HEALTHCARE
THE TELSTRA BLUEPRINT

IT'S HOW
WE CONNECT

DELIVERING HEALTHCARE THROUGH ADVERSITY

CONSTRAINED BUDGETS.
SKILLS SHORTAGES IN RURAL AREAS.
AGEING POPULATIONS, WORKFORCE AND INFRASTRUCTURE.

The challenges to today's healthcare system are many – and spiralling. Fortunately, new communication, mobility and data solutions are revolutionising the industry. They enable healthcare organisations and professionals to collaborate within and across national boundaries, as well as improve the way they provide care, manage budgets and predict demand for services in the future.

TELSTRA HEALTHCARE VISION AND BLUEPRINT

To address the challenges of healthcare, we have designed the Telstra Healthcare Blueprint – a rationalised ICT infrastructure that connects your clinicians, administrators, patients and the wider community to a robust communication and collaboration framework, with timely access to data, applications and telemetry.

The Telstra Healthcare Blueprint puts patients first, while helping you achieve an agile ICT infrastructure that supports innovation while minimising risk. It's designed to improve outcomes and quality of care with services that are more prompt, proactive and personalised – even in the face of great challenges, such as limited budgets and resources.

TAILORED TO YOUR NEEDS

One size does not fit all. Our healthcare experts work closely with you to help you solve your specific challenges and realise the blueprint's benefits in your organisation. By using our proven whole-of-organisation solutions and award-winning integration services, we can help you deploy game-changing technologies now – and identify what you'll need down the track.

SMART PEOPLE, SMART NETWORKS

Working with one of Australia's most knowledgeable teams and most powerful networks, you can connect clinicians, staff and mobile teams more reliably in more places. Cutting-edge wireless technology, quality of service and Application Assured Networking™ (available only in Australia on the Next IP® network) help keep your people and assets productive. Designed to 99.999% reliability on the Telstra Next IP® network and with experts monitoring your solutions 24/7/365, your healthcare foundation is highly secure, resilient and dependable. This means vital information is available to the people who need it, when and where they need it.

INTERNATIONAL PRESENCE

The Telstra Healthcare Blueprint provides a well-established communications capability to help you collaborate with leading organisations and healthcare professionals worldwide. Telstra Global gives you an international IP network with advanced synergies between voice and data services, plus satellite services that cover two-thirds of the Earth's surface. We have operating licences and landing rights in most Asian countries, the US and EMEA and access to over 1,400 Points of Presence (PoP) in 230 countries and territories. Our subsidiary CSL New World is a leading mobile network operator in Hong Kong. And through our 50% ownership interest in REACH, we are involved in operating one of Asia Pacific's largest and most diverse cable networks.

CLOUD CAPABILITIES

Telstra Connected Clouds is a flexible cost model that enables you to scale up and scale down in sync with your business cycle, and frees up capital for more strategic investments. It provides access to our high-performing infrastructure, software, applications and services across Australia's largest communications network. Your organisation benefits from secure and agile ICT, software that's up to date, as well as simplified budget and resource management.

Integration and migration specialists from Telstra and Accenture® work with you to design the best solution roadmap, then deploy it using world's best practice principles. Plus, our highly secure local data centres ensure your patients' private information stays securely within Australia, simplifying compliance.
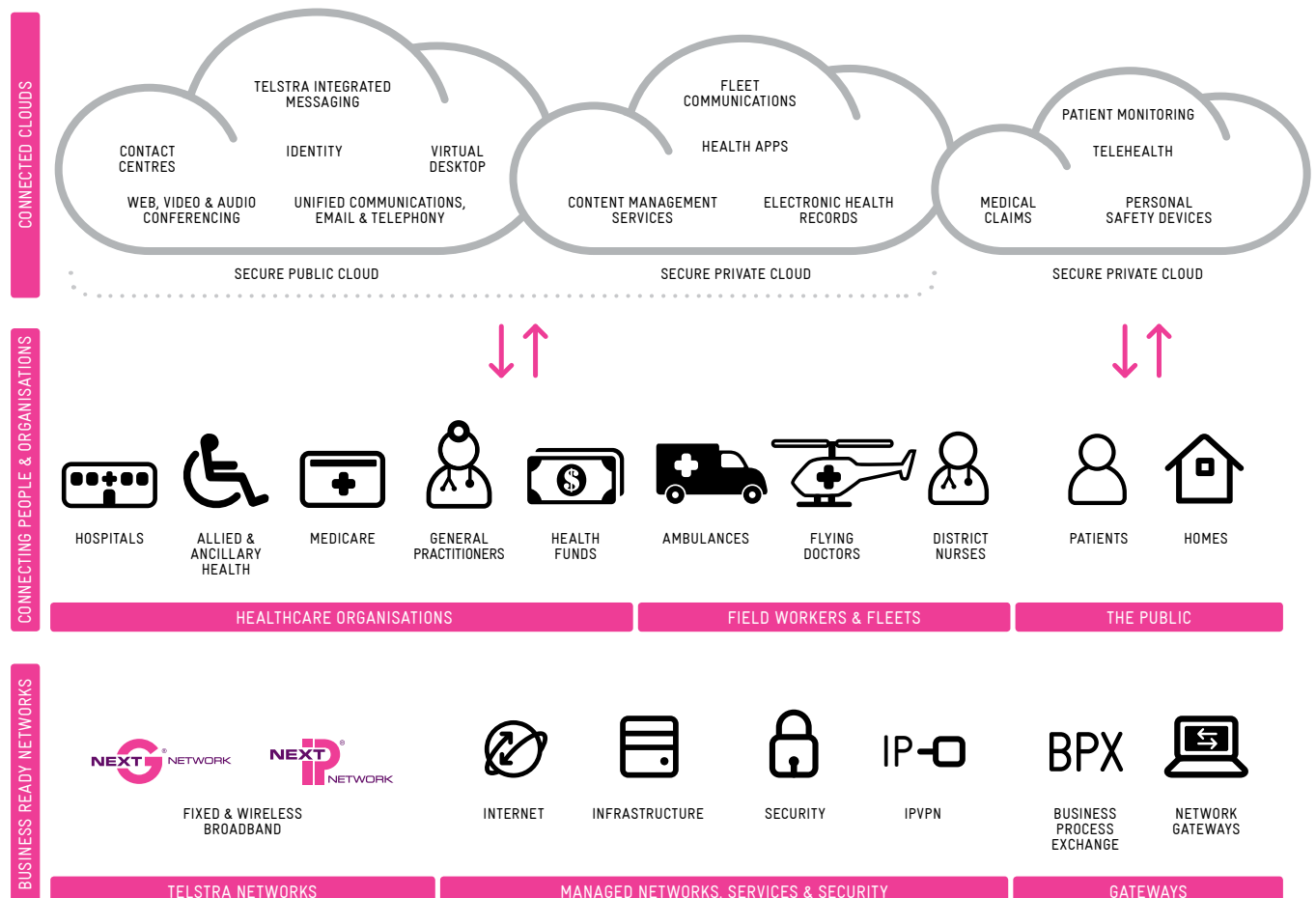
A VISION FOR THE FUTURE

We will work with you to establish a roadmap that supports new and emerging models of healthcare, so you can progressively integrate, automate and mobilise the way your organisation works. Together with our industry-leading partners Accenture, Cisco® and Microsoft® – and M2M technology companies – we continually innovate to keep you at the leading edge. And we rigorously test in our Innovation Centre to deliver mature, proven, reliable solutions.

THE TELSTRA HEALTHCARE BLUEPRINT

CONNECTING YOUR PEOPLE FOR MORE EFFICIENT, PERSONALISED AND COST–EFFECTIVE CARE

The Telstra Healthcare Blueprint can connect everyone across your organisation via a high-speed IP WAN to secure cloud services, patients, your referral network and the wider healthcare community. The result is a holistic environment that equips clinicians with mobile collaboration tools, aggregates remote-monitoring data, enables HD telehealth options and more. Telstra healthcare experts can work with your organisation to identify efficiencies and develop a roadmap to a more connected, automated and collaborative future.

CONNECTED CLOUDS

TELSTRA INTEGRATED MESSAGING

CONTACT CENTRES

IDENTITY

VIRTUAL DESKTOP

WEB, VIDEO & AUDIO CONFERENCING

UNIFIED COMMUNICATIONS, EMAIL & TELEPHONY

SECURE PUBLIC CLOUD

FLEET COMMUNICATIONS

HEALTH APPS

CONTENT MANAGEMENT SERVICES

ELECTRONIC HEALTH RECORDS

SECURE PRIVATE CLOUD

PATIENT MONITORING

TELEHEALTH

MEDICAL CLAIMS

PERSONAL SAFETY DEVICES

SECURE PRIVATE CLOUD

CONNECTING PEOPLE & ORGANISATIONS

HOSPITALS

ALLIED & ANCILLARY HEALTH

MEDICARE

GENERAL PRACTITIONERS

HEALTH FUNDS

AMBULANCES

FLYING DOCTORS

DISTRICT NURSES

PATIENTS

HOMES

HEALTHCARE ORGANISATIONS

FIELD WORKERS & FLEETS

THE PUBLIC

BUSINESS READY NETWORKS

NEXT G® NETWORK

NEXT IP® NETWORK

FIXED & WIRELESS BROADBAND

INTERNET

INFRASTRUCTURE

SECURITY

IP-□ IPVPN

BPX BUSINESS PROCESS EXCHANGE

NETWORK GATEWAYS

TELSTRA NETWORKS

MANAGED NETWORKS, SERVICES & SECURITY

GATEWAYS

MORE PERSONALISED CARE

Offer a comforting patient experience with next-generation healthcare products.

Multipurpose bedside units

Bedside units can enable access to vital clinical information at the point of care. As well as enabling nurses to interact with patients and address their concerns, the units enable patient access to entertainment, email, Internet and phone calls.

Recover at home

Telehealth lets you extend care into homes or remote areas. With HD video conferencing, it's easier for rural patients to gain regular access to specialists, while home-based telemetry enables proactive health monitoring to respond to abnormal data and trends.

Better health education

With wider data visibility, your organisation can investigate patterns in diseases, demographics and care results. This enables you to develop and deliver more targeted, more informative health education campaigns.

MORE PROACTIVE OPERATIONS

Automate processes, aggregate data and reduce wait times.

Streamline routine checks

Nurses can record vital signs, check and dispense prescribed pharmaceuticals, or update care plans and patient notes as they go, providing a centralised, up-to-date record. This boosts efficiency and helps nurses visit more patients without affecting quality.

Automated monitoring

Patient tracking and remote monitoring of vital signs, such as heart rate and blood glucose, can be automatically aggregated into centralised data systems. Clinicians can be automatically notified of anomalies for faster response. Data can also be used to predict wider patterns and trends.

Additional arrival information

Kiosk-based arrival systems can help ease some of the uncertainties of arriving at a hospital, by providing directional information and answers to frequently asked questions.

View health information in context

Cloud-based services enable healthcare professionals to access secure, accurate and up-to-date patient information on the spot. This improves efficiency while helping ensure a single source of knowledge, reducing double entry and misinformation.

Find the right clinicians faster

An enhanced provider index describing health professionals, areas of expertise and sub-specialities makes it easier to select the specialist most suited to a patient's needs, then schedule an appointment with that specialist.

MORE MOBILE AND INFORMED CLINICIANS

Connect clinicians to each other and to a vast repository of real-time patient data and applications.

Streamline communications

Unified communications give staff a single phone number for multiple devices and one mailbox for voice and text messages. Presence lets them see if their colleagues are free and how best to contact them while automatic translation services support non–English speaking patients.

Better patient understanding

Doctors and patients can engage in meaningful discussion about the patient's condition and treatment by viewing results, images and other data in context. Patient information is secure and private, but can be accessed instantly with the right authorisation.

Improve decision making

Decision-making is faster and more informed when clinicians can easily check case notes, view test results (such as labs and imaging) and order prescriptions during ward rounds – all from the device of their choice.

Improve team collaboration

Specialists can collaborate using HD video conferencing and desktop sharing, even if they don't have the necessary infrastructure. This makes it possible to offer true interdisciplinary care, even when individual care team members are geographically dispersed.

SMARTER, MORE EFFICIENT OPERATIONS

THE HEALTHCARE BLUEPRINT INTEGRATES PEOPLE, INFORMATION AND ASSETS

1. BUSINESS READY NETWORKS

The cornerstone of the blueprint is a unified IP network. To simplify processes and information exchange across your organisation, Telstra proposes a single converged IP Wide Area Network (IP WAN) providing wired and wireless broadband access, as well as public Internet, securely connecting your staff, partners and customers. At the same time, Application Assured Networking™ (available only in Australia on the Next IP® network) provides visibility of your network and applications so you can configure policies for optimal performance and plan for growth.

With healthcare organisations increasingly making use of machine-to-machine (M2M) solutions, Telstra's far-reaching Next G® network is the ideal platform to extend M2M capabilities across your entire organisation and beyond, such as reaching into patients' homes via mobile applications. Smooth deployment and manage assets online through our Wireless M2M Control Centre, as sensors from connected assets help keep your patients safe and your assets productive. With analysis and predictive modelling you can even use the data to develop targeted healthcare initiatives.

2. CONNECTING PEOPLE AND ORGANISATIONS

Telstra Collaboration and Communication

To improve collaboration and care delivery, Telstra offers IP telephony, unified communications and audio, video and web conferencing. With near real-time access to patient data, clinicians can answer questions on the spot, in a natural face-to-face setting.

Telstra Mobility Solutions

Our Mobility Partner Program connects you with a wide range of technology leaders, application developers, integrators and device manufacturers who can help you mobilise your organisation. These world-class practitioners can design applications to help you connect better with your patients, while the tools our partners provide are optimised for our Next G® network.

Your people will be able to connect securely to your systems, data and applications – from a PC or their own mobile device – letting them check and update patient and organisational data from anywhere, without sacrificing security.

Telstra Content Management Services (CMS)

Telstra CMS provides intelligent content management and automated workflow to help you easily manage large volumes of data, images, video and other evidence, then access it in real time across multiple platforms and applications.

Enterprise Messaging

Telstra Integrated Messaging can help you notify staff or citizens in a pre-defined area with automated calling and SMS messages to pre-registered mobiles. Uses vary from notifying citizens who are due for a medical screening to alerting staff of last-minute roster changes.

3. CONNECTED CLOUDS

Many of the solutions in the Telstra Healthcare Blueprint are available as affordable cloud services, enabling you to deliver them almost anywhere there's an Internet connection – from a hospital ward to a patient's home. And by securely storing data remotely, you can free up valuable space for front-line health services. Our Connected Clouds services include:

1. Infrastructure as a Service: scalable computing power and highly secure data storage with compliant archiving and retrieval in our enterprise-grade data centres.

2. Software as a Service: the latest software from Microsoft and specialist software developers, as well as unified communications, video, audio and web conferencing.

3. Hosted contact centres: set up a web contact centre to improve communications with patients, their families, and your partner organisations. Our solutions enable agents to respond using multi-channel communications – phone, email, text, live web chat and web call-back.

By choosing the services available through Telstra Connected Clouds, you are spared ongoing capital investment while ensuring continual technology updates. Plus you benefit from innovative solutions with a predictable pay-for-use model.

THE TELSTRA ADVANTAGE

HEALTHCARE EXPERTS WORKING FOR YOU

When you work with Telstra, you have the benefit of experts who know the healthcare industry inside out. Your dedicated account management team can help address your specific challenges and provide a solution roadmap tailored to your organisation. This team is fully supported by healthcare experts who will rigorously scope, define and design the solutions you require, helping you achieve your goals on time, within budget and with less risk.

LOCAL KNOWLEDGE, GLOBAL EXPERTISE

Telstra Network Applications and Services combine skilled professionals, cutting-edge capabilities and Telstra's smart networks to help you evolve your ICT so it supports your organisational strategy.

Delivered by accredited professionals using best-practice methodologies, your service is backed by one of Australia's largest and most qualified field and technical workforces. We have 2,500 communication technicians, over 700 maintenance technicians and 1,600 field technicians Australia-wide, enabling us to manage your solutions across the complete ICT life cycle.

LESS RISK, STRONG GOVERNANCE

With Telstra, your organisation is in safe hands. We have one of the lowest risk profiles in the Australian telecommunications market. Our experienced consultants can help you navigate smoothly to the future, with proven deployment models helping to reduce risk, and ongoing expert consultancy to help keep your ICT efficient and effective. We're one of the few organisations that has selected IP products and associated security processes certified to ISO 27001 and the AS/NZS 13000:2009 Risk Management Standard.

Telstra is committed to working closely with you to set and maintain a shared governance process. We regularly review our corporate governance systems to ensure best practice operations.

WORLD-CLASS CUSTOMER SERVICE

Our customer service standards specify what you can expect from us. They're so exacting, we've earned the prestigious International Customer Service Standard certification at the highest level. We listen closely to your feedback – and act on it.

RELIABILITY, COVERAGE AND REACH

Your organisation will operate over Telstra core networks designed to 99.999% availability. Carrying thousands of customer private networks, we provide redundancy with sub-second failover and recovery for your mission-critical services. We protect your operational continuity 24/7 with advanced systems, monitoring and maintenance from dedicated centres.

Telstra's market-leading international multiprotocol (MPLS) platform enables you to deploy new technologies rapidly. Combined with the Telstra Next IP® network, it provides extensive international coverage and reach and fast, resilient services across 45 countries to support your collaboration with, or expansion into, new locations.

AN INVESTMENT IN THE FUTURE

We continue to invest substantially in new technology so you don't have to risk your own investment to keep your network and organisation at the leading edge.

Call 1300 TELSTRA
CONTACT YOUR TELSTRA ACCOUNT EXECUTIVE
telstra.com/enterprise

TELSTRA GLOBAL

NEXT G® NETWORK | NEXT IP® NETWORK | IT'S HOW WE CONNECT