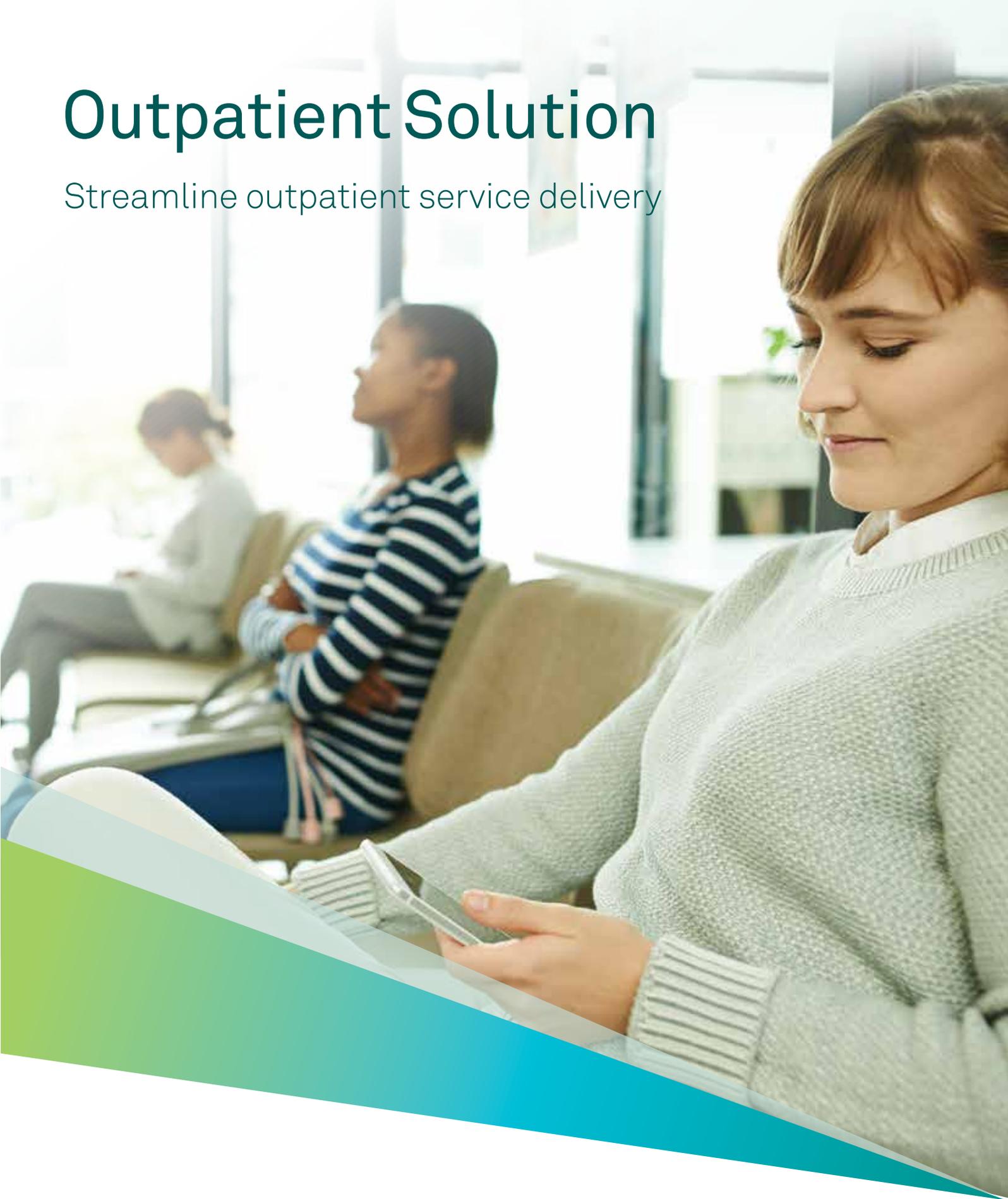


Outpatient Solution

Streamline outpatient service delivery



Could your outpatient services be better managed?

Telstra Health's Outpatient Solution enhances outpatient journey touchpoints to improve the patient experience and support flow in and out of your hospital.

Utilising leading technology our Outpatient Solution optimises every stage of the outpatient journey; from pre-appointment to day of appointment and patient follow-up.

Improve operational efficiencies and ease cost pressures through better referral management, appointment management and patient communications. Flexible and modular, our solution can be configured to suit your hospital's needs and alleviate key pain points.

Benefits

Reduce administrative effort

A seamless digital process supports key administrative tasks including billing information capture and integration to your systems, enabling your staff focus on what matters most: providing better patient care.

Improve clinic management and resourcing

Better visibility of patient flow supports optimised scheduling of appointments at your clinic. Mobile patient check-in helps minimise queues. Ability to send mobile notifications of appointment reminders, delays or changes to manage patient's expectations and reduce 'failure to attend' rates.

Enhance the patient experience

Use the patient mobile app to keep patients in the loop with key appointment information and reminders. Wayfinding functionality provided by the app guides patients to the right location for their appointment on the way to, and within the hospital setting. Post-appointment surveys provide your clinic with direct feedback.

Reduce delays in receiving payments

An integrated digital billing process removes the need for paper-based data collection and helps reduce delays in submission, lost revenue due to incorrect MBS codes and rejected claims due to invalid data.

Key modules



Patient Mobile App

Send outpatient services information before appointments and digital notifications; including appointment reminders and cancellations.



Digital queue management

A comprehensive view of the patient journey, status and wait times. Patient check-in via mobile or self-service kiosks.



Referral management

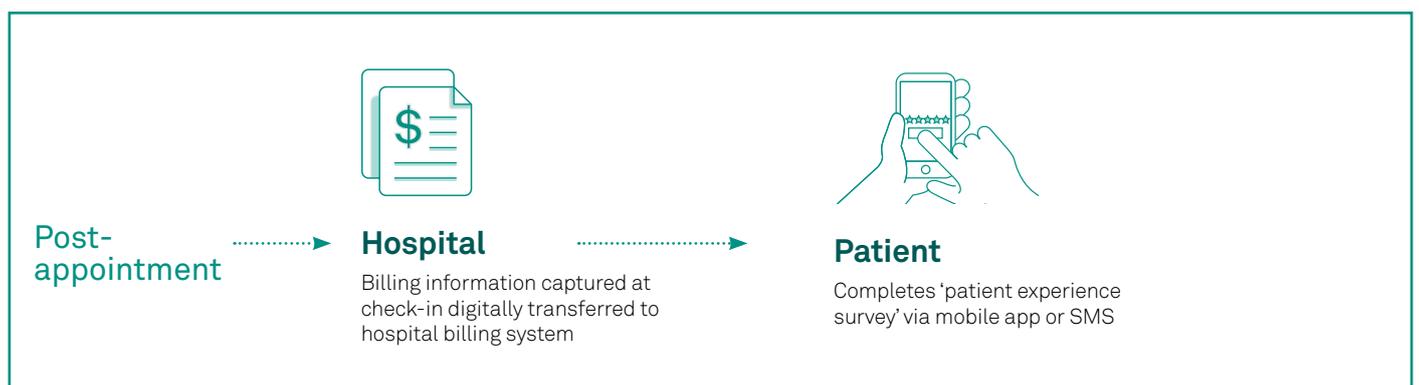
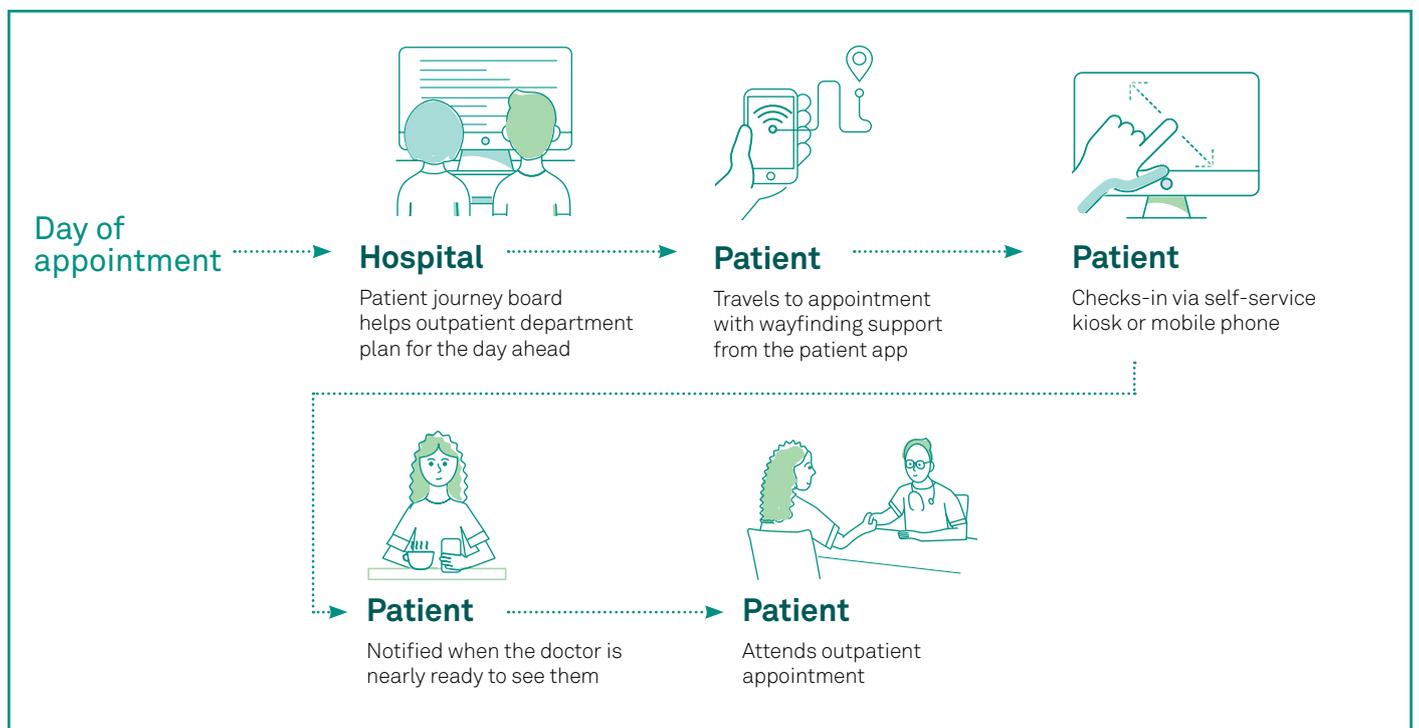
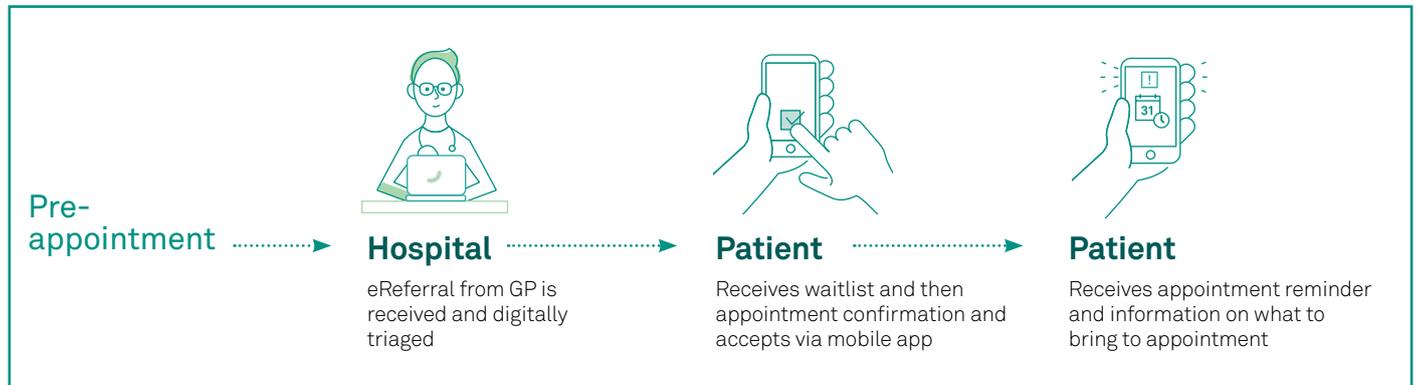
Electronic referrals are easily generated from a variety of desktop systems. Manage incoming referrals and easily triage and track referrals electronically.



Patient access to My Health Record

via the app, enabling easy access to their key health information.

A streamlined outpatient journey



Telstra Health is the largest Australian-based provider of software products, solutions and platforms for healthcare providers and funders.



Pharmacy

More than **2,700 pharmacies** use our software, and more than **200 million** electronic prescriptions a year are exchanged on our platform.



Aged & Disability Care

More than **350 care providers** depend on our software solutions.



Hospitals & Health Services

We provide clinical and administrative information systems to more than **100 hospitals** and over **200 Indigenous health** service sites.



Population Health Solutions

We are delivering screening registers to improve care across whole populations.



Data & Analytics

More than **150 organisations** use our healthcare analytics solutions.



Emerging Markets

We are enabling clinicians to deliver care in new ways through our telehealth and consumer solutions.

Talk to us today about how your organisation could benefit from our Outpatient Solution.

To find out more

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-  sales@health.telstra.com
-  telstrahealth.com/outpatients

