HEALTH

Find out more

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We offer a portfolio of industry-leading systems for the health sector. Our solutions support the coordination and provision of health and community services and interoperability between health systems. Our eHealth leadership position is based on providing standards-based solutions and using technology to drive positive change.

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HEALTH

MY CARE MANAGER

Enabling efficient delivery of quality care from a distance

CONNECT CARE TEAMS AND CLIENTS TO PROVIDE BETTER CARE AT HOME

The MyCareManager solution supports you in the efficient delivery of a high level of care to clients in their home.

MY CARE MANAGER HAS FOUR KEY COMPONENTS:

ONLINE PORTALS

The MyCareManager portal is a real time dashboard of your client's health information, accessible from any internet enabled device. Health information may vary from medication details, service schedules and care plans from your clinical and client management systems, to readings from one or many health devices. You can also set up alerts to remind clients to take medications and tests, and even include health journals and data collection forms such as assessments and surveys relevant to the client's condition.

For service providers, it helps them work smarter by providing a holistic view of the individual through easy-to-understand yet detailed dashboards.

For clients, it allows them to be more involved in their care, and keep family members and carers informed.

VIDEO CONFERENCING

MyCareManager high-definition video conferencing enables care teams to quickly and simply initiate a video call to their clients to discuss care plan tasks and objectives, assist in medication adherence, observe wounds, or discuss an out of range reading.

It also supports case conferencing between care team members saving time and travel expenses. There are no applications to install or special configuration requirements. MyCareManager video conferencing uses the latest WebRTC technology, so people can join from any internet-enabled device.

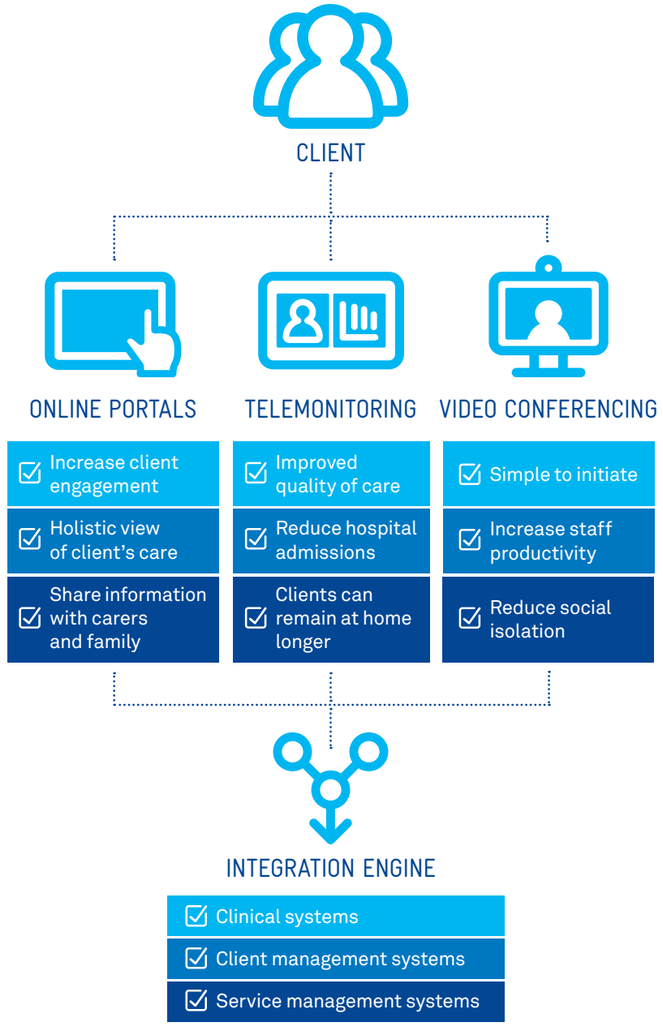
TELEMONITORING

MyCareManager telemonitoring collects data, both actively and passively, from medical devices such as weighing scales, blood glucose monitors, thermometers, blood pressure monitors and pulse oximeters. This enables service providers the ability to remotely monitor chronic conditions such as congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), diabetes, asthma and hypertension. If readings are outside prescribed parameters, MyCareManager will alert your care team who can intervene in a timely manner to improve health outcomes.

INTEGRATION ENGINE

MyCareManager's integration engine enables you to extract real-time information, such as service schedules, budgets, care plans and client statements from your clinical, service and client management systems, and make it available to clients though a single online portal. In a two way integration, information collected on the portal such as service requests, journal entries, feedback forms and direct communications with case managers may be sent to the clinical, service and client management systems and stored for future reference.

MY CARE MANAGER



BENEFITS

Service providers

- Increased efficiency and less travel reduces the cost of delivering health and community care services.
- Increased productivity assists in resourcing challenges.
- Real-time client data helps improve your responsiveness to adverse situations.
- Informed and timely service can improve client satisfaction and loyalty.
- Video conferencing and a single view of the client improves collaboration between care teams.

Clients

- Proactive monitoring and real-time biometric readings can help improve client health outcomes.
- Increased visibility into their health and care empowers clients to become actively engaged in their own wellbeing.
- Closer observation and management can help to reduce hospital admissions and readmissions, and entry into costly institutionalised care.
- Video conferencing technology can reduce social isolation, improve health literacy and increase a client's ability to self-manage.
- Clients can share their health information with family members and loved ones, as well as external providers, to simplify communication and collaboration.

APPLICATIONS OF MY CARE MANAGER

1 CONSUMER DIRECTED CARE

Provide the mandatory Client Statement on the client portal and make it easy for clients to choose to spend funds from their individualised budget with your organisation.

2 NATIONAL DISABILITY INSURANCE SCHEME

Empower clients to coordinate their own care by supplying them with the information they need to quickly and easily request services, purchase equipment and track expenditure against their overall budget.

3 CHRONIC DISEASE MANAGEMENT

Remote monitoring of chronic conditions such as diabetes and hypertension improves client engagement and health outcomes.

4 MEDICATION MANAGEMENT

Promote the safe administration of medications with both information and alerts which notify clients when medicine needs to be taken.

5 WOUND MANAGEMENT

Coordinate wound care in real time through high definition video that connects clients in community and residential settings to qualified specialists.

6 CASE CONFERENCING

Connect the entire care team across a client's medical and support network for cost-efficient case conferencing via high-definition video.

7 HOSPITAL IN THE HOME

Provide a virtual healthcare system, linking unconnected records to deliver an integrated acute care service in the home.

8 REMOTE MEDICAL CONSULTATION

Enabling clients to consult with health-care professionals without having to travel long distances or being on long waiting lists.