



READYCARE

Treatment from a GP wherever you are and whenever you need it



YOU SHOULDN'T HAVE TO GET OFF YOUR SICK BED TO SEE A DOCTOR

ReadyCare provides a smarter way for Australians to get quality healthcare services 24/7 – wherever they are

For seven million people living in rural and regional Australia, healthcare services can be hard to access. Either it's too far to travel, service hours are inconvenient, or limited mobility makes attending in person a challenge. As a result, rural and regional Australians consult GPs significantly less than the national average.

Those living in cities can also find it inconvenient or difficult to obtain treatment when they or their family fall sick at night or on the weekend.

Telemedicine provides a more accessible way for patients to obtain treatment when they need it, regardless of where they are.

For our overburdened healthcare system, that means an opportunity to reduce the 2.2 million Emergency Department presentations per year that could have been treated by a GP.

ReadyCare - a world class telemedicine service is coming to Australia

Telstra Health is working with Medgate Technologies AG to deploy Europe's leading telemedicine service – ReadyCare – in Australia.

This involves the creation of Australia's first purpose-built telemedicine centre, where patients can call in to talk to a doctor by phone or video and receive diagnosis, prescriptions, care and treatment –all without having to visit the surgery in person.

ReadyCare will be delivered using world's best practice software and processes in partnership with Swiss-based Medgate which already offers 24/7 healthcare access to over 50 percent of the Swiss population. Medgate takes up to 4,300 consultations each day, more than half of which receive definitive care and do not require a follow-up face-to-face consultation.

Building an efficient, collaborative healthcare community

To ensure that ReadyCare delivers a complementary, quality service. A clinical advisory panel has been appointed featuring leading medical representatives. We will also work with key stakeholders including Government bodies and professional associations.

To help ensure continuity of care, we also plan to share details of any advice or treatment provided with the patient's nominated GP, provided they consent.

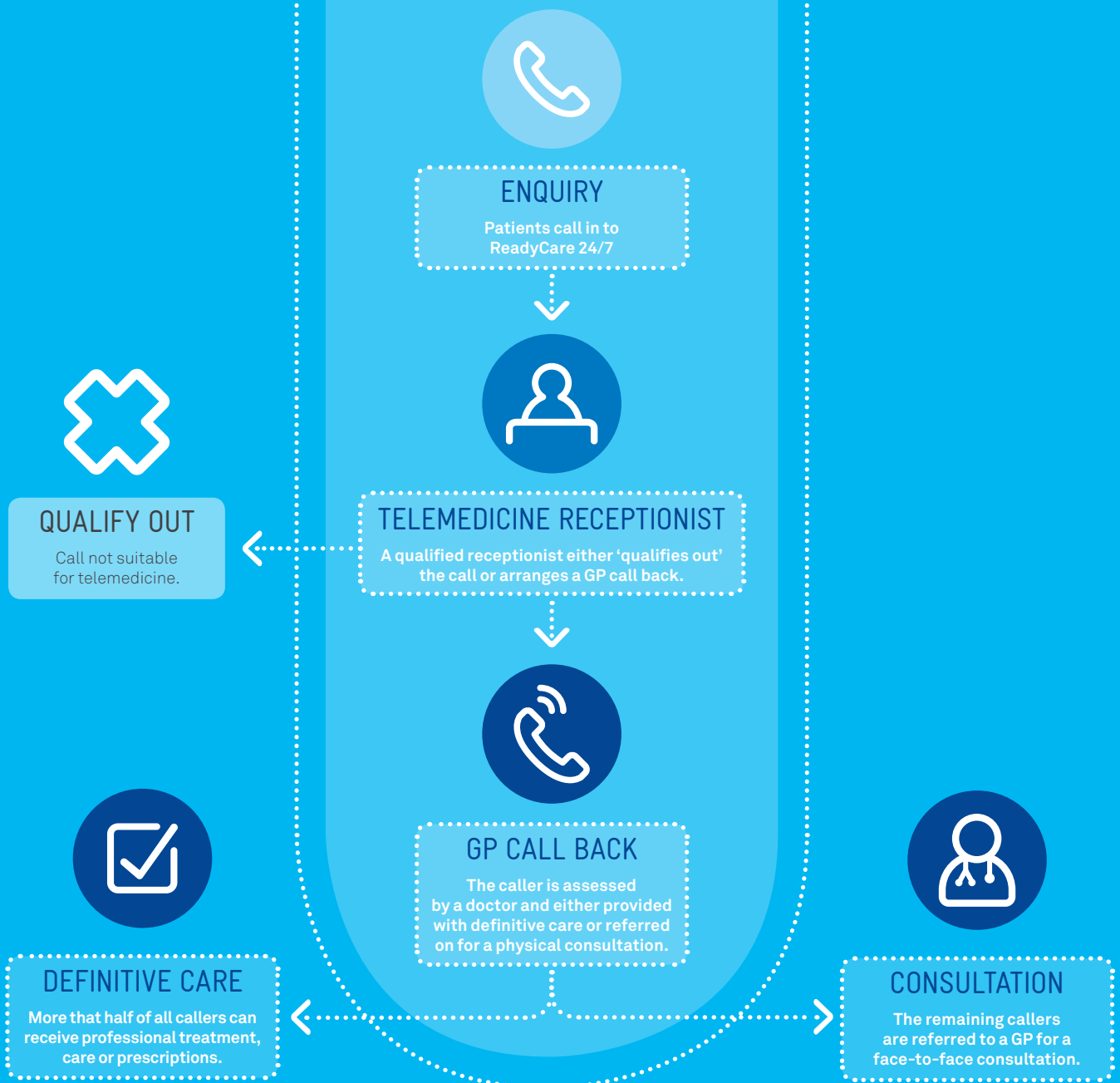
THE TELSTRA HEALTHCARE ADVANTAGE



Our vision is to create connected eHealth solutions that address the key challenges we face. We have developed a strategic plan to achieve this that includes:

- Significant investment and partnerships with 'best in class' eHealth providers. We are working collaboratively 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 joint ventures.
- The establishment of a highly credentialed healthcare team. We also draw on Telstra's experience in working in complex enterprises and bringing together fragmented solution providers.
- Working with professional and government bodies through an advisory panel to ensure that our initiatives align with national health goals.
- Building our technical capabilities to connect the health system and delivering leading platforms for GP, hospital, radiology, pathology, quality assurance, telemedicine, pharmacy, aged and community care and health messaging.
- Helping deliver confidential healthcare information across carrier-grade secure networks that already deliver critical communications for government and defence bodies across Australia.
- Offering an exemplary customer experience for those who work with us.

READYCARE IN ACTION



QUALITY. PROFESSIONALISM. CONVENIENCE

ReadyCare is based on a proven 24/7 telemedicine model, used in Switzerland and taking up to 4,300 consultations each day

Training and accreditation

Telemedicine professionals will receive intensive training and accreditation through an annual examination with a 70-80% pass rate and two months of supervised teleconsultations.

Doctors will undertake three months of training including one month intensive training on telemedical protocols and communication.

Quality assurance

A senior doctor supervisor in charge will always be on duty.

We will perform clinical auditing of calls. This will be followed up with peer review and feedback.

We will undertake customer satisfaction surveys to inform performance management of our staff.

Integrated system

Callers will enjoy a convenient, personal experience and staff can provide consistently high quality care.

ReadyCare is a complete system, integrating telemedicine-specific call management, forecasting and demand management, productivity, patient management software, protocols and performance management.



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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.

For more information on ReadyCare email
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