About Telstra

More than 200 of the world’s top 500 companies rely on us in over 230 countries. We work with them to achieve their strategic goals, uniting our significant resources – including 5,400 technology and technical specialists, over 1,900 network planners and engineers, and over 3,100 field technicians.

Our fast, far-reaching Next IP® and global IP networks, as well as the Telstra Mobile Network, can help give you a competitive edge. Expert teams at our world-leading operations centres aim to deliver business continuity 24/7/365, and our customer service has full international certification.

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Clinical Workbench powered by Verdi is hospital-proven software that helps save your time by automating key processes – including referral management.

This smart new automated system has been hospital-tested at the highest level. It combines patient and clinical information from different hospital systems in different departments and creates a single, unified patient record of referrals, charts and notes – available on a smartphone, tablet, laptop or desktop. No more logging in to multiple systems or making multiple phone calls to get the information you need to work effectively.

By providing you with up-to-date, accurate information as you go about your busy day, Clinical Workbench saves your valuable time and reduces human error and inefficiencies. It also creates a process-driven approach that speeds up admissions and referrals helping to make the best use of hospital beds, funding and facilities.

**Six Great Modules, One Unified Record, Available Where and When You Need It**

**V-Chart**
Provides a unified view of patient information drawn from multiple sources and categorised by department and patient for swift access to complete records.

**V-Notes**
Enables clinicians or transcription services to enter notes electronically into a patient’s medical profile – e.g. discharge summaries, progress notes, nutrition etc.

**V-Scan**
Enables staff to scan or photograph paper-based information and clinical images so that they become part of an electronic medical record.

**V-Mobile**
Delivers secure access to patient information via smartphones and tablets in the hospital, clinicians rooms, at home or on the go.

**V-Referral**
An electronic referral management system that works with email, fax or paper referrals. Tracks referrals at every stage, reducing delays, loss and misclassification.

**V-Photo**
Enables clinicians to use their mobile devices to take photos and save them directly to the patient record.

*Requires V-Chart*
V-REFERRAL

Streamlines and automates the referral process reducing delay and patient risk.

V-Referral tracks referrals at every stage so you can see at a glance exactly where they are — and if anything is causing a delay.

No more chasing paperwork around the building
As soon as you enter a referral, the system automatically generates a confirmation receipt and notifies the referring clinician via email or fax. This lets them know that their referral is in the system so they don’t send multiple copies or call to check, saving valuable time.

Workflows help to eliminate the chance of human error by stepping referrals through every stage with intrinsic business rules to help ensure that they are more complete and that the patient meets the criteria for assessment and treatment.

If a clinician submits a referral incorrectly, they’re notified automatically by the system, which means you no longer have to ring around to follow up.

You can view the status of all referrals as they make their way through the key stages of arrival, triage and booking, making it easy to manage patient, clinic and clinician enquiries.

Automatically creates patient lists and reports
V-Referral sorts referrals by priority and date, automatically creating patient lists for you. It also automatically calculates and reports on wait times so you can rapidly spot log jams to keep admissions on track and make the best use of hospital beds and facilities.

Because only authorised individuals can see patient information, V-Referral is far more secure than paper forms sitting in in-trays. And to help you comply with government or hospital reporting, V-Referral automatically generates comprehensive reports on every aspect of referral management.

FLEXIBLE REFERRAL SUBMISSION
V-Referral accepts referrals via fax, email, mail or in person.

AUTOMATIC CONFIRMATION OF RECEIPT
As soon as a referral enters the system it automatically generates a receipt and notifies the referring doctor. This helps detect incomplete or incorrect information early — ensuring the process is not stalled.

COMPLETE VISIBILITY
You can view the status of all referrals at arrival, triage and booking so you can report back quickly. Referrals are sorted by priority and date, automatically creating patient lists for you.

SOPHISTICATED REPORTING
V-Referral automatically calculates and reports on wait times, making it easier to make the best use of hospital beds and facilities. You can also generate comprehensive reports for government or hospital reporting.

INTEGRATED WORKFLOWS
V-Referral helps to eliminate human error. Workflows step referrals through every stage. Embedded guidelines help ensure that they meet the criteria for patient assessment and treatment.

PROTECTS PATIENT INFORMATION
By reducing paperwork and setting strict authorisation as to who can see information, V-Referral improves patient privacy. You sign on with a secure password to access the system.

PROVIDES A RECORD OF EVENTS
Because V-Referral records every step of the patient journey you have a secure audit trail, making it easy to check details after the event if this is required for legal or medical reasons.
**V-MOBILE**

**Making information available where you are.**

You work in so many places, your patient information should too. That’s the thinking behind V-Mobile, a software solution that takes clinical information from your existing systems and makes it available on your mobile device.

**Works where you do**

Whether you’re at the bedside, in the theatre or your rooms you can check and update any patient information that’s in the system – from scans to X-rays, pathology results and patient notes on your smartphone or tablet. With accurate information at your fingertips, you can respond quickly and save time.

V-Mobile displays relevant scanned reports, diagnostic imaging and pathology results in tables with ‘out of range’ results highlighted to draw attention to them.

**Share images and opinions with your referral network**

Authorised professionals in your care team and referral network can view results and enter notes, keeping everyone informed and up-to-date. It’s easy to access patient history and charts from anywhere there’s an internet connection. Quickly photograph a wound, inflammation, rash etc., and share it with colleagues for a second opinion.

**V-SCAN**

**Making files available electronically.**

V-Scan lets you quickly and easily convert paper-based clinical information into electronic files that can be used within the Clinical Workbench modules by authorised professionals.

**Save time and labour**

V-Scan supports batch and single document scanning. It reads barcodes, automatically allocating scanned information to the appropriate patient, episode and record category based on the label. It can automatically detect page orientation and correct images. And it records the date of the scanned document and the date of scanning. Role-based security distinguishes between three stages of scanning – scan, index and quality assurance.

**Put everyone on the same page**

It’s easy to scan documents, letters or multi-page reports from a single centralised scanner or from scanners located across multiple offices and wards. V-Scan provides immediate access to paper-based correspondence and medical information mapped against the patient, date and document type.

You can also use V-Scan to receive electronic information and attach it to a specific medical record.

**V-PHOTO**

**Adding photos to patient records.**

V-Photo lets you take and store photos directly into patient records without retaining a copy of the device, assisting to protect patient privacy.

V-Photo is included in the V-Mobile module or can be purchased separately.

**Patient privacy**

Securing patient images is an important consideration. With V-Photo patient photos are saved directly to the patient record and will never become part of the clinician’s personal photo library. Photos are retained as a useful reference for other clinicians.

**Easy to use**

V-Photo has an easy to use interface. Photos are updated in real-time and can be linked with existing data repositories to provide clinicians with a complete record across locations and devices. Descriptions can be added to the photos, and colleagues can be notified of photos you would like them to view.

**WHY TELSTRA IN HEALTHCARE?**

Telstra has significant experience and investment in critical communications and network-centric healthcare.

Healthcare information isn’t just any old information. It’s highly sensitive, often critical, and the file sizes can be significant, especially for imaging. That’s why it’s important to trust your solution to Telstra with its proven track record of delivering critical communications for healthcare organisations right across Australia.

**A dedicated healthcare team**

Telstra’s dedicated healthcare team will work with your IT team to help ensure Clinical Workbench meets your needs. You’ll have the assurance of a large, well resourced company standing behind your solution with a deep pool of healthcare expertise and IT engineering we can draw on.

Telstra’s extensive integration experience helps ensure your solution works seamlessly across Telstra’s networks and your devices – to provide secure access to Clinical Workbench powered by Verdi from the hospital front desk, wards, surgeries, clinics, offices and affiliate locations.

We can draw on 2,500 communications technicians, over 700 maintenance technicians, 180 dedicated security specialists and 146 ITIL-accredited project managers to help keep your Clinical Workbench performing at peak.

And when it comes to taking care of business, we are known for our high standard of customer care, having attained Certified Customer Service Organisation and International Customer Service Standard (ICSS) certification at the highest level. We deliver services through an ITIL V3-aligned Information Technology Services Model, ensuring best practice methodologies.

**A roadmap of continual improvements**

Clinical Workbench powered by Verdi is an important Telstra Healthcare solution. It is tested and proven in a clinical setting and it has a roadmap of improvements already planned.

**The security levels you need**

The Telstra Mobile Network is not only highly secure, it reaches 99% of Australians. So if you use it together with Clinical Workbench powered by Verdi, your clinicians and other hospital staff can connect securely and reliably from more places.

Your business continuity is our top priority. Telstra is one of the few providers in Asia with ISO/IEC 27001:2005 security certification for our key networking services. We support customers with proximity to your local emergency service contact and incident response through our world-class Global Operations Centre (GOC) and Managed Network Operations Centre (MNOC).

**A proven track record**

Network-centric healthcare has been an important focus for Telstra for many years. During that time we have delivered innovations such as the Virtual Trauma Videoconferencing Centre at Loddon Mallee Hospital in Victoria, as well as deploying Bedside Solutions to thousands of hospital beds in South Australia. This sophisticated bedside unit is used by clinicians to review MRI scans, test results, X-rays, etc. and update patient records during rounds. It works to a patient-entertainment and meal-ordering unit when not in use.