



Health
Aged & Disability



Residential aged care solution

Providing a truly connected
aged care software experience

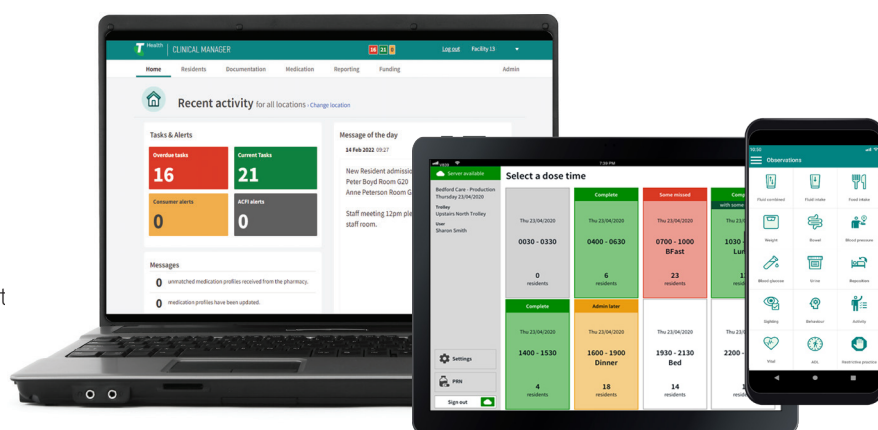
Telstra Health

Telstra Health is dedicated to helping residential aged care providers to efficiently deliver personalised, quality care.

Solutions supporting the residential aged care and retirement living sector

Telstra Health's state-of-the-art residential aged care solutions assist providers in every part of care delivery. Our best of breed solutions support the following areas:

- Clinical and care management
- Electronic medication administration
- Funding management and reporting
- Carer tasks and workflows
- Family communication
- Facility and resident administration
- Admission, leave and departure management
- Independent Living management



Our software solutions

Clinical Manager

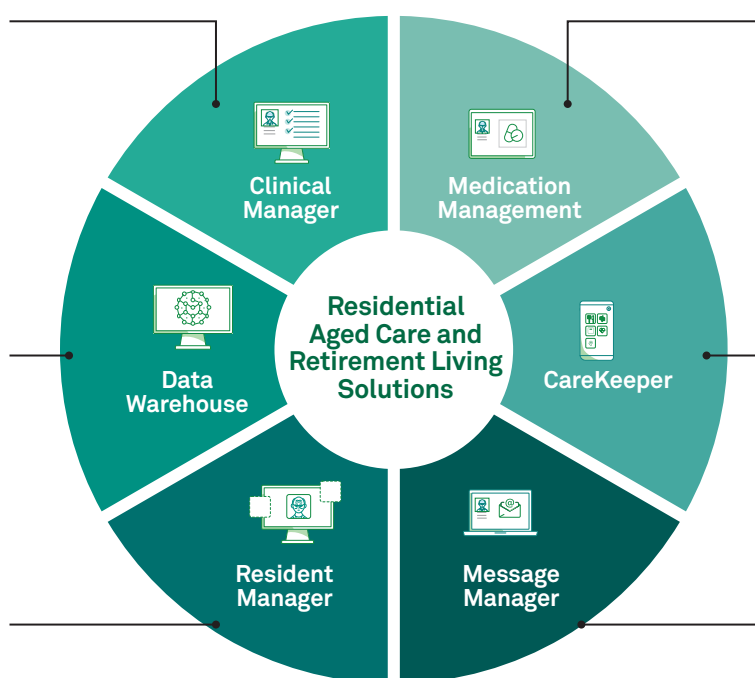
- Clinical assessments
- Charting
- Care planning
- Progress notes
- Handover

Data Warehouse

- Advanced reporting
- Data analytics
- BI capabilities
- Outlier identification
- KPI measurement

Resident Manager

- Leads management
- Services Australia integration
- Funding reconciliation
- Retirement living management
- Resident lifecycle



Medication Management

- Medication administration
- Electronic medication charts
- PRN administration
- Pharmacy and GP messaging
- Reporting

CareKeeper

- Task management
- Resident information
- Charting
- Care plans
- Progress notes

Message Manager

- Family SMS communications
- Family email communications
- Historical records
- List management
- Individual and group messaging

Your comprehensive residential aged care solution

Telstra Health's residential aged care solution includes the following apps and software to create one source of truth for peace of mind and efficient use of data.



Resident Manager

Resident Manager helps providers better manage their resident administration, funding and reporting processes. The solution includes Independent Living, respite, and aged care facility specific features, helps to streamline submissions to Services Australia, and allows providers to easily manage the resident enquiry, admission and leave process.



Clinical Manager

Clinical Manager helps providers effectively manage clinical documentation, administration and care. By helping to reduce compliance risks, increasing efficiencies and maximising opportunities for funding, Clinical Manager streamlines key operational processes, giving your staff more time to focus on personalised resident care.



CareKeeper

CareKeeper is a simple to use mobile application that enables care staff to quickly view, action and record care in real time. With an icon-based design, staff can easily identify the tasks that need completing in required time frames while at the resident's side.



Message Manager

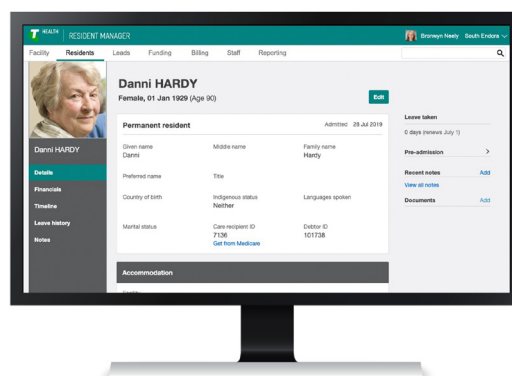
Message Manager combines easy to use SMS and email functionality, list management and historical communication records to streamline the resident family communication process. The software helps support open communication in line with the Aged Care Quality Standards by providing residents' loved ones with a transparent account of care delivery.



Medication Management

Medication Management helps staff create efficiencies and improve the quality management of medications. The software includes comprehensive medication tracking and reporting to increase transparency around medication administration and help ensure the health and safety of residents.

- **MedMobile** – Medication Management's MedMobile app enables staff to view and capture medication administration information at the point of care via a mobile device. The app helps reduce medication-related errors resulting from handwritten charts and communication breakdowns by creating a single, accessible electronic medication profile for each resident.
- **MedPoint** – Medication Management's MedPoint module allows GPs serving residential aged care to update a resident's medication chart electronically, removes the manual process of sending charts to the pharmacy for aged care providers, and supports efficient pharmacy workflows.



The Telstra Health difference



24/7 technical support

Telstra Health clients benefit from a dedicated Account Manager, flexible training approach, and a 24/7 Australia based technical support team. We pride ourselves on delivering on time, on budget implementations, with fast and easy software upgrades at no extra cost.



User focused

Our residential aged care solution has been designed with a strong focus on a quality User Experience (UX), taking onboard feedback from aged care staff to ensure it is easy to use and navigate, meaning new staff can pick up the software with minimal training.



Secure trusted hosting

To ensure data is stored securely within Australia in line with health data protection laws, Telstra Health is proud to offer hosting via Microsoft's trusted Azure cloud platform.



Specialised support

Providers switching to Telstra Health from an alternate software vendor can rely on specialised tools to ease the transfer of data, as well as experienced staff to support and guide their transition.

Telstra Health employs more than 1,400 people across 15 locations in Australia and the UK

We aim to improve lives through digitally-enabled care for our community. We do this by providing software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.



Our community pharmacy platform processes **400 million transactions annually**

Our **Real Time Prescription Monitoring** platform has sent clinicians in Victoria:

5.3m+
alerts

>3.4m+
at-risk patient alerts



Australia's largest provider in residential aged care covering **62,000 beds**

Supporting aged and disability providers by providing safety and quality oversights and greater opportunities for social engagement



16 million participant records securely managed through our population health platform



> 540+ public & private hospitals across Australia use our **Kyra solution** and **20** have implemented **Kyra Clinical**



Supporting the NHS as a leader in healthcare data and insight – our metrics have been adopted as global standards in healthcare



75% of Aboriginal Medical Services (AMSs) use our **Communicare** platform

Our Virtual Health Monitoring solution has provided Metro South Health in Queensland with a 33.5% return on investment and direct cost savings through fewer home visits and transfers to hospital

Sign up to our newsletter to find out more throughout the year at telstrahealth.com/news

To find out more

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