gematik
Nationale Agentur für Digitale Medizin

Preserving Integration, Rebuilding the Core:

Matrix for Healthcare Communication

The Matrix Conference 2026



01

The Communication Challenge



Top communication channels in daily healthcare practice

Share of respondents who selected the channel as one of their three primary communication methods.



83% of respondents rely on the phone, making it the most widely used communication channel.

52% continue to use fax for communication across healthcare organisations.

50% use email as an established part of their daily communication.

39% Only 39% use KIM as one of their main communication channels.

Source: gematik online survey, March 2026, n = 982

Different strengths. No complete communication solution

TI-Messenger supports direct coordination



- Enables direct coordination and patient communication.
- Includes professionals and insured persons, but adoption is limited.
- Uses the modern Matrix protocol for mobile, real time communication.

KIM supports established formal processes

- Automates formal processes and structured document exchange.
- Widely used by healthcare organisations, but excludes patients.
- Uses established email protocols and legacy TI components

KIM is strongest when a defined document must be securely delivered and automatically processed. **TI-Messenger** is stronger when people need to communicate directly.

Two isolated communication spaces cannot create one reliable network

Separate reach
KIM and TI Messenger connect different groups, but neither reaches all relevant participants.

Separate communication models
KIM supports formal document exchange, while TI Messenger supports direct communication.

Separate technologies
Both services require their own infrastructure, integration and governance.



02

The Communication Vision



Communication should follow the needs of care

🔭 Reach everyone

All relevant organisations, professionals and insured persons can communicate within one shared space.

🧩 Bring every form of communication together

Formal processes, direct coordination and structured data exchange share one communication space.

⚙️ Fit into daily work

Communication is available within existing systems, on the web and on mobile devices.



One Communication Space

Regardless of channel, system or participant.



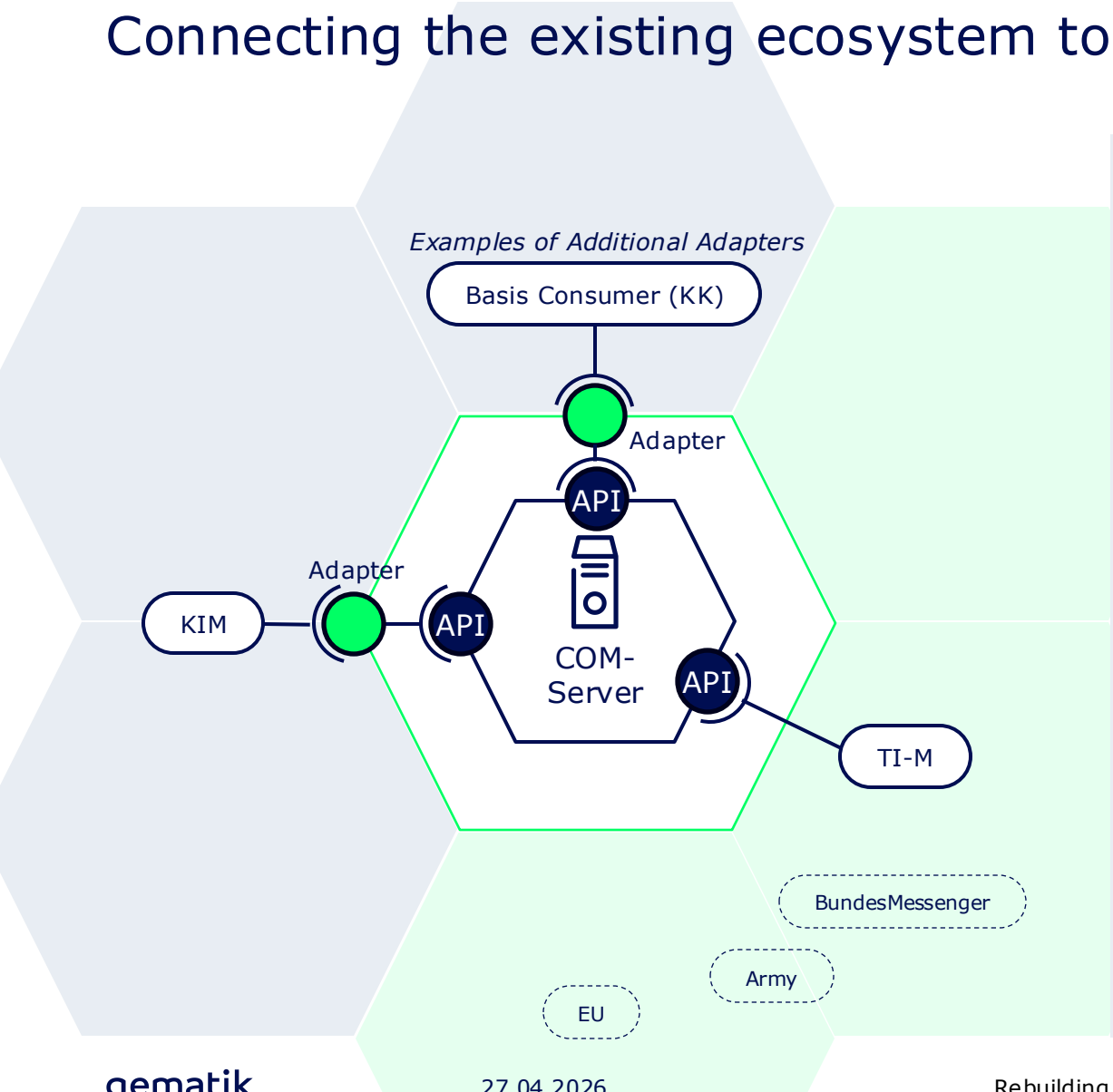
03

The Communication Core



Architecture Approach

Connecting the existing ecosystem to a modern core through adapters



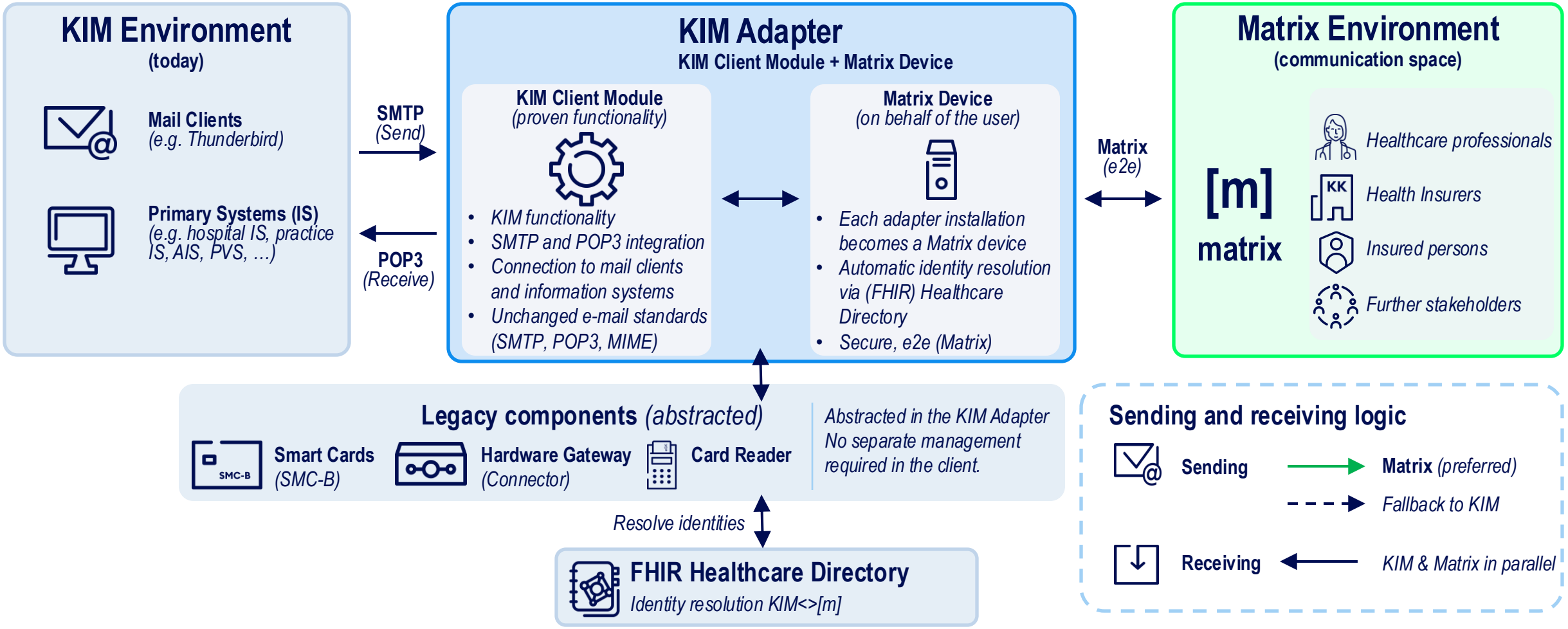
Preserve integration. Rebuild the core.

1. **Shared Matrix core:** One scalable foundation replaces separate backend infrastructures.
2. **KIM adapter:** Existing integrations and formal procedures remain available.
3. **Common interfaces:** Primary systems and new applications connect through shared interfaces.
4. **Simpler operations:** Consolidation reduces operational, regulatory and integration complexity.
5. **Build on existing investments:** The platform combines KIM's established processes and reach with the modern technology of TI-Messenger.
6. **Enable future applications:** Open interfaces support new clients, workflows and communication models.

One communication space. One shared core. Multiple ways to connect.

KIM Adapter – KIM Client Module + Matrix

Preserving proven KIM functionality. Seamlessly connected to Matrix. No changes for users.



Key features (compact)

1. **KIM functionality**
   SMTP , POP3, existing integrations
2. **Matrix device**
   Encrypted Matrix message transport
3. **Protocol translation**
   KIM to Matrix protocol mapping
4. **Identity resolution**
   Directory based endpoint lookup
5. **Transport strategy**
   Matrix first, legacy KIM fallback
6. **Payload agnostic**
   Original email data remains unchanged

04

The Communication Transition



From Separate Services to One Communication Space

KIM & TI-Messenger	Shared Directory and Identities	KIM Adapter	Unified Communication Space	Enable future applications
Two separate services support different communication needs.	One address per participant, mapped across KIM and TI Messenger	Existing endpoints remain usable while communication moves to the shared core	Separate communication spaces become one connected network	Open interfaces support new clients, workflows and communication models.

From development to nationwide adoption

Phase 1: Development

Build the shared core, KIM adapter and common interfaces.

Phase 2: Verification & Validation

Verify functionality, security, interoperability and operational readiness.

Phase 3: Go Live

Launch the shared core and connect the first production systems.

Phase 4: Pilot, Hypercare & Rollout

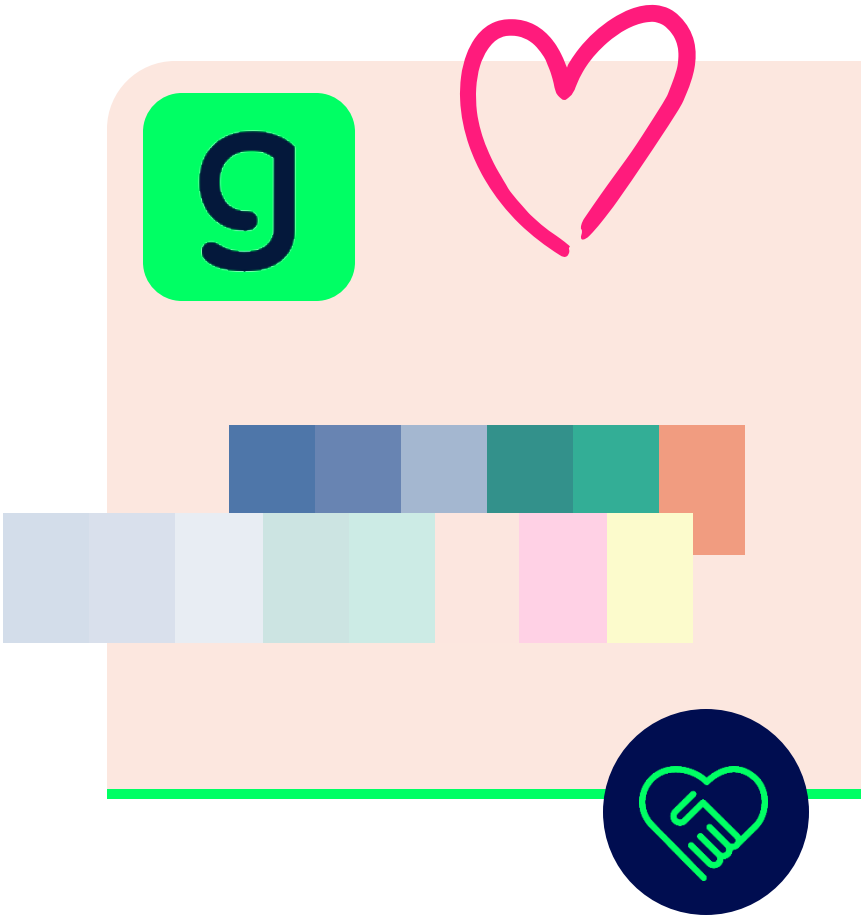
Pilot with selected users, resolve early issues and expand step by step.

Phase 5: Nationwide Adoption

Complete the rollout and establish the shared core across healthcare.

05

In a Nutshell



The direction is clear. The path continues to evolve.

WHY

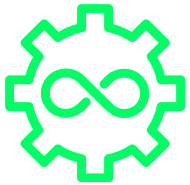
Today’s separate communication spaces limit reach and increase complexity.

WHO



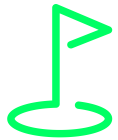
Healthcare organisations, insurers, professionals and insured persons need one shared communication space.

HOW



A shared Matrix core with adapters can preserve existing integrations while unifying communication.

WHEN



The transition requires a gradual, multiyear implementation.

The vision is clear. The architecture and roadmap will continue to evolve.

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