



For more information

Email: [enquiries@health.telstra.com](mailto:enquiries@health.telstra.com)

Ph: 1800 HEALTH

[telstra.com/health](http://telstra.com/health)



# BRILLIANT CONNECTED HEALTH

Reimagining what's possible  
in a connected tomorrow



# WHY NOW?

Australian healthcare is at a tipping point.



Health spending per person was **40% HIGHER** in 2012-13 than a decade earlier.

Source: Australian Institute of Health and Welfare: Health Expenditure in Australia 12/13



**1 IN 5** medical errors are due to incomplete patient medication information.

Source: National eHealth Transition Authority, 2012 Annual Report.



**UP TO 20%**

of hospital outpatient bookings are missed, while others wait up to two years for an outpatient appointment.

Source: Department of Health and Ageing, 2007.



**2%**

of hospital patients

**CONSUME**



**40%**

of hospital resources

Source: Calver, J., et al. 2006. High-cost users of hospital beds in Western Australia: a population-based record linkage study. Med J Aust 2006; 184 (8): 393-397

# IMAGINE A WORLD OF CONNECTED HEALTH. WHAT WOULD IT LOOK LIKE?

We see a brilliant future for Australia's health providers, practitioners and – most of all – its patients.

It's a world in which health providers can see their patients' complete medical histories when treating them. Where the sick and elderly receive the care they need while staying in their own home. Where routine, repeat prescriptions can be processed without the need for a face-to-face appointment. Where health workers win back time with smarter scheduling. Where patients are engaged in their healthcare choices, and all Australians can access the care they need, wherever they are.

That's why we've established a footprint across the health system including solutions for GP, aged and residential care, hospitals, radiology and pathology, pharmacy, indigenous care, quality and risk management, and telemedicine.

It's why we've built a team with expertise across the health sector and acquired, joint-ventured or partnered with many of the most innovative eHealth companies from Australia and around the world.

Their innovative capabilities are already improving outcomes across the care continuum. Now we're working to connect them into an integrated ecosystem, and use this to create new solutions that address many more healthcare challenges.

Our goal is to be a partner of choice in the health industry, connecting patients, healthcare workers, hospitals, pharmacies, government and health funds to build a safer, more cost-effective, productive and convenient way of managing health.

## At Telstra Health we're imagining a new healthcare future

An ageing population, chronic disease, stretched budgets – these are just some of the challenges we face in bringing quality healthcare to every Australian. It's a fragmented and complex system – but healthcare is changing. Technology is catching up, letting us address these challenges in new ways.

We've seen what the digital revolution has meant for other industries – and we believe that eHealth could better serve all Australians.



**\$12.9 BILLION**

At least \$12.9 billion was spent on aged care services by the Australian state and federal governments in 2011-12.

Source: Australian Institute of Health and Welfare: Residential aged care and aged care packages in the community 2011-12

# RURAL AND REGIONAL

Australians suffer more chronic illness, have shorter lifespans and higher medical requirements yet have less access to medical care.



Source: Australian Bureau of Statistics, 2011. Health outside major cities.



The number of people aged **65 YEARS+**

is projected to double, from 3.2 million people, (14% of the population) in 2012 to 6.8 million (20%) by 2040.

Source: Australia Bureau of Statistics: Population Projections, Australia, 2012

There are 1.5 million adverse medication events a year in Australia, resulting in:



**400,000** avoidable GP visits **&** **190,000** hospital admissions

Source: Australian Commission on Safety and Quality in Health Care.



# BETTER HEALTH OUTCOMES FOR ALL AUSTRALIANS

How we aim to help deliver Brilliant Connected Health.

## Our vision

**Practitioners. Patients. The nation.**  
**A brilliant connected healthcare future for everyone.**

At Telstra Health we believe that every person, of every age, in every corner of Australia, should enjoy the best possible healthcare. We call it a brilliant connected healthcare future for everyone. That's why we're committed to working hand in hand with government and industry to create a sustainable system that focuses on health and wellbeing – not just cure.

To do this, we will connect patients, healthcare workers, hospitals, pharmacies, government and health funds to build a safer, more convenient way of managing health. And we're doing it in ways that bring the best technology, the brightest solutions and the smartest analytics to those who have dedicated their lives to health and wellness.

This powerful combination will take us into the future.

For practitioners, it's about smarter, more flexible collaboration.

For patients it's about taking control of their health and wellness.

And for the nation, it's about a more equitable, more sustainable future for all of us.

## Our strategy

### It's all about connection

We know that a connected health system can't be built in isolation, which is why we are working with trusted partners and the industry to design solutions. Our initial offering is a set of innovative capabilities across the care continuum, but it's how we connect the parts of the system that will define our success.

We plan to connect our capabilities into an integrated ecosystem and use this to create new solutions that address key healthcare challenges.

### Our credentials

#### A trusted Australian icon with the commitment, skills and resources to transform healthcare

Telstra is uniquely placed to bring health into the digital age. We've been connecting Australians for more than 100 years and are well versed working in complex enterprises and bringing together fragmented solution providers.

Telstra is a trusted Australian brand with a long history, but we have also assembled a fresh and experienced team that understands Australia's health system.

We're expanding our capabilities through strategic partnerships, and are committed to working with government, providers, insurers and end users to help create our healthcare future.

By investing and partnering with healthcare technology leaders across the globe, in combination with innovative home-grown talent, Telstra can address the major challenges confronting the health system.



“WE’VE DEVELOPED A HEALTH BUSINESS BECAUSE WE BELIEVE THE SYSTEM CAN BENEFIT FROM CONNECTIVITY. IT’S ABOUT CONNECTING YOU TO YOUR DOCTOR, YOUR DOCTOR TO YOUR OTHER PROVIDERS AND HAVING ACCESS TO CARE AND INFORMATION WHERE YOU WANT, WHEN YOU WANT.”

Gordon Ballantyne, Group Executive Telstra Retail, Telstra

# BRILLIANT CONNECTED HEALTH

The digital revolution is fundamentally changing many industries. We believe that digital technology and connection will create a better health system and deliver benefits to patients, providers and funders.

## OUTCOMES

### Supporting a more productive health system

Using connected solutions to improve efficiency and productivity across the system.

### Improving integration of healthcare information

Reducing complexity and improving patient care by integrating personal health information across providers.

### Providing better access to healthcare

Helping healthcare professionals deliver quality care to patients, regardless of location.

### Supporting safer, more efficient pharmacy

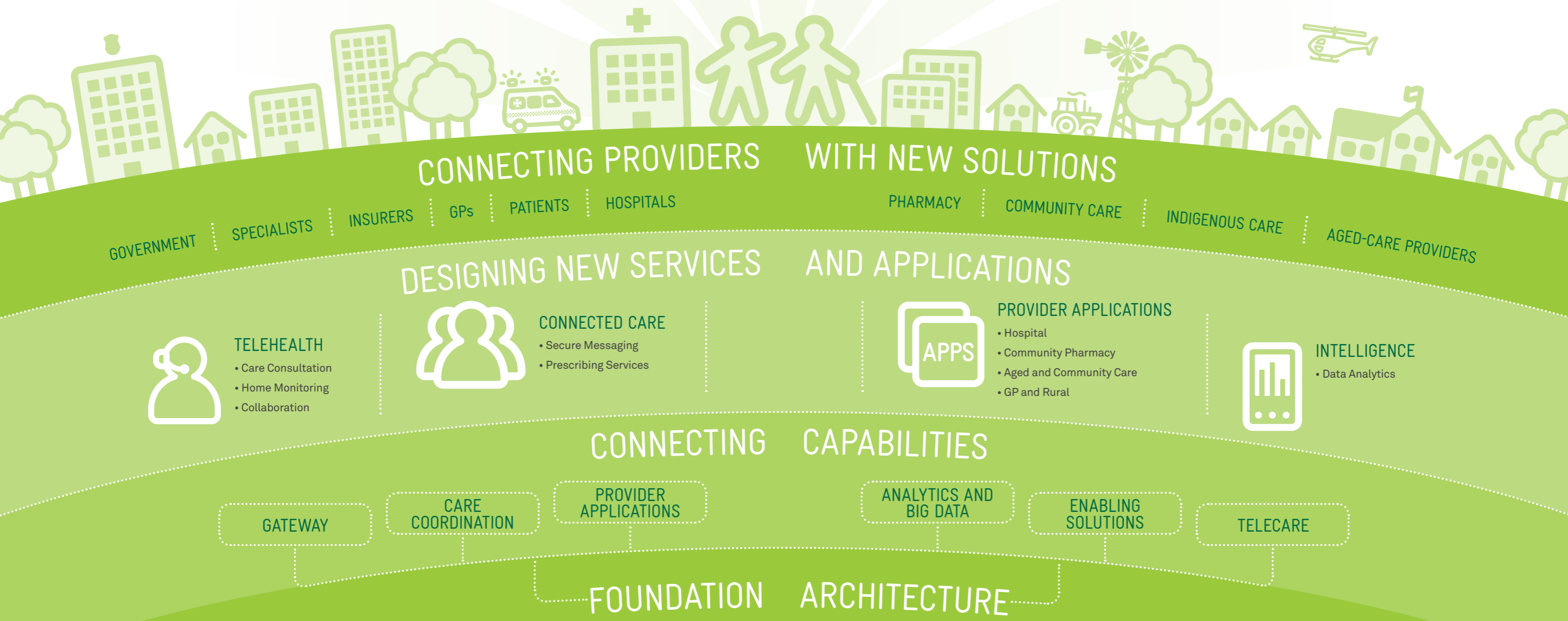
Enabling prescribers to see integrated medication records and connectivity between doctors and pharmacists.

### Reducing admissions

Coordinating care online, enabling Australians to stay at home longer.

### Providing greater control of your health

Empowering people to conveniently manage their own needs.





# SUPPORTING A MORE PRODUCTIVE HEALTH SYSTEM

eHealth solutions are transforming work processes in healthcare.

## The challenge

Health is a big part of the Australian economy and growing, from \$120 billion in 2010 to an estimated \$200 billion by 2020.<sup>1</sup>

Providers are under pressure to improve productivity and reduce costs, while delivering high quality care. It's a delicate balancing act – one that can only get more difficult as Australia's population ages.

For too long the solution to improving the health system has been to ask healthcare workers to do more. The real challenge is to find a way to help them work smarter and spend more time doing what matters most. So how can we make health workers more productive?

## The impact

The typical hospital outpatient department experiences a 20% no-show rate<sup>2</sup>, leading to increasing wait times for an appointment. What if we could get that wasted time back? It starts with preventing health workers' valuable time from being wasted by inefficient scheduling, referrals and ways of working.

## Our approach

Health workers' time is precious and finite and using it well is at the heart of sustainable healthcare. So at Telstra Health we're providing an online scheduling platform that lets workers in any healthcare setting schedule appointments, resources, facilities, tests and equipment centrally, both within and across healthcare organisations.

This simple solution can help health providers win back wasted time by managing wait times, wait lists and referrals in one convenient place. It's easier to allocate rooms, clinics, theatres and beds, so all resources are used most effectively and double-bookings don't cause delays.

Integration with patient records can enable health workers to see patient information in context when they look at their schedule – so clinical notes, digital images and referrals are all on hand when they need them.

## AN UPWARD SPIRAL

Health spend is growing more than twice as fast as our economy to nearly 10% of GDP, up from around 8% a decade ago. If this keeps up, it will reach 15% of GDP in 10 years.<sup>3</sup>



1. Australian Institute of Health and Welfare. Health Expenditure in Australia 2009-10. [www.aihw.gov.au/publicationdetail/?id=10737420435](http://www.aihw.gov.au/publicationdetail/?id=10737420435)
2. Generally agreed estimate across industry – monthly non-attendance rates at RCH Melbourne, for example, were 22-28% over a 12 month period. See for example: Department of Health and Ageing. 2007. The use of SMS text messaging to improve outpatient attendance. [www.horizonscanning.gov.au/internet/horizon/publishing.nsf/Content/6B81AEB3E7EE0001CA2575AD0080F344/\\$File/May%20Vol%2016%20No%201%20-%20SMS.pdf](http://www.horizonscanning.gov.au/internet/horizon/publishing.nsf/Content/6B81AEB3E7EE0001CA2575AD0080F344/$File/May%20Vol%2016%20No%201%20-%20SMS.pdf)
3. Dougan, M. 2013. Frost & Sullivan. Quoted in: Ross, N. 2013. Telehealth: The healthcare and aged care revolution that can pay for the whole NBN. ABC. [www.abc.net.au/technology/articles/2013/09/19/3852140.htm](http://www.abc.net.au/technology/articles/2013/09/19/3852140.htm)

# IMPROVING INTEGRATION OF HEALTHCARE INFORMATION

Integrating personal health information across settings is helping carers do their jobs.

## The challenge

For a person with a complex condition or chronic illness, every interaction they have with a new doctor, specialist or provider means placing responsibility on the patient to provide their accurate and complete medical history. This is inefficient for patients and means care providers may not have accurate details to ensure holistic, safe and appropriate continuity of care.

Bringing together healthcare data so health workers can do their jobs is a no brainer. But what's the best way to do it, when it's buried in so many disconnected systems?

## The impact

It's no coincidence that one in five medical errors is due to incomplete patient medical information.<sup>4</sup> When health workers can't see what the others are doing, we expose them and their patients to unacceptable risk.

Poor information results in more adverse events, preventable hospital admissions and medication errors. Healthcare costs rise as duplicate tests and procedures are ordered. And patient safety is compromised.

## Our approach

Telstra Health believes that the key to more informed care is integrating patient information across care settings so every carer has the full picture. By bringing together fragmented data from different systems, clinicians can see all of the information relevant to their patients' health in one place, updated in real time. So critical information entered in one part of the system immediately reflects in another.

We enable secure electronic messaging, so health workers can exchange referrals, service requests, admission notifications, medication reviews, care plans, event notifications, discharge summaries, reports, referrals and patient progress notes in near real time. With this foundation in place, there's no need to print, fax, post or deliver reports, as health workers can exchange them online. They can check on previous tests and procedures using a single patient record. And they waste less time deciphering illegible handwriting or faxes.

Telstra Health is working with key stakeholders to connect islands of patient information using a national infrastructure. Recognising that standards-based approaches are the only way forward, we're prioritising solutions that comply with Australian eHealth and privacy standards, including National Health Service Directory, Secure Message Delivery and the HL7/CDA Message and document formats.

## BLIND SPOTS

1 in 6 hospital admissions run duplicate pathology or radiology tests because health workers had no access to previous results.<sup>5</sup>



4. National eHealth Transition Authority. 2012. Annual Report. [www.nehta.gov.au](http://www.nehta.gov.au)
5. 2009 Australian Institute of Health and Welfare and the University of Sydney report, Clare Bayram.

# WHAT IF

HEALTH WORKERS COULD WIN BACK TIME WITH SMARTER SCHEDULING?

# WHAT IF

HEALTH PROVIDERS COULD SEE YOUR COMPLETE MEDICAL HISTORY WHEN TREATING YOU?



# PROVIDING BETTER ACCESS TO HEALTHCARE

Quality care can be delivered closer to home for all Australians, no matter their location.

## The challenge

There's a shortage of specialists in the bush—people in regional and remote Australia can't access healthcare as easily as their metropolitan cousins. And their health is suffering. For example, people living outside major cities were 44% more likely to die from ischaemic heart disease, nearly twice as likely to die from high blood pressure and 70% more likely to die from heart failure.<sup>6</sup>

These are sobering statistics for a society that values equitable access to healthcare. So how can we bring better care to the people that need it – wherever they are?

## The impact

Australians living in regional and remote communities have higher levels of sickness and disease than people living in major cities – and they wait longer for care. Many must travel a long way from their homes and families to receive the specialist care they need. It's unfair – and it's also expensive.

Governments across the country are spending millions every year on patient transport schemes and fly-in-fly-out medical specialists, inflating costs.

## Our approach

Telstra Health technology is making it faster and easier for clinicians to communicate and collaborate. They'll be able to use one platform to arrange appointments, conduct video consultations with remote patients, send and receive messages, connect to the care team and much more.

Telstra Health is combining our traditional strength in telecommunications with our specialised knowledge of eHealth technologies to make a telehealth consultation as easy for the doctor as seeing a person in their rooms, and as simple for the consumer as making a phone call.

We believe that the most effective solutions won't stand alone, so we're working on integrating everything health workers need into one interface – scheduling, video appointments and billing, plus patient information displayed during the consultation. Patients will be able to also book and track their own appointments and view their medical history online using mobile apps and a secure portal.

## MISSED OPPORTUNITIES

Still only a handful of GP services involve telehealth. 21,000 appointments out of the 135 million done in Australia every year – and these must be for patients seeing a specialist.<sup>7</sup>



6. Australian Bureau of Statistics. 2011. Health outside major cities. [www.ausstats.abs.gov.au/ausstats/subscriber.nsf/LookupAttach/4102\\_0Publication25.03.114/\\$File/4102\\_HealthOMC\\_Mar2011.pdf](http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/LookupAttach/4102_0Publication25.03.114/$File/4102_HealthOMC_Mar2011.pdf)  
7. Department of Health and Ageing. 2013. MBS Item Number Report 2012-13. Generated by Telstra 22 October 2013. [www.medicareaustralia.gov.au/statistics/mbs\\_item.shtml](http://www.medicareaustralia.gov.au/statistics/mbs_item.shtml)

WHAT IF — YOU COULD ACCESS THE CARE YOU NEED, WHEREVER YOU ARE?



# SUPPORTING SAFER, MORE EFFICIENT PHARMACY

Online prescribing and integrated patient records can transform pharmacy.

## The Challenge

Each year in Australia, an estimated 100 million routine, mostly repeat prescriptions are issued by doctors for stable chronic conditions.<sup>8</sup> People travel for extra tests, appointments and to pick up their prescriptions. Many wonder why there isn't a better way. More gravely, the absence of a single medication record for each of us creates major drug safety problems. One in five medical errors – such as different doctors prescribing drugs that can react unsafely with each other – are due to inadequate patient information about what drugs are involved in a patient's care.<sup>9</sup>

## The Impact

Pharmacy errors account for a huge number of Australian GP visits and hospital admissions, putting even more strain on an already overburdened system. Every year, 1.5 million adverse pharmacy events result in 400,000 avoidable GP visits and 190,000 hospital admissions.<sup>10</sup>

These hospitalisations are estimated to cost Australia \$660 million a year.<sup>11</sup> If we can reduce them by even a fraction, we can free up healthcare resources and create a healthier society.

## Our approach

At Telstra Health, we've seen how organisations elsewhere are tackling these problems – and solving them. For example, United States insurer Kaiser Permanente manages approximately 10 million of its 60 million scripts online, simplifying how repeats are handled.<sup>12</sup> We believe that an estimated 25% of repeat scripts in Australia could also be managed digitally, with clear convenience to the consumer, savings to the health system, and gains to the national economy from less time away from work. To our minds, this reform isn't just necessary – it's so sensible that it's inevitable.

So we're investing in ePharmacy solutions that we believe have the potential to transform everyday pharmacy and make it far safer and more efficient.

They will provide online prescribing with an integrated patient record so health workers can see what drugs patients are taking and make more informed decisions to avoid adverse drug interactions. They also make life easier for patients by automating repeats for standard prescriptions, letting consumers manage them simply online or with mobile apps. Integration with the National Prescription and Dispense Repository lets patients view their drug history as part of their personally controlled electronic health record (PCEHR), giving them greater control.

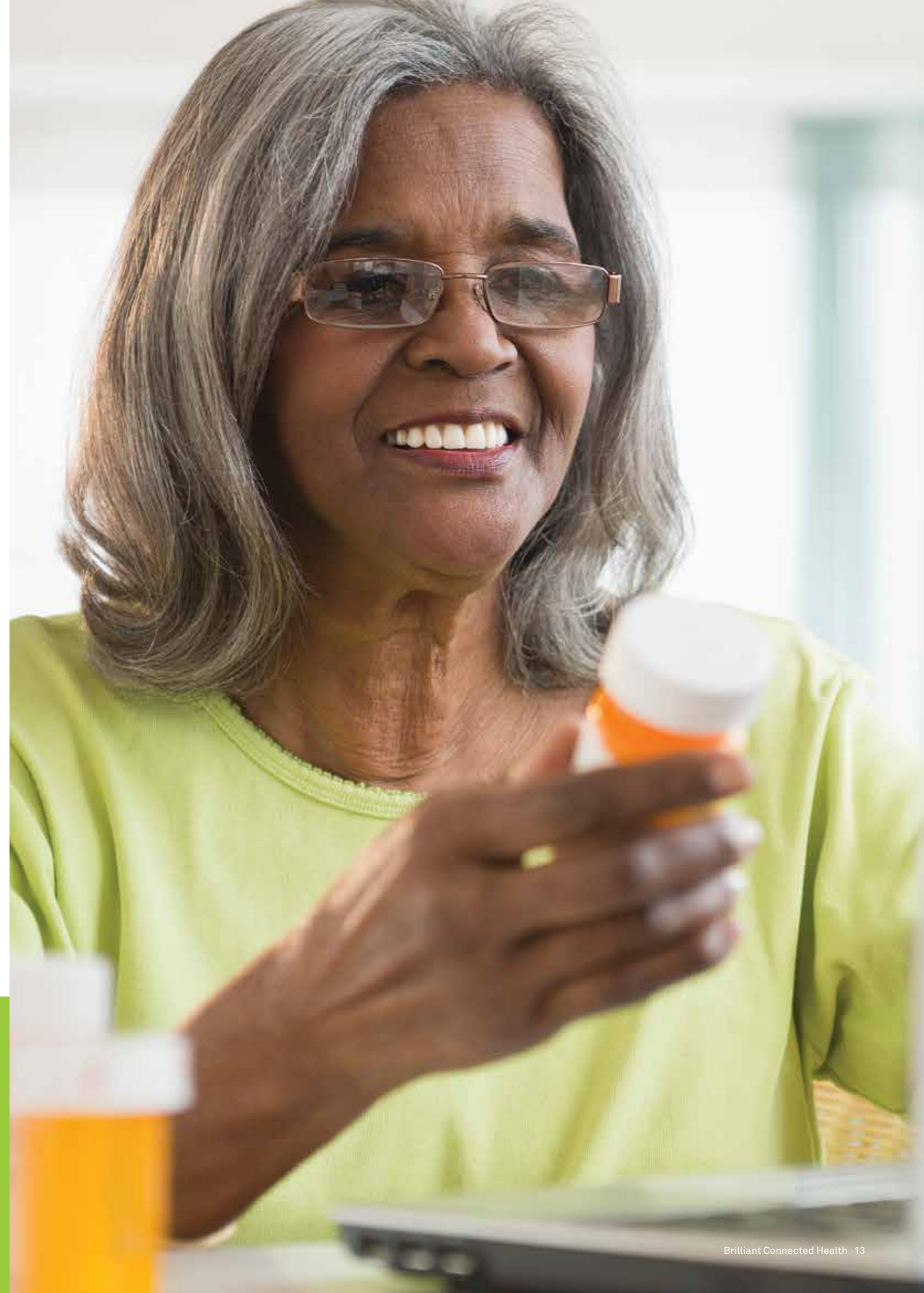
## MEDICATION MIX-UPS

Up to 30% of hospital admissions in over-65s are due to medication issues.<sup>13</sup>



8. Dept of Health and Ageing, 2012. PBS Expenditure and Prescriptions – 12 months to 30 June 2012. [www.pbs.gov.au/info/statistics/expenditure-andprescriptions-30-06-2012](http://www.pbs.gov.au/info/statistics/expenditure-andprescriptions-30-06-2012)
9. National eHealth Transition Authority, 2012 Annual Report. [www.nehta.gov.au](http://www.nehta.gov.au)
10. Australian Commission on Safety and Quality in Health Care. [www.safetyandquality.gov.au/wp-content/uploads/2011/11/Windows-into-Safetyand-Quality-in-Health-Care-2011.pdf](http://www.safetyandquality.gov.au/wp-content/uploads/2011/11/Windows-into-Safetyand-Quality-in-Health-Care-2011.pdf)
11. Roughead and Semple, 2009. Medication safety in acute care in Australia: where are we now? Part 1: a review of the extent and causes of medication problems 2002–2008. [www.ncbi.nlm.nih.gov/pmc/articles/PMC2733897/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2733897/)
12. Kaiser Permanente Press Release. <http://share.kaiserpermanente.org/article/kaiser-permanente-recognized-by-j-d-power-and-associates-as-highest-in-customer-satisfaction-among-mail-order-pharmacies-for-fourth-consecutive-year/>
13. Australian Commission on Safety and Quality in Health Care. Literature Review: Medication Safety in Australia. [www.safetyandquality.gov.au/wp-content/uploads/2014/02/Literature-Review-Medication-Safety-in-Australia-2013.pdf](http://www.safetyandquality.gov.au/wp-content/uploads/2014/02/Literature-Review-Medication-Safety-in-Australia-2013.pdf)

WHAT IF — ROUTINE REPEAT PRESCRIPTIONS COULD BE PROCESSED ONLINE?



# REDUCING ADMISSIONS

Better care coordination, home monitoring, telehealth, analytics and integrated information all contribute to fewer admissions.

## The challenge

Hospitals are overburdened and there are long wait lists. As our population gets older, more people need care – and many require more complex care that must be coordinated across multiple providers. This task is time consuming and falls often to family members, who must piece together the puzzle as they juggle multiple responsibilities at home and work.

Unless we can find a way to reduce admissions to hospital and aged care facilities, our health system – and many Australian families – will reach breaking point. To do this, we need to find smarter ways to coordinate care for those with high risk conditions. We also need to deliver care more proactively in home settings so that we can increase capacity in our care facilities.

And as baby boomers enter the aged care system in coming years, demands for greater control and independence will likely escalate, creating a perfect storm.

## The impact

Due to complex conditions and frequent admissions, two percent of hospital patients consume 40% of Australian hospital resources.<sup>14</sup> Wise use of our resources demands we identify these at-risk patients early and manage their care more proactively. If we don't, costs will rise significantly and our system will struggle to absorb growing patient volumes.

## Our approach

At Telstra Health, we see an opportunity to remedy this by connecting eHealth technologies already available. For example, home monitoring devices can provide diagnostic information in near – real time with alerts so healthcare professionals can follow up with a call or a visit for patients whose vital signs are a cause for concern. For example, when blood pressure increases or there's evidence that medication hasn't been taken.

By connecting this information to the applications used by GPs and nurse care co-ordinators, home healthcare can be organised quickly and efficiently, avoiding emergency visits or premature entry to residential aged care.

It's already working in other parts of the world. The Ontario Telemedicine Network found that home health monitoring, combined with remote care coordination, lead to a 70% reduction in emergency department visits and a 60% reduction in hospitalisations.<sup>15</sup> The ability to analyse 'big data' on hospital admissions can help identify who is at high risk of re-hospitalisation, and target health services to the people who need them most.

## IN AND OUT... AND IN AGAIN

Lack of care coordination causes an estimated 20% of elderly patients to be readmitted to hospital within a month of being discharged.<sup>16</sup>



14. Calver, J., et al. 2006. High-cost users of hospital beds in Western Australia: a population-based record linkage study. *Med J Aust* 2006; 184 (8): 393-397

15. Data provided by Ontario Telemedicine Network

16. NB: Literature review identifies range of re-admissions rates in Australia of between 5-33%. Dilworth, S. 2009. A Literature Review: Readmission of Older Patients to the Acute Care Setting. Available from: <http://journals.sfu.ca/hneh/index.php/hneh/article/view/45>

# PROVIDING GREATER CONTROL OF YOUR HEALTH

By giving people more control, we're revitalising healthcare.

## The challenge

People are changing. They're more informed, mobile and connected than ever before. They're embracing self-managing health using wearable technologies and smartphones to generate their own health and fitness data and manage wellness goals. And they're used to online services making it easy for them to manage their lives conveniently. Naturally, they ask why healthcare should continue to be an exception.

At the same time, our healthcare system is reorienting itself. To stretch health dollars further, we must invest in managing chronic conditions proactively. We also need to step up efforts to prevent disease and keep people out of the system altogether.

With these factors in play, the time is right for healthcare providers to engage patients more directly in their own health, using digital tools that put them in the driving seat.

## The impact

By leveraging the appification of health and the self-service models that have transformed other consumer industries, such as banking and retail, we can create a more sustainable healthcare system that's also far more patient centric.

At almost every point of contact with the health system there is opportunity for technology to make healthcare more personalised, convenient and effective – from receiving tailored health information to ordering repeat prescriptions and pathology re-testing online.

## Our approach

At Telstra Health, we believe an important first step is to enable consumers to book their own appointments with doctors, dentists and specialists 24/7 via a web portal or mobile app. We've already made investments to make this possible here in Australia. In future, people will also be able to choose phone and video consultations for some services. Such models are already proving themselves in the United States, where insurer Kaiser Permanente now conducts more than 12 million online consultations annually – approximately 25% of all consultations.<sup>17</sup>

For patient-centric health to work, patients need to be in the loop. Consumer health portals will be the key, connecting patients with their health providers for easier and more convenient transactions via any device. Sharing health journals and care plans with their clinicians and accessing tools will help patients manage their medical conditions and set goals, metrics and alerts. They can also receive personalised content and recommendations – for example, disease prevention messages – based on demographics, health history and the way they interact with the portal.

## HEALTH APPIFIED

The global mobile health applications market is predicted to reach US \$4.1 billion by 2014, up from US \$1.7 billion in 2010.<sup>18</sup>



17. Kaiser Permanente. 2012. Annual Report. Available from: [http://share.kaiserpermanente.org/static/kp\\_annualreport\\_2012/index.html](http://share.kaiserpermanente.org/static/kp_annualreport_2012/index.html)

18. TechNavio. 2011. The Rise of the Global Mobile Health Applications Market. Available from: <http://www.technavio.com/blog/rise-global-mobile-health-applications-market>

# WHAT IF

OUR SICK AND ELDERLY COULD RECEIVE THE CARE THEY NEED WHILE STAYING IN THEIR OWN HOME?

# WHAT IF

WE COULD SEE ALL OUR HEALTH INFORMATION IN ONE PLACE?



# OUR CAPABILITIES

## PROVIDER APPLICATIONS

Applications to help healthcare professionals and community workers work smarter.



### Easier, simpler, more rewarding



Ever wondered if there was a better way to do things?  
A way to eliminate unwanted paperwork?  
Reduce the time spent trying to access multiple databases to get a clear picture?  
Improve processes such as timesheets and work rosters?  
Telstra Health have a range of simple, easy-to-use applications and software that make life easier, and – ultimately – more rewarding.

### Reducing the burden



The time of healthcare workers is precious and finite, and using it well is at the heart of sustainable healthcare. Telstra Health solutions include better, easier ways for pharmacies to track, measure and dispense.  
For clinicians to access a unified and aggregated view of a patient's records.  
For community care managers to manage finance and reporting.  
For GPs to enjoy a holistic view of health services in remote areas.

### A brilliant experience for patients



Telstra Health offers some of the leading applications and solutions. These include Clinical Workbench, powered by Verdi; patient records aggregated in real time, and accessed on an iPhone or iPad; the suite of Fred applications, to help pharmacies manage, automate and dispense; and solutions for aged and community care workers, and GPs to assist in managing their day to day operations.  
Backed by Telstra's considerable expertise at software integration, experience and commitment, these applications provide a smoother, more efficient way of working – and a better experience for patients.

## TELEHEALTH

Medical care and specialist treatment when and where it suits patients.



### Anywhere, anytime care



Many Australians find it difficult to access health care because of where they live, physical mobility, or the times of availability.  
Seven million Australians in regional and rural areas access GP services at a significantly lower rate than the national average.  
Face-to-face services can be inconvenient or inefficient – with almost eight million consultations occurring out of hours. Telstra Health solutions provide the tools for accessible care, freeing up valuable resources for the benefit of everyone.

### The empowered consumer



Patients have never been more empowered. They do their banking and pay bills whenever they want. Order products and services online. Watch media as it happens live, half way around the world. Even report the news, themselves. So, why should they have to wait to get the health care they want and need?  
They don't have to. With Telstra Health services, patients can organise a time to see a GP, dentist or specialist when it suits them. And do it anytime of the day or night. They can talk to a medical expert over the phone or via video. All from home.

### Make life brilliantly easier



The best solutions make life easier. Patients should be able to book and track their own appointments and have them scheduled automatically.  
Smart software should help coordinate time, people and resources for better operation. And we should find smarter ways for Australians to get quality healthcare services when and where they need them. To make life brilliantly easier.

## CONNECTED CARE

Bringing providers, healthcare professionals and consumers together to make care more effective.



### Connect, integrate, share



Time – our most precious commodity. So how does it feel when time is wasted unnecessarily?  
When reports have to be printed or delivered?  
When details have to be searched for?  
Paperwork completed by hand?  
Telstra Health helps connect patients, doctors, pharmacies, and systems together to help save time that can be used for the most important activity: patient care.

### Putting people at the centre



Telstra Health believes that the key to more informed care is integrating patient information across care settings so every carer has the full picture.  
When we bring together our fragmented data from different systems, clinicians will be able to see all of the information relevant to their patient's health in one place, updated in real-time.  
That helps to connect the dots so that healthcare can be all about helping people.

### Connect clinicians to information, patients to services



Like so many other industries, the opportunities lie in connecting the dots: patients want better service, less waiting time, more information.  
Doctors and health care professionals want more time thinking and treating, less time doing the time-consuming administration.  
Let them connect, using technology, and the quality of care improves. So do the efficiencies. Telstra Health has some remarkable tools to help connect clinicians to information, and patients to the health services they need.

## INTELLIGENCE

Powerful intelligence tools to benchmark, identify and improve performance.



### Track, analyse, compare



Do you know how to improve the quality of patient care?  
Can you identify which procedures are being done well, or not so well?  
Where are hidden costs and unidentified savings?  
How do you rate against other health care providers in Australia, and overseas?  
Telstra Health can provide you with world-leading intelligence tools to help you assess quality, pinpoint areas for improvement, and benchmark your performance.

### Turn information into insights



Data. It's everywhere. As healthcare providers increase their investment in technology – looking for efficiencies and improvements – the amount of information available continues to grow. But information is only useful when it's turned into insights. Insights that can be identified, reviewed and actioned.  
Imagine being able to predict mortality rates for a specific patient with a specific health history. Imagine benchmarking your work against leading hospitals around the world. All by harnessing data that already exists in the system.

### World-leading intelligence solutions



Telstra Health is dedicated to helping health care providers deliver a better, safer, more efficient service, with exclusive access to business intelligence solutions from world-leading provider, Dr Foster.  
Founded in 1999, Dr Foster is a leading resource of healthcare information, risk-adjusted quality measurement and benchmarking.  
Whether you need to evaluate your performance against other Australian hospitals, collaborate with international health care providers, or drill down to assess procedures by individual patient, Dr Foster can help.



## OUR EXPERTISE

Introducing your experienced and dedicated Telstra Health Team.



### Shane Solomon

Leading a passionate and experienced Telstra Health Team is Shane Solomon. With over 30 years experience in international and national healthcare, Shane brings with him a wealth of expertise.

Prior to joining Telstra Health as Managing Director, Shane was the National Partner in Charge, Health for KPMG. Before KPMG, he was Chief Executive of the Hong Kong Hospital Authority, managing Hong Kong's 57,000 staff within the public hospital system. During his years there, Shane implemented significant funding reforms, a casemix pay for performance model, and oversaw the ongoing development of a comprehensive integrated e-health system.

In Victoria, Shane was Under-Secretary of Health at the Department of Human Services where he was responsible for managing the funding system for Victoria, as well as performance and governance of Melbourne metropolitan health services.

Shane was the first Group Chief Executive Officer of the integrated Sisters of Mercy Victorian hospital and aged care services group, merging public hospitals, private hospitals, aged care services, and palliative care services into a single new organisation.

Shane is passionate about what eHealth can do for the healthcare industry, yet with an understanding that change is not always easy.

### Our team

Telstra Health has assembled some of the best and brightest across the healthcare sectors, with a mix of clinical, governance, management and strategic backgrounds.

Our experience and personal relationships mean we have a deep understanding of the challenges faced to deliver world-class healthcare, a passion for finding solutions, and a vision for how those solutions can be delivered.

# THE TELSTRA HEALTHCARE ADVANTAGE

Telstra is uniquely placed to bring health into the digital age.

### A commitment and investment

Telstra is committed to creating a brilliant connected future for everyone, bringing better healthcare to every Australian. Our vision is to provide a lasting contribution by creating connected eHealth solutions that address deep industry challenges. To bring this vision to life and ensure that our plans meet the needs of Australian healthcare, we will draw together significant investment and an experienced healthcare team to work with government and professional bodies.

### Deep healthcare experience

We have assembled a team with the experience, knowledge and expertise to understand Australia's health system. We also draw on Telstra's experience in working in complex enterprises and bringing together fragmented solution providers. We understand the challenge of implementing and integrating new systems. Customers who work with us can draw on the expertise of 2,500 communications technicians, 700 maintenance technicians and 146 ITIL-accredited project managers.

### Respected partners

We know that a connected health system can't be built in isolation. So we are working collaboratively on many levels using our strong relationships across the sector to create a more coordinated eHealth system and a roadmap to the future. This includes expanding our capabilities through investment in strategic acquisitions and partnerships, as well as working with partner hospitals, health insurers, governments, doctors, patients and aged care services.

### Extensive capabilities

We've built technical capabilities to connect the health system, delivering leading platforms for GP, hospital, radiology, pathology, quality assurance, telemedicine, pharmacy, aged and community care and health messaging.

### Highly secure networks

When it comes to sharing healthcare records, privacy and security are paramount. Telstra offers healthcare organisations the peace of mind that comes from carrier-grade secure networks. We have a proven track record of delivering critical communications for government and defence bodies across Australia. We are one of the few providers in Asia with ISO/IEC 27001 security certification for our key networking services. And the reliability of our networks is second to none, with triple redundancy in our core network, which is designed to 99.999% availability.

### Exemplary customer service

We are known for our high standards of customer care. We have attained Certified Customer Service Organisation and International Customer Service Standard (ICSS) certification at the highest level.

**"WE KNOW THAT A CONNECTED HEALTH SYSTEM CAN'T BE BUILT IN ISOLATION, SO WE ARE WORKING WITH TRUSTED PARTNERS AND EVERY PART OF THE INDUSTRY TO BUILD TAILORED SOLUTIONS. WE KNOW THIS IS A LONG TERM PROJECT AND WE'RE COMMITTED FOR THE LONG HAUL. OUR PRIORITY IS TO DO IT RIGHT."**