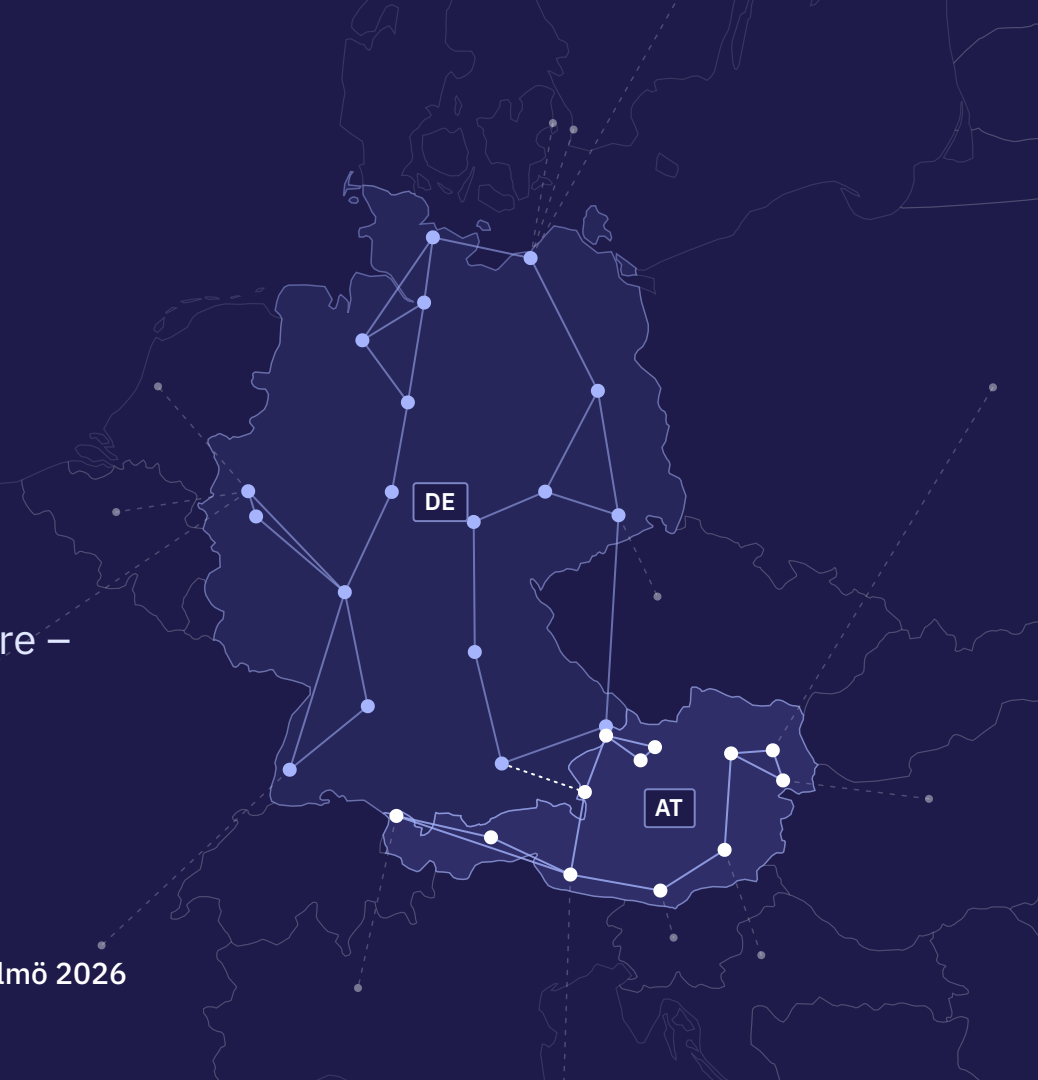


TI-Messenger goes Europe

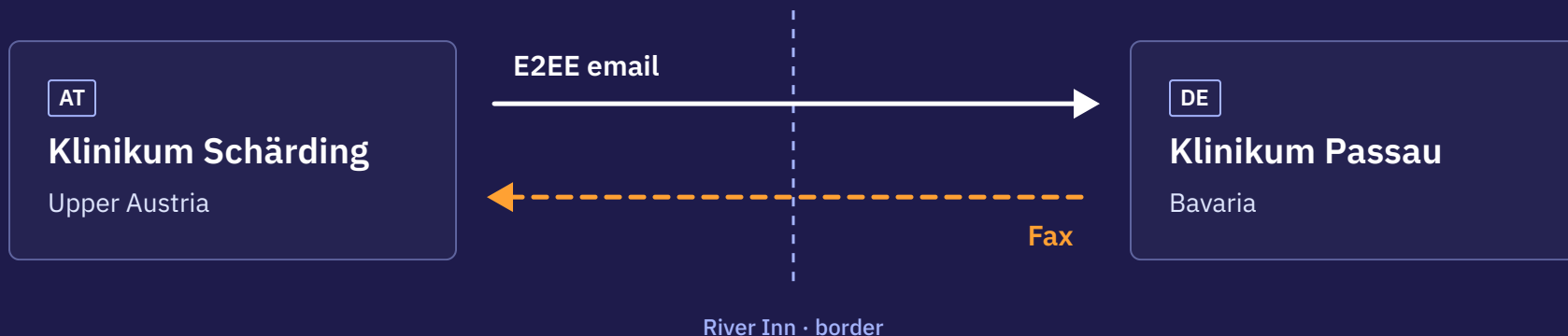
How Austria adopted Matrix for healthcare –
and what your country can take from it

Phillipp Kurtz, Co-CEO Famedly · Matrix Conference Malmö 2026



THE PROBLEM

Austria → Germany, today: encrypted email out, fax back.



Klinikum Schärding (AT) sends patient data to Klinikum Passau (DE) by end-to-end encrypted email. Passau answers by fax. Two hospitals, a few kilometres apart, two incompatible “secure” channels.

THE PROBLEM

On 1 January 2025, Austria ended fax for patient data.

GTelG 2012, §27

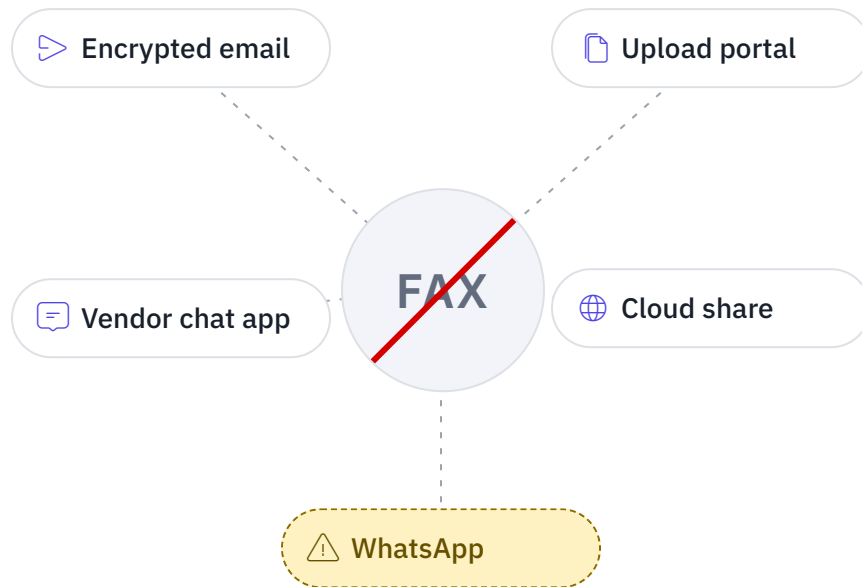
The law requires end-to-end encrypted transmission.

From July 2026

Stricter data-protection rules with penalties follow.

What replaced fax

Encrypted email, upload portals, cloud shares – and WhatsApp in the shadows.



Germany had already solved it: the TI-Messenger.

Four building blocks, combined into one national network for healthcare.

✓ **Famedly: first gematik-certified TI-Messenger**

April 2024

DE TI-Messenger blueprint



A national body setting the rules



A federation list enforced by a proxy



One national FHIR directory



Matrix as the protocol

Bottom-up: Salzburg proved it in daily care.

Salzburger Landeskliniken (SALK)

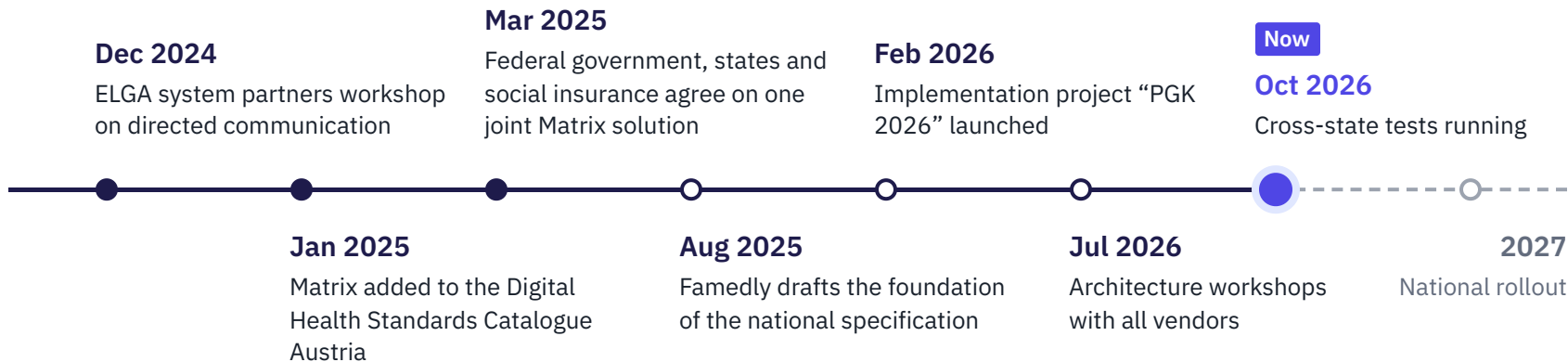
5 **~1,860** **~7,100**
hospitals beds staff

With x-tention, Famedly and MedSpeak – a grassroots Matrix network run by local physicians.

- ✓ Replace WhatsApp internally
- ✓ Coordinate departments internally
- ✓ Consult across providers
- ✓ Connect hospital and GPs

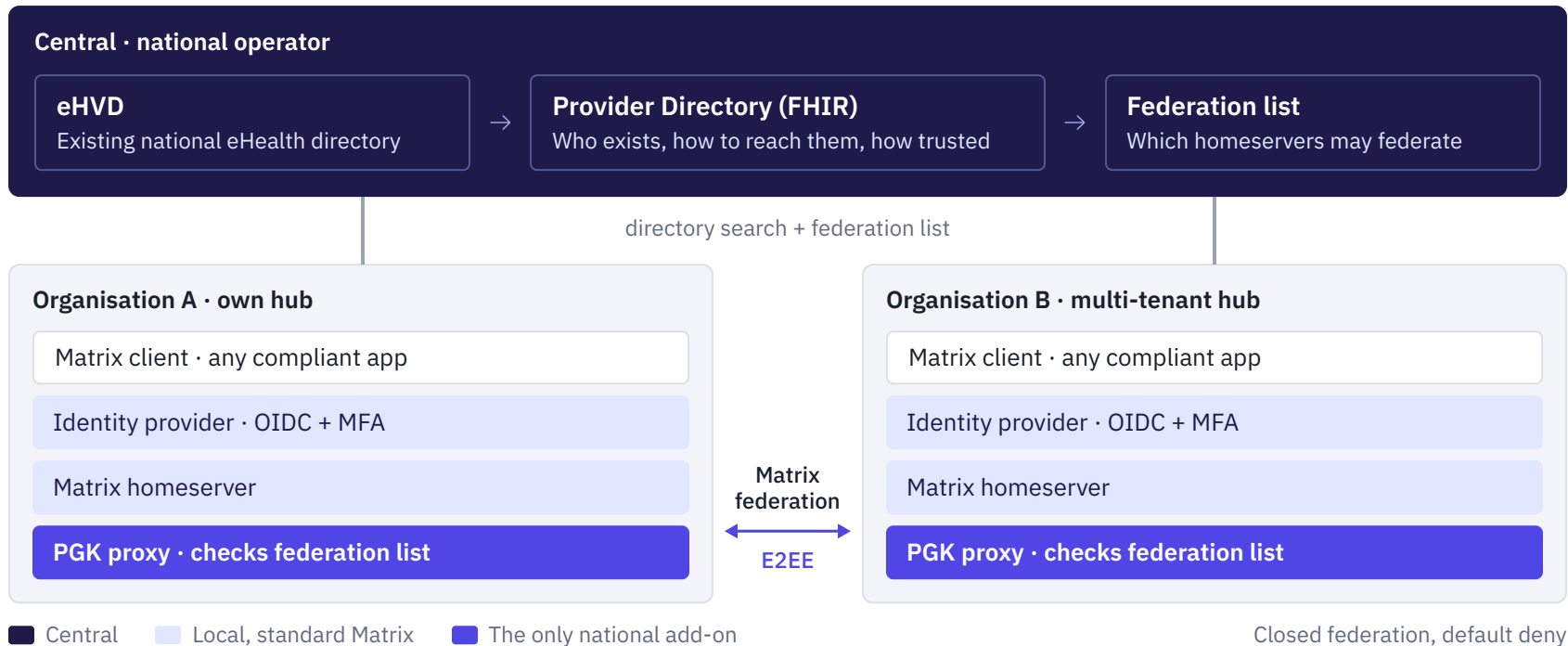


Top-down: Austria made Matrix a national standard in weeks, not years.



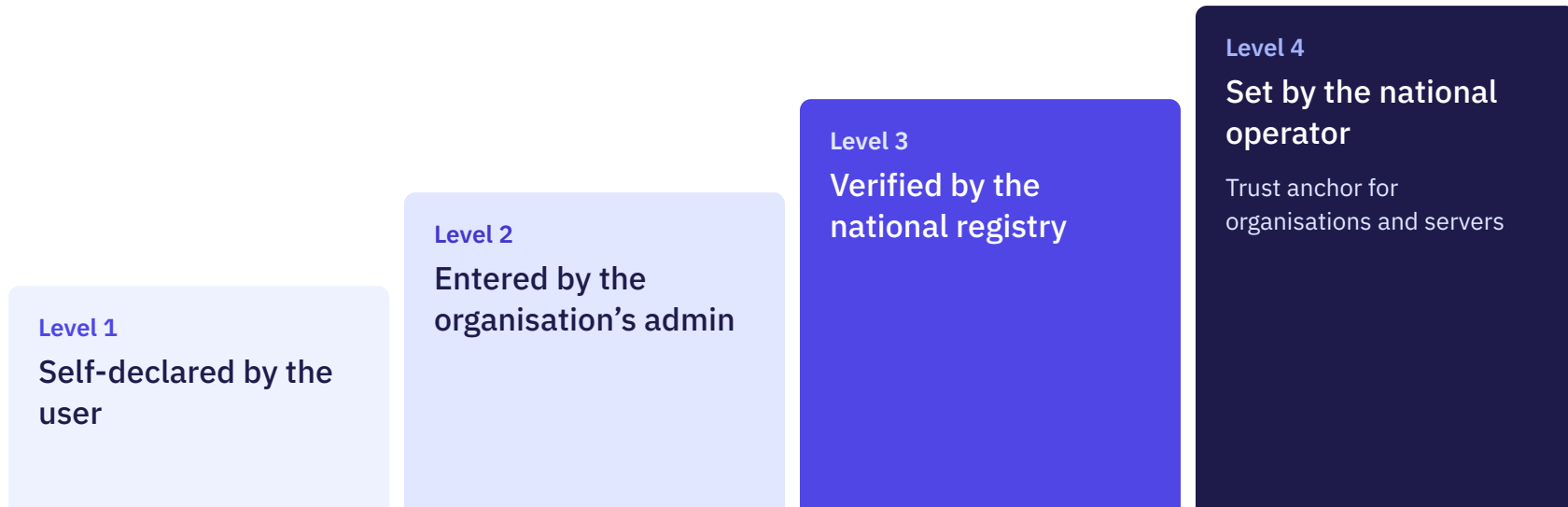
● Political decision ○ Implementation

One network, many owners.



Trust is a ladder, not a switch.

Every directory entry carries its origin.



From university hospital to single practice: three ways to connect.

1

Run your own hub

e.g. a university hospital

Matrix client

Identity provider

Matrix homeserver

PGK proxy

2

Run a multi-tenant hub

for several organisations

Org A

Org B

Org C

Identity provider

Shared homeserver

PGK proxy

3

Join an existing hub

e.g. a single practice

Matrix client

Own IDP or ID Austria

Homeserver of the hub

Proxy of the hub

 Run by the participant  Optional  Provided by the hub operator

Admission without a certification bottleneck.



Open-source PGK proxy

Apache 2.0 · goes public this month



Standard Matrix clients

such as Element X and FluffyChat

Same DNA, different choices.

DE

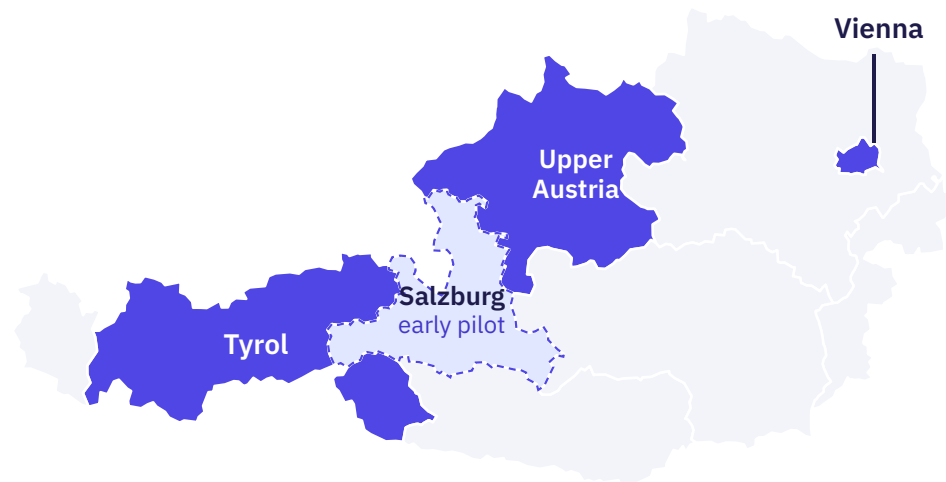
TI-Messenger

AT

PGK

Shared core		
	Matrix · national FHIR directory · proxy-enforced closed federation	
Trigger	National telematics infrastructure roadmap	Fax ban (1 Jan 2025), legal E2EE duty (GTelG §27)
Rule-setter	gematik (national agency)	ELGA GmbH coordinates federal government, states and social insurance
Identity	Card-based institutional identities in the telematics infrastructure	Each organisation's own IDP via OIDC + MFA; ID Austria as option
Admission	Formal gematik approval of products and providers	Self-declaration + interoperability & UX workshop, then activation
Clients	Approved TI-Messenger clients	Standard Matrix clients if spec-compliant (e.g. Element X, FluffyChat)
Reference code	Vendor implementations	Open-source PGK proxy (Apache 2.0)
Operating model	Certified providers host	Own hub, multi-tenant hub or joining an existing hub

Right now, three Austrian states are testing across borders.



Vienna, Tyrol and Upper Austria in an extended proof of concept, with Famedly, x-tention, Cloudflight and further vendors.

- Proof-of-concept states
- ▨ Early pilot

We are here

Phase I • Aug–Sep
Internal tests

Phase II • 12–28 Oct
Cross-state tests

Phase III • 29 Oct–13 Nov
Open to further organisations

2027
Rollout preparation

Six things we learned on the way.



The directory is the product.

Messaging is solved; finding the right person or department is not.



Names are governance.

Display names, roles and people with several jobs need rules, not just code.



Healthcare runs on shared inboxes.

Wards and ambulance desks need function accounts – bots routing into case rooms are the next frontier.



Specify on top, never fork.

National rules live in directory and proxy; Matrix stays untouched.



Bottom-up and top-down need each other.

Pilots create proof; standards create scale.



Interoperability is tested, not declared.

Open the test bed to every vendor.

What healthcare needs from Matrix next.

• Open

healthcare

Roles and multiple identities in standard clients

• Open

healthcare

Function accounts and bots as first-class, clearly labelled participants

• Open

healthcare

MLS for large group rooms

• Open

healthcare

A common pattern for directory search in clients

Your country does not start from zero.

✓ A political or legal trigger

✓ A national operator everyone trusts

✓ A directory built from registries you already have

✓ Federation rules enforced by an open-source proxy

✓ Identity via your existing eID or hospital IDPs

✓ A lightweight admission process

< 2 years

Austria: Jan 2025 standard decision
→ Oct 2026 multi-state test

Available today

Two national specifications

An open-source proxy

A vendor who has done it twice

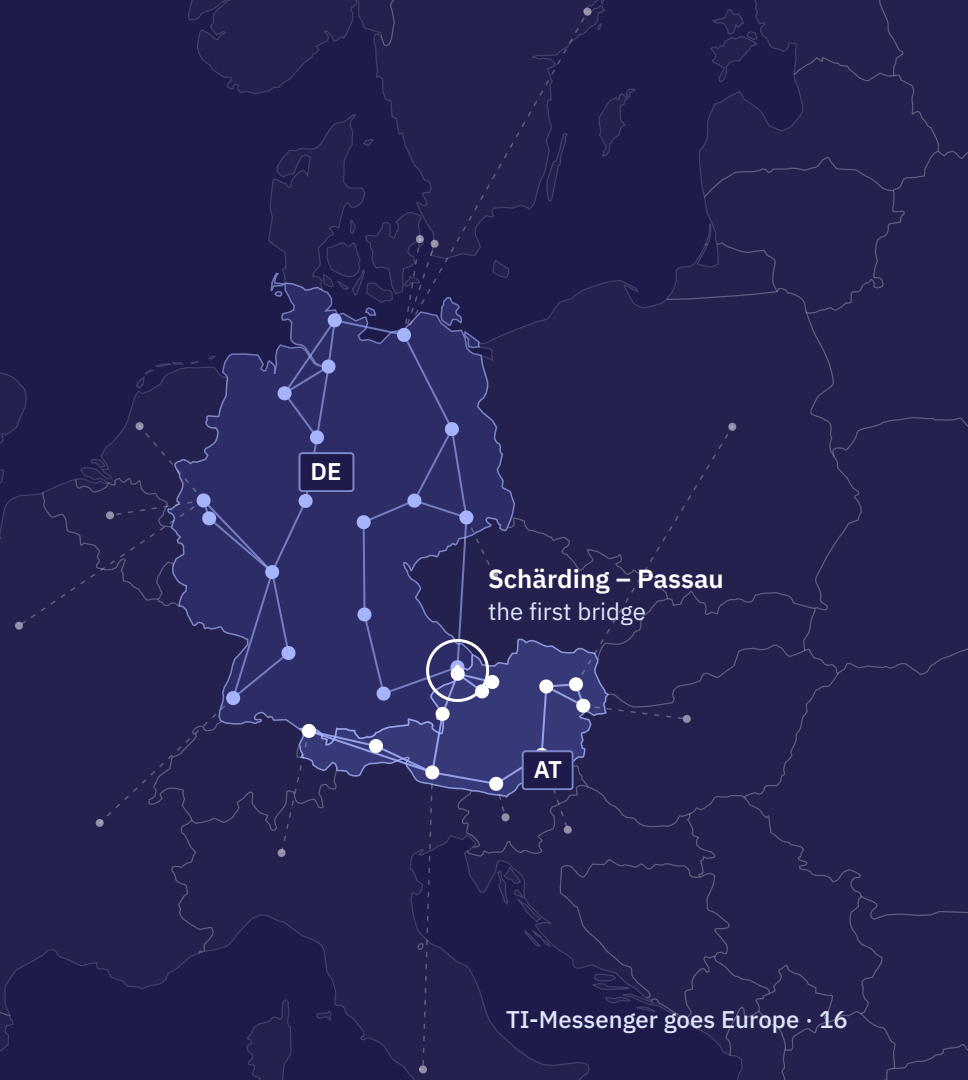
WHAT YOU CAN TAKE HOME

Next: national federations that talk to each other.

A trust link between Germany's TI-Messenger and Austria's network is technically straightforward; the legal basis is being checked.

Back to Schärding and Passau: one infrastructure, no fax.

🌐 Other countries are already asking how.



FAMEDLY

We have built it, specified it and run it.



First gematik-certified TI-Messenger (2024)



Drafted the foundation of Austria's national specification



Partner in the Salzburg pilot and the Austrian proof of concept



ISO 27001 certified, operating its own sovereign infrastructure

TOGETHER WITH



Planning this for your country? Let's talk.

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