



# Connected Care

Helping deliver better patient  
and resident services across  
Australia's hospitals and aged  
care organisations.



# Unlocking the future of healthcare

The Australian healthcare industry has been undergoing a fundamental shift in recent years, accelerated by community expectations, new delivery models, government legislation, and a requirement for secure, 24/7 access to critical clinical applications and information.

The opportunity to significantly improve patient and resident care – offering more personalised and accessible services – whilst improving operational efficiency is made possible through technological convergence; the convergence of connectivity, data, applications, AI and IoT.

By the same token, headwinds across the industry need to be addressed. There are workforce shortages, particularly in nursing, aged care, specialised medical fields, all felt

acutely in rural communities. The cost of care is increasing, exacerbated by compliance and regulatory costs and the challenge of providing advanced healthcare services to a growing and ageing population. Ensuring data security and patient privacy in the face of growing cyber threats needs continuous attention. Finally, there is an urgent need to integrate once-disparate systems, leveraging data to drive decision making and improve outcomes. And this is where Telstra can help.

Telstra's extensive and proven experience in connectivity, cloud and IoT helps healthcare organisations build sustainable, secure and compliant health services, ultimately delivering a better patient and resident experience.

## Telstra helps healthcare organisations by:

Utilising connectivity, mobility and managed device solutions to help deliver better patient and resident services.

Enabling business agility and scalability by capturing the full value of the cloud.

Removing data silos and connecting data to improve outcomes, efficiency and reporting.

Helping protect data and the information of patients/residents via an improved cyber security posture.

# Customer stories

## Centacare New England North West (NENW)

Centacare New England North West (NENW) has supported individuals, families and the community with social services since 2001.

In recent years, Centacare NENW's data and applications were hosted on-premises in Tamworth on a number of servers that were reaching their end of life. The ageing infrastructure was causing a number of problems, which prompted a discussion about a journey to the cloud.

As a long-time Telstra customer for connectivity, they engaged Telstra to help them realise their cloud vision. Telstra delivered a Next IP network and Cloud Gateway solution for simple, secure connectivity to Centacare's AWS and Azure cloud environments, all from one location. This journey to the cloud has transformed the way the organisation can deliver social services to remote clients.

According to Alex Byrnes, ICT Manager at Centacare NENW, **"We now have scalable, high-bandwidth connectivity from our private network, directly to our AWS and Azure cloud environments. We can spin up new environments when we need them and no longer have the same concerns about maintaining servers. New servers launch when they are needed and with no capital outlay. Most importantly, we can store and transmit our client data securely. We have lowered our costs and risk factor, while also increasing our reliability and security, and we are now delivering better experiences to our clients."**

**"The technology has had a real impact on how we deliver vital services to the community,"** says Fergus Fitzsimons, CEO, Centacare NENW.

## MedHealth

As a leading, purpose-built collection of health, medical, and employment brands, MedHealth works with government and private sector businesses to improve outcomes for all Australians with support provided via their large contact centre network. However, this created its own challenge, the most critical of which was managing high-priority client calls via disparate telephony platforms across six of its core business units.

MedHealth partnered with Telstra and delivery partner CVT Global to bring all six contact centres together under one Telstra Contact Centre Genesys Cloud tenancy.

The results went beyond expectation – MedHealth immediately recognised stability improvements from the Telstra Voice Network, with higher call quality, better reliability, and a significant reduction in calls dropped, compared to legacy systems.

Average call waiting times were just 10 percent of what they were before the implementation, as staff could route calls more effectively and more easily handle volume during peak periods. And MedHealth can now focus on more strategic initiatives to achieve sustained future growth.

According to John Taylor, Group CIO at MedHealth, **"I've done a lot of different projects and migrations around the world in my career, and the delivery of this project by Telstra and CVT would have to be one of the best to get a really solid outcome. CVT honestly exceeded my expectations. The whole implementation was incredibly easy, and they impressed our team at every stage of the process. We had an outcome from start to finish in around three months."**

To read the full customer stories, please visit:  
<https://telstra.com/healthcare>

# Getting started

Bring us your ideas or business goals and we'll work with you to develop a smart solution. Whether it is related to connectivity across healthcare facilities, secure data management, data sharing and integration, or enhancing the efficiency and effectiveness of patient/resident care, we can help.

Contact your Telstra account representative for more details.

