



**Virtual Health  
Platform**



**Health  
Virtual Care**



# Platform Guide

2024

## Connecting care, enabling clinicians & empowering patients for improved outcomes

Virtual Health Platform helps facilitate hospital-level care in the comfort of the patient's home, providing quality care, clinical oversight, and expertise without the need for hospitalisation.



**Integrated risk management**  
Identify deteriorating patients early using a risk-rated dashboard to help reduce hospital readmissions and ensure uninterrupted home care



**Time & cost saving integrations**  
Virtual Health Platform integrates with EMRs and clinical systems, helping to reduce costs and implementation timelines



**Cloud-hosted, managed service**  
Fully managed service with quick setup and contracted provider support, further enhanced by optional patient help desk and home device management and support†



**Connectivity across devices**  
Integrates with multiple health devices to offer a seamless Bluetooth connection for biometric data



**Patient-centered solution**  
Empower patients with accessible care, personalised education, and seamless communication, helping ensure they remain in control of their healthcare journey at home



**Secure and reliable**  
Hosting on Azure with robust security measures supports the protection of patient data

## Patient use cases

Virtual Health Platform can be configured to support a variety of patient use cases including:

- Cellulitis
- COPD
- Hypertension
- DVT
- Postoperative Care
- Infectious Diseases
- Diabetes
- Wound Care

## Virtual care technology backed by results\*



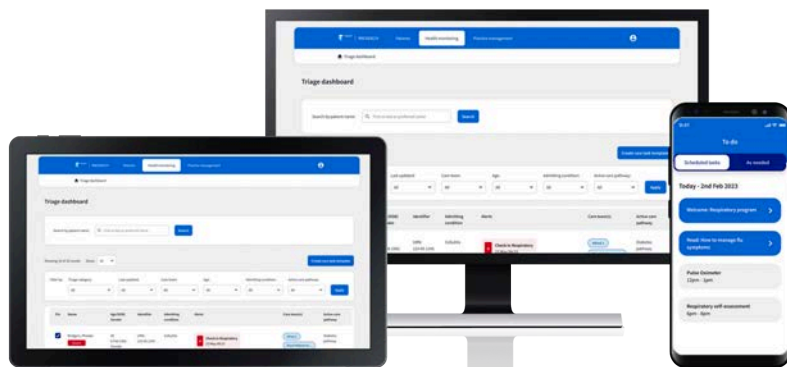
**51% REDUCTION**  
in risk of hospital readmission within 28 days



**3.2 Day REDUCTION**  
in length of stay from 7.2 days to 4.0 days



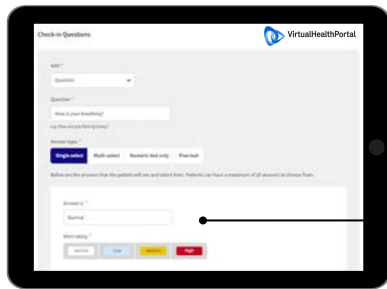
**\$3,698 SAVING**  
on average, per admission



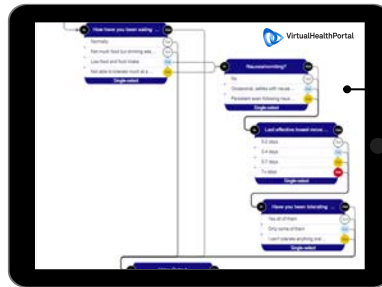
\*Additional costs may apply to optional features  
\*Based on a 2023 study

## Highly configurable templates for patient monitoring and clinical efficiency

Design and create standardised templates for tasks, health assessments and condition-specific pathways that can be generally applied to monitor a broad range of patients, helping reduce time spent on administrative processes and realising clinical efficiencies.



Custom Questions and Alerts

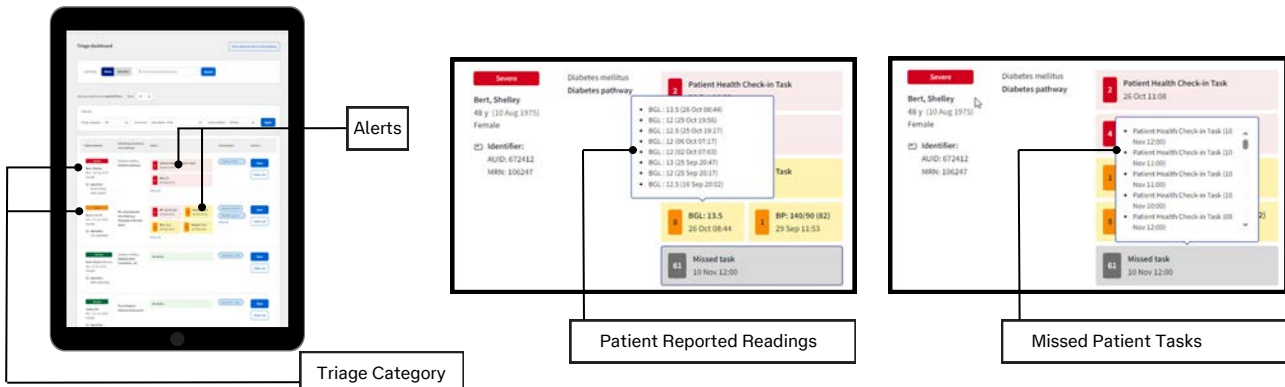


Custom Rules and Branching Logic

Custom Questions and Alerts

## Quickly identify deteriorating patients

VirtualHealthPortal's risk-rated dashboard provides clinicians with a complete view of their patient cohort, prioritised by a configurable rules-based engine. This helps quickly identify deteriorating patients and intervene promptly, lowering the risk of hospital readmissions.



Alerts

Triage Category

Patient Reported Readings

Missed Patient Tasks

## Dashboards and reports

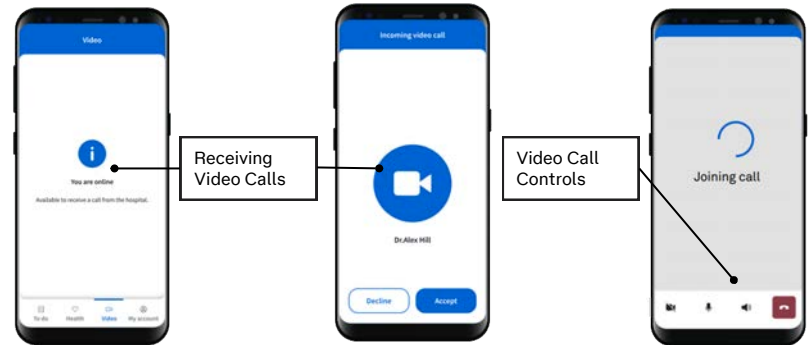
VirtualHealthPortal's reporting tools help providers collect and analyse comprehensive cohort reports, including patient demographics, task adherence, observations, and audits. Decision-makers gain a clear program overview through operational and triage dashboards, covering length of stay, patient locations, specialties, response times, and task management, helping enhance operational efficiency.



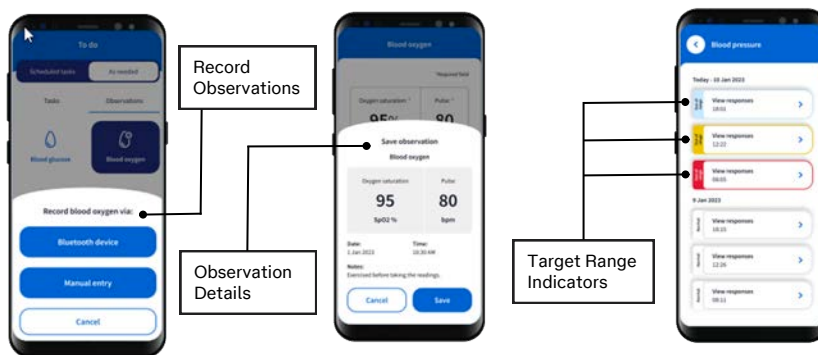


## Omni channel communication

Patients using MyHealthAccess have the capability to receive incoming video and/or audio calls from their care team, helping enable seamless and interactive communication. This feature enhances the patient experience by facilitating real-time consultations, allowing for visual assessments, and promoting effective dialogue between patients and healthcare providers.



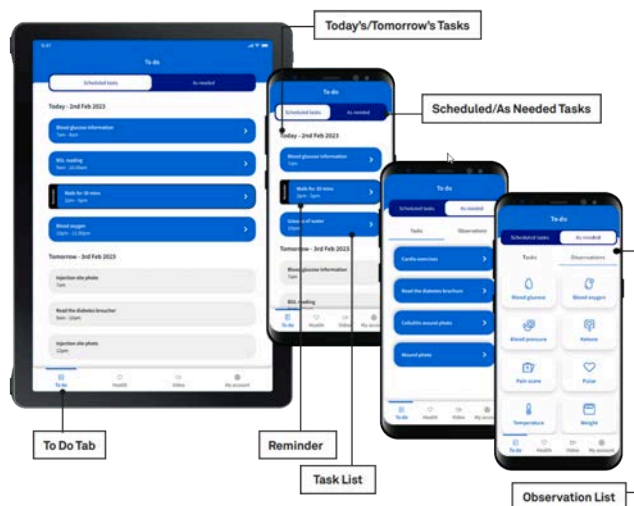
## Record and view observations



MyHealthAccess integrates with multiple health devices to offer a seamless Bluetooth connection for biometric data.



## Personalised task management



Patients can access and select from scheduled tasks prescribed by clinicians or administrators in MyHealthAccess, along with viewing previous observations. These tasks are tailored to their care plan, offering clear guidance for progress. This structured approach keeps patients informed and engaged in managing their health.

## About Telstra Health

At Telstra Health, we work to improve lives through digitally-enabled care for our community. Our purpose drives us as we strive to realise a connected and improved digital health experience for all, delivering value to patients and providers.

We have established a unique footprint, both locally in Australia and internationally, and we have deep experience and expertise across the entire spectrum of health, aged care and social services.

By providing software products, solutions and platforms, we work with care providers in the hospital, health service, general practice, pharmacy, and aged care and disability support sectors to connect health information, clinicians and consumers. We also partner with industry leading specialist organisations to successfully deliver critical national services.

Our clinical and administrative systems, population health solutions, and information exchange platforms help providers and government organisations to improve the quality, safety and efficiency of the healthcare they deliver. We also help enable clinicians to deliver care in new ways through our virtual care and consumer solutions. We support healthcare organisations to make better informed decisions through our advisory services and end-to-end analytics and Artificial Intelligence solutions. Collectively, our digital health solutions help to solve some of the biggest challenges facing the health and aged care sectors and represent an important element in delivering outcomes that matter to patients and clinicians.



### Unsure where to start with virtual care?

Chat to our team and receive a no obligation virtual care proposal tailored to your organisation's needs and goals

[Learn more](#)