuable time for patient care.

In this context, a web-based architecture makes clear sense. No local servers, no licences, no installations, no service interruptions for maintenance or updates. The hospital no longer carries the technical burden but simply uses a platform that remains aligned with clinical and regulatory requirements. Updates are deployed automatically, coding rules are adjusted without intervention and support tools evolve automatically.

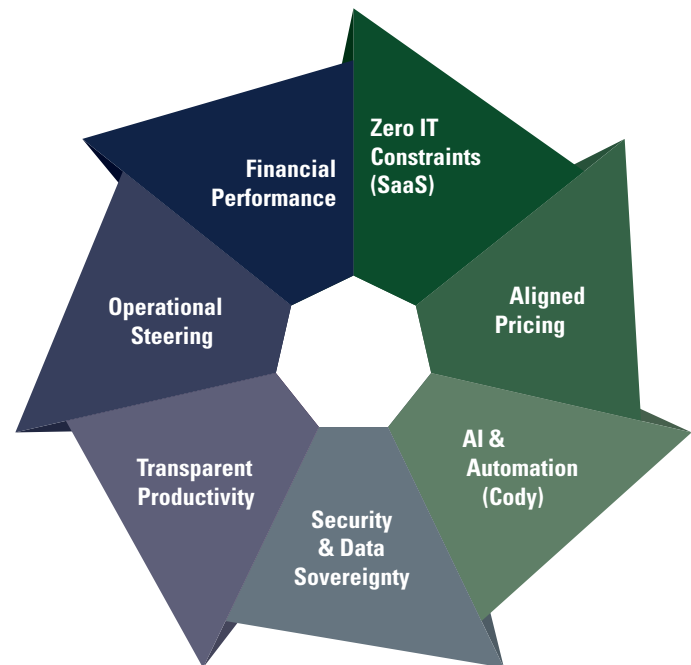
This approach also prepares hospitals for future transformations: digitalisation, the EPD (electronic patient record), new information systems and regulatory developments. Rather than multiplying short-lived tools, Walter provides a scalable structure where technology disappears behind what it enables: coding, anticipating, communicating, analysing and controlling costs.

The Right Timing

The fact that this convergence is happening now is no coincidence. All the elements have reached maturity: Swisscoding's AI enables continuous coding, hospital information systems provide the necessary data flows, and the platform's web architecture allows constant updates without heavy infrastructure. At the same time, cost pressure makes this coherence essential.

Walter does not add another layer of complexity. It finally gives hospitals the ability to bring together what was scattered, so they can focus on what truly matters: patient care.

WALTER IN 7 KEY POINTS



1. Zero IT Constraints (SaaS)

Fully web-based solution requiring no local servers and no on-site maintenance. Rapid interfacing with Opale, SAP and soon Epic.

2. Aligned Pricing

Pricing aligned with the previous market solution for new clients, with preferential terms for hospitals opting for the full-service model.

3. AI & Automation (Cody)

Autonomous generation of 100% of ICD codes for outpatient cases and up to 60% of complete inpatient coding, with certified accuracy equal to or exceeding human performance.

4. Security & Data Sovereignty

100% Swiss-developed solution, compliant with ISO 27001 and ISO 27701 standards, featuring advanced anonymisation and full audit traceability of all user actions.

5. Transparent Productivity

Integrated secure messaging and automated activity tracking across teams, enabling clear visibility of workload distribution and efficient resource allocation.

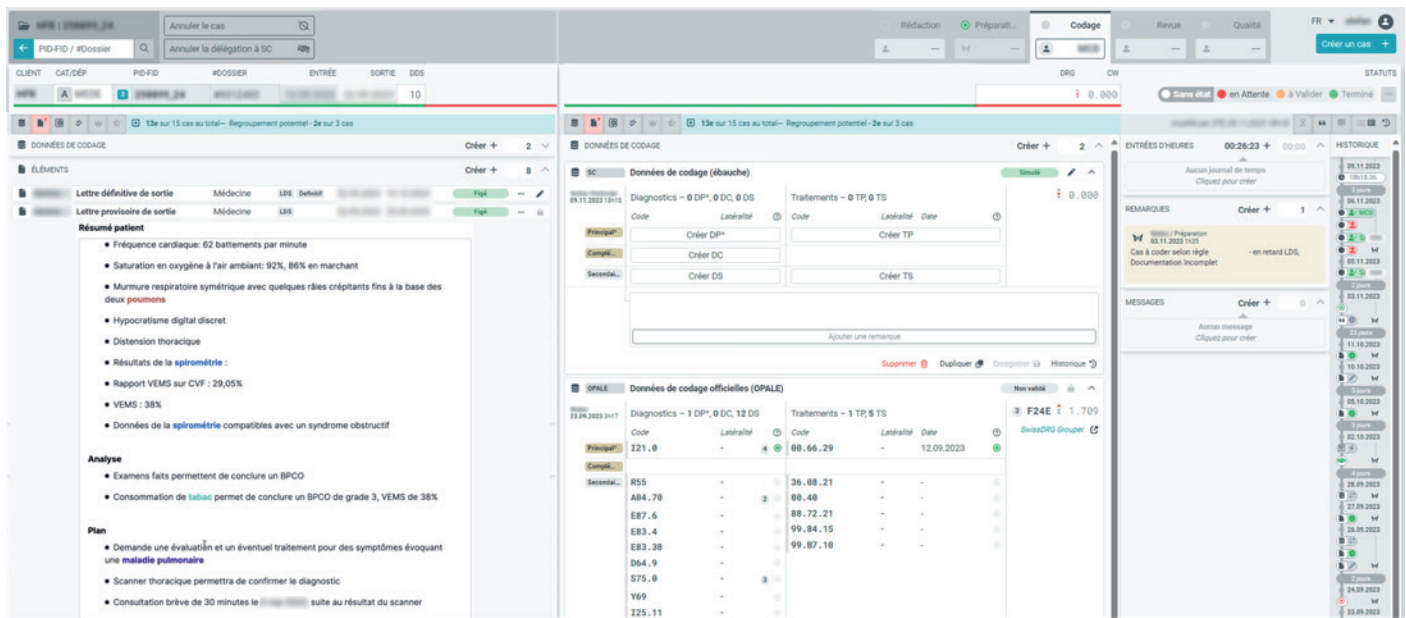
6. Operational Steering

Predictive discharge visibility, billing alerts (Queen module) and native Power BI dashboards supporting real-time institutional oversight.

7. Financial Performance

Documented return on investment ranging from five to twenty times the initial expenditure, driven by reduced length of stay and optimised patient flow management.

For any questions: info@swisscoding.com



Walter goes beyond a coding application. It is a platform designed to support teams in their daily operations, notably by integrating relevant documentation elements within a single, shared interface.

SWISSCODING, EXPERTISE IN SERVICE OF HOSPITAL INSTITUTIONS

Within a few years, Swisscoding has become the leading provider of medical coding services in Switzerland. Its evolution, however, extends well beyond coding itself. By operating the largest coding team in the country, Stefan Stefaniak, Marie Villard Stefaniak and Frédéric Addor have developed in-depth operational insight into care pathways, the medico-financial impact of hospital stays and the structuring of administrative processes, built through continuous collaboration with healthcare institutions.

This field-based expertise led to the creation of Swisscoding Technologies, dedicated to the development of advanced digital solutions, including Cody, an artificial intelligence engine designed for automated coding. Today, Swisscoding positions itself as a comprehensive partner for hospitals, capable of materially reducing administrative burden while strengthening operational performance and enabling medical and nursing teams to dedicate more time to patient care.



The full Swisscoding team at the annual meeting, September 2025.